



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

Special Item No. 132-51 Information Technology Professional Services

Note: Contractor has been awarded all Special Item Numbers under the Disaster Recovery and ARRA Programs.

**SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

FPDS Code D306 IT Systems Analysis Services  
FPDS Code D307 Automated Information Systems Design and Integration Services  
FPDS Code D308 Programming Services  
FPDS Code D311 IT Data Conversion Services  
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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

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

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

**Primus Solutions, Inc.**

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Contract Number: **GS-35F-0509R**

Period Covered by Contract: **April 21, 2005 through April 20, 2015**

General Services Administration  
Federal Acquisition Service

Pricelist current through Modification #PO-0011, effective February 28, 2011

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



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

***SPECIAL NOTICE TO AGENCIES: Small Business Participation***

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals. For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service ([www.gsa.gov/fas](http://www.gsa.gov/fas)). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page ([www.gsa.gov/fas](http://www.gsa.gov/fas)) contain information on a broad array of products and services offered by small business concerns. This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

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

**1. GEOGRAPHIC SCOPE OF CONTRACT**

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

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

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

**2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**

**Primus Solutions, Inc.**  
**6303 Ivy Lane, Suite 130**  
**Greenbelt, MD 20770**

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

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

**(301) 837-5500**

**3. LIABILITY FOR INJURY OR DAMAGE**

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

**4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:**

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: **082971578**

Block 30: Type of Contractor - **A. Small Disadvantaged Business**

Block 31: Woman-Owned Small Business - **No**

Block 36: Contractor's Taxpayer Identification Number (TIN): **54-2014187**

- 4a. CAGE Code: **3GQG0**
- 4b. Contractor **has** registered with the Central Contractor Registration Database.

**5. FOB DESTINATION**

**6. DELIVERY SCHEDULE**

- a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
<u>132-51</u>	<u>As negotiated</u>

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

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

- a. Prompt Payment: None – Net 30 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: None
- c. Dollar Volume: None
- d. Government Educational Institutions: Government Educational Institutions are offered the same discount as all other Government customers

**8. TRADE AGREEMENTS ACT OF 1979, as amended**

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

**9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING**

**10. Small Requirements:** The minimum dollar value of orders to be issued is \$100.00.

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

- a. The Maximum Order value for the following Special Item Number (SIN) is \$500,000:  
Special Item Number 132-51 - Information Technology (IT) Professional Services

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

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

**13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS**

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

**13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS)**

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS

Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

### 13.2 **FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS)**

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

### 14. **CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)**

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges. NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

**15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES**

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

**16. GSA ADVANTAGE!**

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

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

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

**17. PURCHASE OF OPEN MARKET ITEMS**

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f). For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

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

**18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS**

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

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

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

**19. OVERSEAS ACTIVITIES**

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

None

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

**20. BLANKET PURCHASE AGREEMENTS (BPAs)**

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

**21. CONTRACTOR TEAM ARRANGEMENTS**

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

**22. INSTALLATION, DEINSTALLATION, REINSTALLATION**

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

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

**23. SECTION 508 COMPLIANCE**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: N/A

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

**24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES**

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

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from \_\_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

**25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)**

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

**26. SOFTWARE INTEROPERABILITY**

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

**27. ADVANCE PAYMENTS**

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

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

**1. SCOPE**

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

**2. PERFORMANCE INCENTIVES**

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

**3. 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**

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

#### **7. RESPONSIBILITIES OF THE CONTRACTOR**

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

#### **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

#### **9. INDEPENDENT CONTRACTOR**

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

#### **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 services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

**12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract. 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 SERVICES AND PRICING**

Please see the attached labor category descriptions and rates.

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

**PREAMBLE**

Primus Solutions, Inc. provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

**COMMITMENT**

- To actively seek and partner with small businesses.
- To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.
- To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.
- To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.
- To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.
- To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.
- To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact

Lois Takara  
Primus Solutions, Inc.  
Vice President, Business Development  
[Lois.Takara@asrcprimus.com](mailto:Lois.Takara@asrcprimus.com)  
Phone: 301-837-9102

**SUGGESTED Blanket Purchase Agreement (BPA) format**

**BEST VALUE  
BLANKET PURCHASE AGREEMENT  
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) \_\_\_\_\_.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

\_\_\_\_\_  
Ordering Activity

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contractor

\_\_\_\_\_  
Date

(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT

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

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

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

- (2) Delivery:
 

