

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

**Contract Number
GS-35F-5457H**

**Period Covered by Contract:
May 6, 1998 – May 5, 2018**

**CDO Technologies, Inc.
5200 Springfield Street, Suite 320
Dayton, Ohio 45431
937-258-0022
www.cdotech.com**



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

Special Item No. 132-8	Purchase of Equipment
Special Item No. 132-32	Term Software Licenses
Special Item No. 132-51	Information Technology Professional Services

SPECIAL ITEM NUMBER 132-8 PURCHASE OF NEW EQUIPMENT

FSC CLASS 7025 - INPUT/OUTPUT AND STORAGE DEVICES

- Printers
- Display
- Graphics, including Video Graphics, Light Pens, Digitizers, Scanners, and Touch Screens
- Network Equipment
- Other Communications Equipment
- Optical Recognition Input/Output Devices
- Storage Devices including Magnetic Storage, Magnetic Tape Storage and Optical Disk Storage
- Other Input/Output and Storage Devices, Not Elsewhere Classified

FSC CLASS 7035 - ADP SUPPORT EQUIPMENT

- ADP Support Equipment

FSC Class 7042 - MINI AND MICRO COMPUTER CONTROL DEVICES

- Microcomputer Control Devices
- Telephone Answering and Voice Messaging Systems

FSC CLASS 5995 - CABLE, CORD, AND WIRE ASSEMBLIES: COMMUNICATIONS EQUIPMENT

- Communications Equipment Cables

FSC CLASS 5820 - RADIO AND TELEVISION COMMUNICATION EQUIPMENT, EXCEPT AIRBORNE

- Two-Way Radio Transmitters/Receivers/Antennas
- Broadcast Band Radio Transmitters/Receivers/Antennas
- Microwave Radio Equipment/Antennas and Waveguides
- Satellite Communications Equipment

FSC CLASS 5821 - RADIO AND TELEVISION COMMUNICATION EQUIPMENT, AIRBORNE

- Airborne Radio Transmitters/Receivers

FSC CLASS 5825 - RADIO NAVIGATION EQUIPMENT, EXCEPT AIRBORNE

- Radio Navigation Equipment/Antennas

FSC CLASS 5826 - RADIO NAVIGATION EQUIPMENT, AIRBORNE

- Airborne Radio Navigation Equipment

FSC CLASS 5841 - RADAR EQUIPMENT, AIRBORNE

- Airborne Radar Equipment

FSC CLASS 5895 - MISCELLANEOUS COMMUNICATION EQUIPMENT

Miscellaneous Communications Equipment

- Installation (FPDS Code N070) for Equipment Offered

When special software installation and testing is required, labor will be added from the schedule labor categories.

NOTE: Installation must be incidental to, in conjunction with and in direct support of the products sold under SIN 132-8 of this contract and cannot be purchased separately. If the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act apply. In applying the Davis-Bacon Act, ordering activities are required to incorporate wage rate determinations into orders, as applicable.

SPECIAL ITEM NUMBER 132-32 - TERM SOFTWARE LICENSES

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 – which is categorized under a difference SIN (132-34).

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Large Scale Computers

- Operating System Software
- Application Software
- Electronic Commerce (EC) Software
- Utility Software
- Communications Software
- Core Financial Management Software
- Ancillary Financial Systems Software
- Special Physical, Visual, Speech, and Hearing Aid Software

Microcomputers

- Operating System Software
- Application Software
- Electronic Commerce (EC) Software
- Utility Software
- Communications Software
- Core Financial Management Software
- Ancillary Financial Systems Software
- Special Physical, Visual, Speech, and Hearing Aid Software

NOTE: Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interfaces 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>.

SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301 IT Facility Operation and Maintenance

FPDS Code D302 IT Systems Development Services
FPDS Code D306 IT Systems Analysis Services
FPDS Code D307 Automated Information Systems Design and Integration Services
FPDS Code D308 Programming Services
FPDS Code D310 IT Backup and Security Services
FPDS Code D311 IT Data Conversion Services
FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316 IT Network Management Services
FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or
Other Information Services (All other information services belong under Schedule 76)
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.