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

- (4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

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

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

## **BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”**

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

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

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

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

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

# **PRIMUS SOLUTIONS, INC.'S INFORMATION**

## **TECHNOLOGY LABOR CATEGORY DESCRIPTIONS AND RATES**

### ***Senior Project Manager***

***GSA Price: see attached list for current year and out-year prices***

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**Summary:** Serves as the project manager for a large task order and assists the Program Manager in working with the Contracting Officer (CO), the task order-level Task Managers, management personnel and customer agency representatives. 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. Performs enterprise wide horizontal integration planning and interfaces to other functional systems

The responsibilities include:

- Assistance to Program Manager in working with various customer representatives and with other Program and Task related activities.
- Task management to include timely delivery and implementation of scheduled deliverables.
- Project Planning and scheduling of tasks and resources.
- On-going project status reporting.

**Qualifications:** A total of five (5) years of demonstrated experience within the last ten (10) years is required for this position. Three (3) years must be specialized management experience as defined below. The remainder may be specialized or general experience. Must demonstrate experience for oral and written communications with all levels of management; and demonstrate experience in each duty described above.

Supervision and management of information systems projects involving six to eight. Demonstrated progressively difficult information systems management experience.

**Education/Experience:** Bachelor's Degree (BS) in Computer Science/Math/Engineering or any other business with seven to ten (7-10) years of overall experience or College Degree with 9-12 years of experience or GED with 11-14 years of experience. Minimum of five years management experience.

### ***Senior IT Architect***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Provides the Technical, Functional, and Business related expertise. Experienced in architecture, analysis, design, and implementation of information systems and enterprise information infrastructure. Architects, designs and implements enterprise integration solutions. Uses automated development tools and CASE tools to design and implement complex systems level solutions to meet the required system functionality. Ensures that the design implementation is optimized to provide the most efficient use of systems resources.

Provides well rounded information technology experience in implementing enterprise solutions. Works with a team of application developers to implement the solution. Serves as the development team's subject matter expert on issues related to system level design, design implementation, and system performance. Ensures the development of other team members by providing constructive feedback and assessment of abilities and performance. Provides feedback to managers on technical progress and implementation issues.

**Education/Experience:** Bachelor's Degree in Engineering, Computer Science or Information Systems and seven to ten (7-10) years experience in software development or College Degree with 9-12 years of experience with 3-5 years experience in systems level design and architecture in a multi-tier or enterprise level environment. Experienced with at least one Relational Database Management System (RDBMS) and multiple operating systems.

### ***Software Engineer***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Perform software development, testing and provide support in all phases of the software lifecycle.

**Education/Experience:** Bachelor s Degree in Computer Science or related subject with three (3) years of experience in computer related field or College degree with 5+ years of experience in compute related field or GED with 9+ years of experience in computer related field. Strong knowledge of Windows, Linux and/or UNIX based development, software engineering techniques and concepts. Experience in one or more of the following areas:

- Java and J2EE Technologies and/or Microsoft .NET Technologies
- Oracle, SQL Server, MS Access or any other relational database development
- Application servers such as IBM Websphere, WebLogic, Oracle Application server or JBoss
- Web server including IIS and Apache
- C/C++, VB, VB.NET, C#, Fortran, Cobol languages
- Object oriented design and UML based modeling
- Software Quality Assurance
- Integrated Development Environments like Borland JBuilder, Eclipse, Net Beans or Visual Studio.Net etc.
- Unix, Linux, and Windows Operating Systems
- Knowledge of source code control systems such as PVCS, CVS, or SourceSafe etc.
- Performing unit tests and familiarity with latest test driven design development methodologies
- Participation in code reviews and code walkthroughs

### ***Senior QA Specialist***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Six years of general and progressively responsible experience performing computer systems testing, development or maintenance. Experience in independent testing and assessment of large complex computer systems. Proven ability to work independently or under only general direction.

The responsibilities include:

- Provide technical guidance in the testing and assessment of complex systems.
- Plan, manages and conducts independent testing and assessment activities.
- Ensure tested components are compliant with standards and requirements.
- May work as a team leader and direct the work of junior test specialists.
- Interfaces with customer technical personnel to ensure problem resolution and customer satisfaction.
- Prepare, develop, track, and maintain technical documentation and materials.
- Familiar with setting and running industry standard automated test tools such as Win Runner, Load Runner etc.
- Perform one or more types of manual and automated tests functional, system, regression, load and stress tests.
- Develop, organize, and manage the implementation of quality programs to achieve the lowest defect rate for products.
- Create, evaluate, and analyze quality inspections and testing methods; recommends improvements;
- Ensures adherence to quality control procedures during various production phases.

**Education and/or Experience:** A bachelor's degree in Computer Science, Computer Engineering, Electrical Engineering, Operations Research, Information Systems with six (6) years of experience in computer related fields or College Degree with a total 8 years of experience in computer related field or 10 years of experience in computer related field.

### ***Project Director***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Effectively and efficiently plans, organizes and manages all employees that are engaged in the various duties. This includes: (1) day-to-day administrative direction of personnel; (2) assignment of staff personnel to appropriate shifts, or employment functions/tasks/duties; (3) monitoring staff loading (i.e., manpower and manning levels) per wage category per shift, per week to ensure contract compliance; and (4) establishment or improvement of procedures and controls, where necessary, to ensure that all services meet schedules of production. Has the authority to act for the contractor in the day-to-day matters under this contract to include, but not be limited to, the following: provide customers as appropriate with status reports; monitor this contract to insure that all tasks are being properly executed; make suggestions to customers for improvements, if any, of the operation and prevention of problems; and respond to requests from customers, whether administrative or technical.

Responsible for ensuring that personnel are fully qualified for the labor categories under which they are assigned and that personnel perform the work efficiently and in a timely manner. The Project Director has the authority to handle all disciplinary matters involving the contractor employees and to sign all papers, documents and/or reports on behalf of the contractor. Ensures that supervisors, project coordinators, and/or team leaders, perform all document reviews, data analysis, on-line data entry support, coordinate recommendation of revisions to user documentation, and maintain files and records as required. Conducts staff meetings on technical performance matters, including changes to software processing, production, error rates, disposition of files, attendance, and policy and procedural matters. The Project Director assists in the planning and development of policies and procedures for the effective and efficient management of the data entry and other operations. Formulates statistics on technical performance matters to include anomalies in reporting and past, present and future statistical reports surrounding the data entry requirements, as requested by the customer. Reviews and approves daily, weekly and semi-monthly status reports and properly disseminates these reports. Writes and reviews standard operating procedures regarding the completion of various tasks and reports as they relate to contractor personnel performance. TMonitors the operations of the contract and all contract personnel hired in the performance of the contract, regardless of the physical location of the employee.

**Education and/or Experience:** Bachelor's Degree (BS/BA) and eight (8) yrs experience

### ***Project Coordinator - Technical***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Responsible for providing assistance to the Project Director or Manager in the overall direction, management and supervision of employees hired under a contract. Provides effective document review, data analysis, on-line data entry support and recommended revisions to user documentation in order to maintain the efficient and effective completion of all tasks assigned. Under the direction of the Project Director or Manager, assesses on a daily basis the status of the workload, and, if required, recommends or takes appropriate measures to correct any emergency developments, which may impede timely performance of the contract. Recommends personnel assignments and changes to ensure satisfactory performance. Interfaces with the customers on a daily basis regarding performance issues. Sorts and logs quality control error slips, assigns document control numbers to the errors for management review, and ensures that corrective actions are implemented. Prepares daily, weekly and semi-monthly project status reports and assists in the analysis of statistical data relating to staff productivity, accuracy rates and staff attendance. Reviews employee time sheets for accuracy and completeness, as well as compliance with established contractor preparation guidelines. Provides assistance, as required, in writing and revising standard operating procedures regarding the completion of tasks, projects, reports and other duties. Also responsible for the preparation of personnel actions, memoranda and other correspondence related to personnel issues. Coordinates personnel training and monitors the effectiveness of the training program.

**Education and/or Experience:** Bachelor's Degree (BS/BA) and five (5) yrs experience

### ***Task Manager***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Effectively and efficiently plans, organizes and manages all employees assigned to the specific task area. This includes: 1) day-to-day administrative direction of contractor personnel; 2) assignment of staff personnel in accordance with workflow requirements and 3) establishment or improvement of procedures and controls, where necessary, to ensure that all services meet schedules and production standards.

**Education and/or Experience:** Bachelor's Degree (BS/BA) and five (5) yrs experience



### ***Management Analyst***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Develops, implements, and monitors task(s) progress. Analyzes areas of concern and presents feasible alternatives and recommendations based on thorough research. Develops, writes, and edits material for reports, manuals, briefs, proposals, and instruction books. Compiles and delivers course evaluations to ensure the effectiveness and the efficiency of the training program. Assists in the development of course curricula, documentation, manuals, proposals, and presentations. Use simulation software tools, to evaluate proposed changes to business processes. Keeps statistical data on performance metrics applications, systems, and networks. Provides administrative support for task area assigned.