CDO Technologies, Inc.
5200 Springfield Street, Suite 320
Dayton, OH 45431
CDO-contracting@cdotech.com
Phone: (937) 258-0022 FAX: (937) 258-1614
Web: <http://www.cdotech.com>

Contract Number: GS-35F-5457H

Period Covered by Contract: May 6, 1998 through May 5, 2018

General Services Administration
Federal Supply Service

Pricelist current through Modification #PO-0044, dated September 28, 2014

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

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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.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (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 and Washington, DC. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Ordering Address:

Attn: Melissa Brown
Contract Administrator
5200 Springfield Street, Suite 320
Dayton, OH 45431

Phone: (937) 258-0022;
FAX: (937) 258-1614;
E-mail: cdo-contracting@cdotech.com

Payment Address:

Attn: Accounts Payable
5200 Springfield Street, Suite 320
Dayton, OH 45431
Phone: (937) 258-0022
FAX: (937) 258-1614
E-mail: mary.tingle@cdotech.com

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

Government credit cards will be accepted with a 0.5% discount for payments over the Micro Purchase Threshold.

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

(937) 258-0022

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 Contract
Block 16: Data Universal Numbering System (DUNS) Number: 83-837-6630
Block 30: Type of Contractor: Other than Small Business
Block 31: Woman-Owned Small Business - No
Block 37: Contractor's Taxpayer Identification Number (TIN): 31-1297767
Block 40: Veteran Owned Small Business (VOSB): No

4a. CAGE Code: 04ZD8

4b. Contractor has registered with the System Award Management (SAM) 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)
132-8.....	As specified in Task Orders
132-32.....	As specified in Task Orders
132-51.....	As specified in Task Orders

(b) Expedited Delivery Times.

CDO will process expedited delivery orders on a case-by-case basis. Whenever possible the Government's request for expedited delivery time will be honored.

(c) Overnight and 2-Day Delivery Times.

In the SIN area in which CDO is offering professional information technology services, overnight and 2-day delivery are generally not required. Examples when such requirements would need to be met are if a set of diskettes containing software test cases would need to be sent to a test site. In such cases, CDO will employ an overnight or 2-day service such as Federal Express or UPS or the U.S. Postal Service.

(d) Urgent Requirements.

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact CDO for the purpose of obtaining accelerated delivery. CDO shall reply to the inquiry within 3 workdays after receipt. (CDO shall confirm telephonic replies in writing.) If CDO offers an accelerated delivery time acceptable to the ordering agency, 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:

a. Prompt Payment: 0.5% - 10 days from receipt of invoice or date of acceptance, whichever is later.

- b. Quantity: None
- c. Dollar Volume: None
- d. Other Special Discounts (i.e. Government Education Discounts, etc.): Government Educational Institutions receive the same discounts as other Government agencies.

8. TRADE AGREEMENTS ACT OF 1979, as amended:

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

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:

Not applicable.

10. Small Requirements: The minimum dollar 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 for the following Special Item Numbers (SINs) is \$500,000:

- Special Item Number 132-8 - Purchase of Equipment
- Special Item Number 132-32 - Term Software Licenses
- Special Item Number 132-51 - Information Technology 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 2003)

- (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. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (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 52.212-4)

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.gsadvantage.gov>

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. 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.

c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

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:

Upon request by CDO Technologies, the Government may provide CDO with logistics support, as available, in accordance with all applicable Government regulations. Such Government support will be provided on a reimbursable basis, and will only be provided to CDO's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract (Purchase, Maintenance, and Repair Service).

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 or 132-9.

23. SECTION 508 COMPLIANCE.

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes x
No

The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): cdotech.com/pages/contracts.aspx

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

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

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

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

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

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 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

NOTE: All 132-08 items are normally self-installable.

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:

Labor to install items will be proposed using an applicable labor category.

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 postacceptance 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.

Refer to manufacturer End User License Agreement for warranty terms.

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 TERM SOFTWARE LICENSES
(SPECIAL ITEM NUMBER 132-32), 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)

Refer to manufacturer End User License Agreement.

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.

Refer to manufacturer End User License Agreement.

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.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 1-866-307-6616 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8 am to 5 pm Eastern time.

5. SOFTWARE MAINTENANCE

a. **Software maintenance as it is defined:**

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

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.

- 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.

Each separately priced software product shall be individually enumerated, if different accrual periods apply for the purpose of perpetual license attainment.

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 does not offer discounted pricing for right-to-copy licenses.

**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 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

Please refer to GSA Pricing Section for Professional Services and Pricing.

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

PREAMBLE

CDO Technologies 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:

Melissa Brown
Contracts Administrator
5200 Springfield Street, Suite 320
Dayton, OH 45431
937-476-2254
Melissa.brown@cdotech.com

BPA NUMBER _____

**(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT**

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

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

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

(2) 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.

**GSA
PRICING SECTION
FOR
SIN 132-8
SIN 132-32
SIN 132-51**

Motorola Products
Refer GSA Advantage

SIN 132-51: CDO's GSA Labor Category Hourly Rates

Personnel provided under this contract shall have the experience, education, and expertise as indicated in the authorized IT Schedule pricing. In accordance with CDO's corporate policy, the general equivalency is to substitute 2 years of experience for 1 year of education when deemed appropriate.

No	Labor Category	Year 11: GSA w/IFF 5 May 13 - 4 May 14	Year 12: GSA w/IFF 5 May 14 - 4 May 15	Year 13: GSA w/IFF 5 May 15 - 4 May 16	Year 13: GSA w/IFF 5 May 16 - 4 May 17	Year 13: GSA w/IFF 5 May 17 - 4 May 18
1	Program Manager, PM02	\$106.51	\$108.64	\$110.81	\$113.03	\$115.29
2	Task Manager, PM01	\$93.16	\$95.02	\$96.92	\$98.86	\$100.84
3	Data Architect (ER03)	\$113.49	\$115.76	\$118.08	\$120.44	\$122.85
4	Test Engineer (ER02)	\$113.49	\$115.76	\$118.08	\$120.44	\$122.85
5	Management Analyst (OM06)	\$92.26	\$94.11	\$95.99	\$97.91	\$99.87
6	On-Site Program Manager (OM05)	\$86.93	\$88.67	\$90.44	\$92.25	\$94.10
7	Sr. Program Manager (OM04)	\$72.37	\$73.82	\$75.30	\$76.81	\$78.35
8	Computer Systems Analyst V (CS05)	\$89.00	\$90.78	\$92.60	\$94.45	\$96.34
9	Sr. Systems Engineer (SY05)	\$113.04	\$115.30	\$117.61	\$119.96	\$122.36
10	Software Engineer Level II (SY02)	\$79.46	\$81.05	\$82.67	\$84.32	\$86.01
11	Application Systems Analyst/Programmer (SY01)	\$63.51	\$64.78	\$66.08	\$67.40	\$68.75
12	Computer Programmer IV (CP04)	\$99.76	\$101.76	\$103.80	\$105.88	\$108.00
13	Computer Programmer III (CP03)	\$61.66	\$62.89	\$64.15	\$65.43	\$66.74
14	Security Engineer (IA03)	\$76.19	\$77.71	\$79.26	\$80.85	\$82.47
15	Network Admin / PC Technician (NT02)	\$49.09	\$50.07	\$51.07	\$52.09	\$53.13
16	PC Technician (NT01)	\$39.48	\$40.27	\$41.08	\$41.90	\$42.74
17	Subject Matter Expert II (SM02)	\$81.10	\$82.72	\$84.37	\$86.06	\$87.78
18	Help Desk Support (HD02)	\$40.21	\$41.01	\$41.83	\$42.67	\$43.52
19	Help Desk Coordinator (HD01)	\$33.57	\$34.24	\$34.92	\$35.62	\$36.33
20	Database Management Specialist II (DM02)	\$76.64	\$78.17	\$79.73	\$81.32	\$82.95
21	Database Specialist (DP05)	\$74.99	\$76.49	\$78.02	\$79.58	\$81.17
22	Technical Writer (TW02)	\$49.52	\$50.51	\$51.52	\$52.55	\$53.60
23	Document Specialist III (DC03)	\$26.99	\$27.53	\$28.08	\$28.64	\$29.21
24	Technical Administrative Support Specialist I (AS01)	\$30.47	\$31.08	\$31.70	\$32.33	\$32.98
25	Business Systems Analyst (BS02)	\$64.55	\$65.84	\$67.16	\$68.50	\$69.87
26	Functional Analyst (FA03)	\$81.07	\$82.69	\$84.34	\$86.03	\$87.75

SIN 132-51: Labor Category Descriptions

Program Management

Program Manager, PM02

Minimum/General Experience:

Has ten (10) years of progressive experience in a combination of systems acquisition, software development and computer communications support activities such as computer operations, data communications, network design, and/or operation, repair, and maintenance activities; has five (5) years program management experience.