**Education and/or Experience:** Bachelor's Degree (BS/BA) and three (3) yrs experience

### ***Technical Consultant***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Analyzes operations of projects, programs and activities. Works within broad objectives to obtain unique solutions based on knowledge and experience related technical discipline, or equivalent work experience. Detail activities include but are not limited to development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Requires thorough understanding surrounding all aspects of system development, system integration, implementation, and configuration management (system certification and accreditation, documentation/guidelines; and life cycle maintenance. Assist in ensuring the operational readiness of the database applications and databases by providing technical expertise in developing and modifying applications and databases. Ensure the operational readiness of LAN infrastructure, application servers and special function workstations by providing technical expertise in capacity planning for the LAN infrastructure and application servers.

**Education and/or Experience:** Bachelor's Degree (BS/BA) and three (3) yrs experience

### ***Senior Database Developer***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing for a large-scale mainframe computer system for development of and migration to a database-based system. Maintains and develops on-line and batch application programs. Ensure the operational readiness of the applications and databases. Provide technical expertise in the full lifecycle development of database applications and databases. Provide technical expertise in interfacing database applications and databases with legacy applications. Develops and implements a disaster recovery plan. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top-level contributor/specialist. A wide degree of creativity and latitude is expected.

**Education and/or Experience:** Bachelor's Degree (BS/BA) and eight (8) yrs experience

### ***Senior Database Administrator***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's client/server software applications. 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. Provide analysis of the implementation of business rules in database applications. Identify, recommend corrective measures to anomalous data in those applications and provide technical expertise to correct any anomalies found. Provide technical expertise in the creation, use, and modification of forecast models based on databases. Familiar with relational database concepts, and client-server concepts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.

**Education and/or Experience:** Bachelor's Degree (BS/BA) and five (5) yrs experience

### ***Senior Telecommunications Analyst***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Reviews, analyzes, evaluates and maintains an organization's telecommunications system. Designs, develops, and tests of telecommunications software solutions. Ensures the operational readiness of the solutions. Provides technical expertise in the full lifecycle development of solutions. Provides technical expertise in interfacing systems . Provides analysis of the implementation of business rules for database applications. Identify and recommend corrective measures to anomalous data in those applications. Provides customer training of the telecommunications features and functionality. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected

**Education and/or Experience:** Associate's Degree (AA) and three to five (3-5) yrs experience

### ***Senior Systems Programmer***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's client/server software applications. Responsible for systems programming functions dealing with the overall operating system or complex subsystems of the operating system. Develops specifications for extremely complex systems programming activities. Works at file highest technical level on all phases of system programming with considerable freedom to make decisions on the techniques to be used. Familiar with relational database concepts and client-server concepts. 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.

**Education and/or Experience:** Bachelor's Degree (BS/BA) and three (3) yrs experience

### ***Senior Field Information Resource Specialist***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Analyzes operations of projects programs and task-related activities. Works closely with the Task Manager covering all aspects of the system integration and implementation process. Develops and maintains organizational tools and databases to manage Configuration Management, Contingency of Operations and Certification and Accreditation initiatives. Provides analysis and interpretation of government INFOSEC standards for network and database engineers. Create test cases and procedures; develops and provides test plans and reports; performs testing as needed. Assists network administrator to ensure the operational readiness of the LAN infrastructure and application servers by providing technical expertise in the operation of the LAN infrastructure and application servers. Performs as a lead technician in the use of microcomputer operating systems, file maintenance for file servers, and provides user assistance in use of standard software packages and specialized applications. Must be capable of making minor adjustments to hardware and instructing users in the use of applications systems.

**Education and/or Experience:** Associate's Degree (AA) and three (3) yrs experience

### ***Technical Writer***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** 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. Familiar with a variety of the field's concepts, practices, and procedures. 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.