Functional Responsibilities:

Organizes, directs, and manages the operation and maintenance functions at a specific site where a substantial number of contractor support personnel are assigned. Manages substantial computer support operations including, but not limited to, systems acquisition, computer operations, system software maintenance, production control, data entry, remote job entry, tape library, etc. Must have demonstrated capability for oral and written communications with all levels of management. Must have a thorough knowledge of the capabilities of applicable computer and communications configurations. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with task schedules and costs.

Minimum Education:

Possess a Bachelor's degree in computer sciences, information systems, business administration or other related technical or scientific discipline.

Task Manager, PM01

Minimum/General Experience:

Has six (6) years experience in related technical and management discipline.

Functional Responsibilities:

Works under general supervision of overall project manager of higher-level company management. Is responsible for the management of a specific task, or for a particular portion of a larger, more complex project. Is fully knowledgeable of all aspects of the technical areas involved in the assigned project. Performs studies, analyses, and tests on projects or tasks, which involve conventional plans, investigations, analyses, etc. Receives overall instructions on specific assignment objectives, features, possible solutions, etc. Assistance is furnished on unusual problems and work is reviewed for application of sound professional judgment.

Minimum Education:

Possess a Bachelor's degree in computer science or other related technical or scientific discipline.

ERP Specialists

Data Architect (ER03)

Minimum/General Experience:

Has twelve (12) years of progressive experience in the area of database management, and eight (8) years of which must include management of large scale, complex systems.

Functional Responsibility:

Develop an integrated data strategy for MSG and move data from Legacy Systems to the ERP solution. This individual will design, develop and manage the various core analytical data models for enterprise-wide solutions and its suite of analytical applications based upon developing an understanding of key business requirements and proprietary analytical applications. Working with other members of the enterprise-wide solution team, the data architect will identify the appropriate system data flows and data management strategies; design and architect proprietary Data Marts and Data Warehouses; and work with applications teams in validating the data models and key metrics and analytics. This position requires an individual with extensive amount of experience in Critical understanding of data warehousing and relational database concepts is a must.

Minimum Education:

Possesses Bachelor's degree in computer sciences, information systems, engineering, business management or other related technical area.

Test Engineer (ER02)

Minimum/General Experience:

At least five years experience in designing and developing analytical data solutions, solid skills in data architecture, data query, analysis, SQL, reporting tools and methodologies. Must have an ADP II or better DoD security level. Experience with Netcentric architectures.

Functional Responsibility:

Performs assignments in the test arena when provided specific objectives and standards. Establishes and uses appropriate management information feedback systems to review, control, and report on assigned projects. Applies knowledge and experience of test and evaluation in the design, planning, execution, and analysis phases of test programs to assess the performance of aeronautical systems, subsystems, and equipment. Uses comprehensive knowledge and necessary skills to determine the levels of effort, resources, and integration required to develop executable T&E programs and the technical/managerial ability to execute the T&E plan.

Minimum Education:

Possesses a Bachelor's degree in computer science or engineering.

Operations Management

Management Analyst (OM06)

Minimum/General Experience:

Possess a minimum of five (5) years experience in Budget, Financial, and Procurement support. Understanding of governmental budgeting process.

Functional Responsibility:

Provide assistance in the development, submission and execution of the budget. Develop the required budget documentation narratives and spreadsheets for the various budget stages throughout the three-year budget cycle for Department, OMB, and Congressional Request levels. This support includes developing and maintaining electronic data bases of planned (and implemented) activities, budget, finance, procurement, and other pertinent elements found in program implementation. Monitor, analyze and summarize budget reports and implementation progress status. Monthly approved financial plan (AFP) tables are reviewed and noteworthy items are highlighted. Status reports tracking the progress of funding reservations against approved budget are maintained and reviewed with client on a regular basis. Procurement requests are initiated based on approved budget and in accordance with individual projects' contractual requirements to insure that funds are appropriately applied. Special attention is given to ensure that the established operations plan goals are reached. Inform program managers and others within the organization of the status and availability of funds in different budget accounts. This position provides support for three separate fiscal budgets concurrently in process with each in a different phase of development or processing stages and all related activities for their implementation. This support will also include developing and maintaining electronic databases of planned (and implemented) activities, budget, finance, procurement, and other pertinent elements found in program implementation.

Minimum Education:

Four-year degree from an accredited college or university

Onsite Program Manager (OM05)

Minimum/General Experience:

The Program Manager will have at least eight (8) years of progressive relevant technical experience in computer applications, information technology support, or computer center operations. Technical experience shall have been gained in some combination of data communications, network design, and/or operation, repair, systems acquisition, management information systems deployment and operation, help desk operations, software development and support activities.

Functional Responsibility:

Responsible for organizing, directing, and managing the day-to-day onsite operation, support, and maintenance functions at a specific site where work may be assigned to multiple small to medium-sized project or task teams and support personnel. The composition of these multi-disciplinary teams may include customer, contractor, and other third party personnel. Task and/or project teams will provide design, development, deployment, and operational support to an extensive and diversified user base. Working in close coordination with the Program Director, the Program Manager will ensure that the performance of all assigned

tasks will comply with applicable policies, directives, and regulatory requirements; and that all deliverables and support services will meet or exceed predefined quality standards. Responsible for the in-direct supervision of assigned task teams, support groups, and project teams. These operational groups may provide system configuration, system operation, help desk, data network administration, computer systems administration, and voice network and infrastructure administration. Other assigned operational groups may provide maintenance and repair, inventory control, asset accountability, and cyber security certification and accreditations. In this role, the Project Director develops operational plans and schedules, implements standard operating procedures, and monitors the performance of all assigned personnel and their assigned business functions. The Program Manager coordinates the development of professional training plans and performance evaluation process for each assigned individual. The On-site Program Manger will facilitate the interaction and aggressive deployment and implementation of re-engineered business processes and enterprise level business systems between assigned operational groups and other project teams; and will support these activities by gathering, analyzing, and reporting operational statistics and workload metrics. This individual will be directly responsible for providing the Program Director with input for all contracted deliverables, reports, and reviews.

Minimum Education:

Program Manager requires a Bachelor's degree in Computer Science or other related field.

Senior Program Manager (OM04)

Minimum/General Experience:

The Senior Program manager will have at minimum ten (10) years hands-on experience with all or most of the following: enterprise level systems planning, business case and return on investment preparation and analysis, technology insertion and refreshment planning and deployment, network systems administration, and security and continuity of operations planning, deployment, and evaluation. Must have at least eight years program/project management experience.

Functional Responsibility:

The Senior Program manager is responsible for the direct supervision of Site Team Leaders and multiple Project Task Leaders that may be established during the life of the customer contract. In this role, the Program Manager will provide direct technical and administrative direction, assign qualified personnel to each site and project task, review and approve plans and schedules, and monitor work activities and outputs of the personnel working on all aspects of the program and related projects. The Program Manager will participate in and be directly responsible ensuring that all contracted deliverables, reports, and reviews are delivered on time, at or above predefined quality standards, and within budget. This individual will also ensure organizational reporting support to include, but not be limited to, the gathering and compilation of information for Office of Management and Budget submissions and other calls for information. In addition, the Senior Program Manager must demonstrate experience in managing Government support contracts of similar complexity. In-depth knowledge is to be demonstrated in ADP operations that include, but are not limited to: system configuration, software development, network implementation, capacity planning, security, and systems certification and accreditation. This individual will participate in the development of strategic and operational plans for the future direction of IT activities.

Minimum Education:

Program Manager requires a Bachelor's degree in Engineering, Computer Science, or other related fields. The Program manager must possess a PMP certification

Computer Systems Analysis

Computer Systems Analyst V, CS05

Minimum/General Experience:

Has nine (9) years progressive experience in systems analysis, design, and development.

Functional Responsibilities:

Works under general administrative direction. As a team or project leader, guides the development of broad unprecedented computer systems. The information requirements are complex and voluminous. Devises completely new ways to locate and develop data sources and establishes new factors and criteria for making subject-matter decisions. Coordinates fact-finding, analysis, and design of the system and applies the most recent developments in data processing technology and computer equipment.