**Education and/or Experience:** Associate's Degree (AA) and three (3) yrs experience

### ***Customer Service Representative***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Responsible for performing service desk functions and for answering the telephone for IT related inquiries, processing customer requests, preparing correspondence, and fulfilling customer needs to ensure customer satisfaction. Performs daily office tasks such as filing, recording, maintaining IT records, copying, posting, and other similar duties, using a computer terminal, typewriter, and other word processors to accomplish assignments. Understands the importance of handling telephone calls courteously and efficiently, including but not limited to the following:

- Prepare for incoming calls
- Speak properly
- Listen when taking incoming calls
- Be sensitive to the needs and moods of callers
- Deal with irate callers
- Screen calls properly
- Give accurate information
- Transfer calls appropriately
- Take complete and accurate messages
- Conclude a call courteously
- Handle multiple calls expertly

**Education and/or Experience:** High School Diploma and zero to one (0-1) yr experience

### ***Data Entry Operator***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Responsible for entering data into a computer system via a keyboard device, optical character reader or other input device as appropriate. Collects, reviews, inputs data, and audits output data. Verifies a variety of standard and/or complex coded or non-coded business and statistical source data into a computer.

**Education and/or Experience:** High School Diploma and zero to one (0-1) yr experience

### ***Telecommunications Consultant***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Reviews, analyzes, evaluates and maintains an organization's telecommunications system. Designs, develops, and tests of telecommunications software solutions. Ensures the operational readiness of telecommunications systems. Provides technical expertise in interfacing various telecommunications systems as part of overall solutions. Provides customer training of the telecommunications features and functionality. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

**Education and/or Experience:** Bachelor's Degree (BS/BA) and five (5) yrs experience

### ***Expert Database Developer***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing for a meta-frame or server based computer systems for development of and migration to a database-based system. Maintains and develops on-line and batch application programs. Ensure the operational readiness of the database applications and databases. Provide technical expertise in the full lifecycle development of database applications and databases. Provide technical expertise in interfacing database applications and databases with legacy applications. Develops and implements a disaster recovery plan. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top-level contributor/specialist. A wide degree of creativity and latitude is expected.

**Education and/or Experience:** Bachelor's Degree (BS/BA) and ten (10) yrs experience



### ***Chief Software Engineer***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's software applications. Reviews, analyzes, and evaluates business systems and user needs. Formulates business systems to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Provide analysis of the implementation of business rules in software applications. Identify, recommend corrective measures to anomalous data in those applications and provide technical expertise to correct any anomalies found. Demonstrates expertise in relational database concepts, and client-server concepts as well as web-based technologies. 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 provide consultation on complex projects and is considered to be the top-level contributor/specialist. A wide degree of creativity and latitude is expected.

**Education and/or Experience:** Bachelor's Degree (BS/BA) and ten (10) yrs experience

### ***Secretary III***

***GSA Price: see attached list for current year and out-year prices***

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**Summary:** Uses judgment and initiative to determine the approach or action to take in non-routine situations. Interprets and adapts guidelines, including unwritten policies, precedents, and practices in support of IT staff, which are not always completely applicable to changing situations. Duties include or are comparable to the following: based on a knowledge of the IT supervisor's views, composes correspondence on own initiative about administrative matters and general offices policies for supervisor's approval; anticipates and prepares materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs IT supervisor on matters to be considered; reads publication, regulations, and directives and takes action or refers those that are important to the supervisor and staff; prepares special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under general directions; advises secretaries in subordinate offices on new procedures; requests information needed from the subordinate office for periodic or special conferences, reports, inquiries, etc. Shifts clerical staff to accommodate workload needs.

**Education and/or Experience:** High School Diploma and five (5) yrs experience

### ***Telecommunications Engineer***

***GSA Price: see attached list for current year and out-year prices***

---

**Summary:** Analyzes telecommunications functions of organizations. Designs, develops, improve, tests and maintain telecommunications software and/or network solutions. Ensures the operational readiness of the telecommunication systems. Provides technical expertise in the full lifecycle development of the Systems. Provides technical expertise in interfacing various systems. Provides customer training of the telecommunications features and functionality. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

**Education and/or Experience:** Bachelor's Degree (BS/BA) and five (5) yrs experience

### ***Project Administrator***

***GSA Price: see attached list for current year and out-year prices***

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**Summary:** Performs a full range of administrative duties in support of project management team and/or one or more specific projects/tasks. Prepares various reports, schedules, exhibits, and summaries related to one or more specific projects. Examines and analyzes documents to verify accuracy. Develops internal project control systems to collect, monitor, analyze and report on project status. Provides project management with periodic cost/schedule status reports regarding project trends. Work requires initiative, judgment, knowledge of general business procedures and the ability to function independently. Strong familiarity with MS Office Suite and development of presentations and reports required.

**Education and/or Experience:** Associate's Degree (AA) and three (3) yrs experience

**Subject Matter Expert**

**GSA Price: see attached list for current year and out-year prices**

**Summary:** Performs research, collection, collation and compilation of data, and preparation of inputs into larger reports. Evaluates and interprets findings. Prepares finished products for review by team leader or Program Manager. Uses and/or develops computer tools to facilitate analysis tasks. May prepare and present briefings.