Minimum Education:

Possess a Bachelor's degree in computer science, information systems, engineering, or other related technical or scientific discipline.

Systems Support

Senior Systems Engineer (SY05)

Minimum/General Experience:

Six (6) years of general experience.

Functional Responsibility:

The Senior Systems Engineer works independently, with management review of end results. Continually assess the performance of appropriate software systems to identify and correct problems which impact operation efficiency and work quality. The Senior Systems Engineer maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements. The individual analyzes performance indicators such as system's response time and number of programs being processed to ensure operational efficiency. Designs, code, installs, and maintains appropriate systems software program. The Senior Systems Engineer identifies, evaluates, tailors and directs the implementation of vendor-supplied software packages. The individual performs special system regeneration where applicable to reflect changes in peripheral configuration. The Senior Systems Engineer ensures the maintenance of adequate software systems documentation. The Engineer recommends to management the purchase or lease of system software packages and related hardware and provides technical assistance to less experienced systems software personnel in the resolution of complex system-related problems. Trains users in applications programming and other user personnel in the use of systems software and related hardware. May perform other duties as assigned. Has prime accountability for the maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc. Primary duties and responsibilities include:

Minimum Education:

Bachelor's degree or equivalent.

Software Engineer II (SY02)

Minimum/General Experience:

The Software Engineer requires a minimum of eight (8) years experience of which five (5) years must have been analyzing requirements for and developing large-scale systems involving information processing, communications, and networking. Specialized experience includes transforming customer requirements and information problems into solutions employing current state-of-the-art information system equipment and software. This position requires experience in computer technology, computer programming languages, developing and executing system simulation performance, developing and implementing applications using mathematical and statistical formulas, developing executive and utility software packages, and planning and executing tests of the system to ensure proper error free operation.

Functional Responsibility:

The Software Engineer performs the following activities: (1) assesses user and system requirements; (2) determines the best overall system architecture, based on the existing architecture if present; (3) designs the overall system; (4) formulates system specifications in accordance with applicable standards and regulations; and (5) works with System Analysts, Senior Programmer Analysts and Programmer Analysts under the overall direction of the Program Manager to design and implement the system. The Senior Systems Analyst applies systems analysis and design techniques to complex computer information systems in a broad area such as: (1) finance management; (2) logistics planning; or (3) engineering. Usually, there are multiple users of the system; however, there may be complex one-user systems, e.g., for engineering or research projects. The Senior Systems Analyst must be competent in all phases of systems analysis techniques, concepts, methods, and knowledge of available system software, computer equipment, and regulations, structure, techniques and management practices. Since input data usually come from diverse sources, the analyst is responsible for recognizing probable conflicts and integrating diverse data elements and sources. The Senior Systems Analyst produces innovative solutions for a variety of complex problems. The Software Engineer maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. The Senior Systems Analyst performs the following activities: (1) guides users in formulating requirements; (2) advises on alternatives and on the implications of new or revised data processing systems; (3) analyzes resulting user project proposals; (4) identifies omissions and errors in requirements and conducts feasibility studies; (5) recommends an optimum approach and develops the system design for approved projects; (6) interprets information and informally arbitrates between system users when conflicts exist. The Senior System Analyst may serve as Lead Analyst in a design subgroup, directing and integrating the work of lower-level analysts, each responsible for several programs. The Software Engineer ensures that the system and documentation developed are compliant with applicable standards such as the Defense Information Infrastructure Common Operating Environment (DII-COE), Year 2000, and any DOD, Air Force, Army, Navy, or other standards and regulations.

Minimum Education:

The Software Engineer must have a minimum of a Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other technical related discipline.

Application Sys Analyst/Programmer (SY01)

Minimum/General Experience:

Four (4) to seven (7) years' related experience.

Functional Responsibility:

The programmer prepares workflow charts and diagrams to specify in detail operations to be performed by equipment and computer programs and operations to be performed by personnel working with the system. Plans and prepares technical reports and instructional manuals and assists in the documentation of program development. The programmer may provide direction to lower level engineers. The individual must have the ability to code in multiple languages. The Analyst programmer reviews computer systems capabilities, workflow, and scheduling limitations to determine if requested program or modification is possible within existing system. Studies existing information processing systems to evaluate effectiveness and develops new systems to improve production or workflow as required.

Minimum Education:

Bachelor's degree in relevant field.

Computer Programming

Computer Programmer IV, CP04

Minimum/General Experience:

Has ten (10) years of progressive experience in a variety of ADP environments.

Functional Responsibilities:

In a supervisory capacity, plans, develops, coordinates and directs large and important programming projects. Supervises the work of a small staff; manages schedules and technically evaluates staff production. Defines complex scientific computational problems and develops computer programs for their solution. Performs simulations as required to determine effects of variations in computer equipment and software. Typically develops techniques and procedures where few precedents exist. Develops original solutions to new and unique problems.

Minimum Education:

Possess a Bachelor's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.

Computer Programmer III, CP03

Minimum/General Experience:

Has seven (7) years of progressive experience in a variety of ADP environments.

Functional Responsibilities:

In a supervisory capacity, applies expertise in programming to complex problems. Recommends redesign of programs, investigates and analyzes feasibility and program requirements. Plans full range of programming activities to produce different but interrelated products from numerous, diverse data elements normally from different sources. Solves difficult programming problems. Tests, documents and writes operating instructions for all programming products produced. Provides technical leadership and supervision to small task groups.

Minimum Education:

Possess a Bachelor's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline. Nine (9) years of experience may substitute for the degree requirements.

Information Assurance

Security Engineer (IA03)

Minimum/General Experience:

The individual will have four years of experience performing the foregoing functions or a Master's degree with two years of related work.

Functional Responsibility:

Individual will provide security architecture, policy and design guidance for business systems and networks. Individual will also provide Information Security Certification and Accreditation Support for applications, systems and networks in accordance with appropriate customer policies and processes and performs as an Information Assurance assessment team member. The individual will support for defining and assessing appropriate procedural security, network security and connection rules, configuration management and accountability, maintenance, system rules of behavior, personnel and technical security controls, marking and labeling, incident response, continuity Participates in planning, cost analysis and implementation of all aspects of ADP security. Develops and implements Tempest procedures in all areas. Designs, develops, implements, and supports all ADP security policy, procedures, and systems. Will help provide security architecture, policy and design guidance for business systems and networks. Individual may also help provide Information Security Certification and Accreditation Support for applications, systems and networks in accordance with appropriate customer policies and processes. Helps develops materials and provide instruction to teams in the C&A activities at the appropriate skill level to accomplish the mission. Prepares security briefings and reports as necessary and participates as a subject matter expert in support of NETL security initiatives, conferences and Information Security Awareness. The Security Engineer implements and monitors ADP security procedures and issues. The Individual will also conduct risk assessments, firewall determinations, and security procedures.

Minimum Education:

A Bachelor's degree in Computer Science, Information Systems, Mathematics, Operations Research, Statistics, Engineering, or a related field.

Specialty Network Engineering

Network Admin – PC Technician (NT02)

Minimum/General Experience:

The Network Admin will have two (2) years progressive experience performing advanced studies in the planning, design, development, and modification of voice and/or data network systems.

Functional Responsibility:

Prepares work plans and schematics for the placement, implementation, rearrangement, or removal of voice, data, and video/audio cables and associated hardware; assists in analyzing, selecting, and designing circuit paths, transmission logic, and hardware; assists in evaluating projected network usage, signaling characteristics, and proposed network media; and recommends media that will ensure transport and receipt of voice, data, and video/audio signaling. Under direct supervision, assists in analyzing customer's voice, data, and image requirements, and develops cost-effective solutions.

Minimum Education:

Possess a Bachelor's degree in computer sciences, information systems, business engineering, or other related technical or scientific discipline.

PC Technician (NT01)

Minimum/General Experience:

One (1) to five (5) years of applicable experience in maintaining and repairing computer systems, including peripheral equipment and supporting software.

Functional Responsibility:

The PC Technician works under general supervision providing maintenance of computer and peripheral equipment and software systems in an operational environment generally at a client site. The specialist is responsible for diagnosing technical and operational problems at the site and implementing necessary actions to resolve problems; provides instruction/assistance to system users in the use of applications software and hardware, as required. Provide technical management support to remote client sites. Day to day supervision for the maintenance of the computer site, including the computer, all peripheral equipment, and support software programs, in operational condition.