**Education and/or Experience:** Bachelor’s Degree (BS/BA) and six (6) yrs experience

**Senior Systems Engineer**

**GSA Price: see attached list for current year and out-year prices**

**Summary:** Maintains data files and control procedures for a complex system of networked computers or servers. Responsible for system security and data integrity. Assigns passwords and monitors use of resources, backs up files as required and responds to management requests for information. Provides technical guidance to other system administrators as needed.

**Education and/or Experience:** Bachelor’s Degree (BS/BA) and ten (10) yrs experience

**Documentation Specialist**

**GSA Price: see attached list for current year and out-year prices**

**Summary:** 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. Familiar with a variety of the field's concepts, practices, and procedures. 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.

**Education and/or Experience:** Associate’s Degree (AA) and three (3) yrs experience

Labor Category	Current Rate	escalation 3%	escalation 3%	escalation 3%	escalation 3%
	P0011 rates	February 1, 2012 – January 30 2013	February 1, 2013 – January 30 2014	February 1, 2014 – January 30 2015	February 2015 – A 20, 20
Data Entry Operator	\$ 30.08	\$ 30.98	\$ 31.91	\$ 32.87	\$ 33.80
Customer Service Representative	\$ 43.63	\$ 44.94	\$ 46.29	\$ 47.68	\$ 49.07
Secretary III	\$ 46.22	\$ 47.61	\$ 49.04	\$ 50.51	\$ 52.00
Project Administrator	\$ 47.82	\$ 49.25	\$ 50.73	\$ 52.25	\$ 53.77
Senior Telecommunications Analyst	\$ 61.88	\$ 63.74	\$ 65.65	\$ 67.62	\$ 69.64
Software Engineer	\$ 63.90	\$ 65.82	\$ 67.79	\$ 69.82	\$ 71.90
Documentation Specialist	\$ 70.59	\$ 72.71	\$ 74.89	\$ 77.14	\$ 79.45
Technical Writer	\$ 71.27	\$ 73.41	\$ 75.61	\$ 77.88	\$ 80.20
Technical Consultant	\$ 73.68	\$ 75.89	\$ 78.17	\$ 80.52	\$ 82.80
Task Manager	\$ 77.31	\$ 79.63	\$ 82.02	\$ 84.48	\$ 86.99
Management Analyst	\$ 78.00	\$ 80.34	\$ 82.75	\$ 85.23	\$ 87.76
Senior QA Specialist	\$ 78.28	\$ 80.63	\$ 83.05	\$ 85.54	\$ 88.00
Senior Systems Programmer	\$ 80.33	\$ 82.74	\$ 85.22	\$ 87.78	\$ 90.37
Senior Database Developer	\$ 97.79	\$ 100.72	\$ 103.74	\$ 106.85	\$ 110.04

Senior Field Information Resource Specialist	\$ 103.52	\$ 106.63	\$ 109.83	\$ 113.12	\$ 116.41
Telecommunications Engineer	\$ 104.31	\$ 107.44	\$ 110.66	\$ 113.98	\$ 117.19
Senior Database Administrator	\$ 106.78	\$ 109.98	\$ 113.28	\$ 116.68	\$ 120.00
Project Coordinator - Technical	\$ 107.82	\$ 111.05	\$ 114.38	\$ 117.81	\$ 121.30
Senior Systems Engineer	\$ 121.39	\$ 125.03	\$ 128.78	\$ 132.64	\$ 136.61
Senior IT Architect	\$ 122.31	\$ 125.98	\$ 129.76	\$ 133.65	\$ 137.56
Chief Software Engineer	\$ 127.46	\$ 131.28	\$ 135.22	\$ 139.28	\$ 143.47
Project Director	\$ 133.41	\$ 137.41	\$ 141.53	\$ 145.78	\$ 150.17
Subject Matter Expert	\$ 140.75	\$ 144.97	\$ 149.32	\$ 153.80	\$ 157.75
Expert Database Developer	\$ 142.79	\$ 147.07	\$ 151.48	\$ 156.02	\$ 160.31
Senior Project Manager	\$ 146.78	\$ 151.18	\$ 155.72	\$ 160.39	\$ 164.59
Telecommunications Consultant	\$ 156.60	\$ 161.30	\$ 166.14	\$ 171.12	\$ 176.00