Minimum Education:

High School diploma or certification.

Subject Matter Experts

Subject Matter Expert II, SM02

Minimum/General Experience:

Has minimum of five (5) years experience and oversees team of system professionals and technicians in installing and maintaining custom and commercial application software. Assists system professionals and technicians in installing and maintaining operation system, network, and data base management software.

Functional Responsibility:

Serves as a consultant in coding, testing, and document creation, computer programs, modules, subroutines, linkages to Windows objects and application program interfaces to commercial software using two or more programming languages. Has ability to adapt to new situations and environments. Possess keen troubleshooting skills to assist other System Analysts and Program Managers. The SME provides leadership or analytical expertise to other specialist: operates with substantial independence and initiative. Has extensive knowledge of process, software product and/or specific technology. Performs on a daily basis, a variety of system design, analysis, and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment.

Minimum Education:

Bachelor's degree in relevant field

Help Desk Support

Helpdesk Support (HD02)

Minimum/General Experience:

Has five (5) years of progressive experience in a helpdesk environment with emphasis on microcomputer hardware and software applications.

Functional Responsibility:

Provides user support to IBM compatible PC users and/or provides user support Macintosh users. Works with multi-server Novell 5.11 based system supporting users and work printers. Experience running a variety of applications that may include: Windows WP for Windows, Word for Windows, Excel, Paradox for Windows, PowerPoint, Procomm and cc:Mail for Windows, etc. Experience installing and setting up IBM workstations. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.

Minimum Education:

High School diploma or equivalent.

Help Desk Coordinator I, (HD01)

Minimum/General Experience:

Has three (3) years of progressive experience in a business ADP environment with emphasis on microcomputer hardware and software applications.

Functional Responsibilities:

Staff the Help Desk. Answers user's calls and records all necessary information. Offers assistance over the phone and follows the problem through to resolution. Assigns center, or appropriate area for resolution. Logs and reports data on the number and type of calls received.

Minimum Education:

Possess a High School diploma and associates degree. Five (5) years of experience may substitute for the degree requirements.

Database Analysis and Support

Database Management Specialist II, DM02

Minimum/General Experience:

Has five (5) years of progressive experience in the area of database management.

Functional Responsibilities:

Specifies proper types of files organization, indexing methods, and security procedures. Supports project teams on the design of complex hierarchical databases (e.g., schema and subschema details). Defines specialized aspects of user's data base administrator documentation. Performs detailed comparisons of various database systems; implements system designs; tests, troubleshoots and maintains installed systems; provides user training and on-line support; conducts data retrieval; develops electronic commerce and electronic data interchange standards to improve productivity; prepares system related documentation. Works independently, under general guidelines set by supervisor.

Minimum Education:

Possess a Bachelor's degree in computer sciences, information systems, engineering, business management or other related technical area. Seven (7) years of experience may substitute for the degree requirements.

Database Programming

Database Specialist (DP05)

Minimum/General Experience:

Minimum 5 years' relational database environment, with 3 years' administering large database installations.

Functional Responsibility:

The Database Specialist performs logical and physical data base design and maintenance. The DB specialist provides guidance and expertise in the use of data base languages. Performs data analysis, database design, development, and maintenance activities, and implementation, aimed, for databases and database conversion. Develops Interfaces and subroutines to access data from different computing platforms and operating systems. Performs data storage and access requirements. Plans and administers computerized databases, including database definition, structure, documentation, long range requirements, and operational guidelines. Ensures quality control and auditing of data. Establishes security controls. Works with users to resolve data conflicts and inappropriate data usage

Minimum Education:

A Bachelor of Science degree in Computer Science, Mathematics, Statistics, or Engineering.

Technical Writing and Editing

Technical Writer (TW02)

Minimum/General Experience:

Has five (5) years as a documentation specialist performing research, writing, and editing functions to prepare briefings, manuals, etc.

Functional Responsibility:

Under general supervision, edits and rewrites on-line and hard copy documents for grammatical, syntactical, and usage errors; spelling; punctuation; and adherence to standards, including consistency, format, and presentation. Proofreads documentation and graphics for accuracy and adherence to original content, provides quality control checking for documents received from photocopying and word processing; assembles Master copies, including graphics, appendices, table of contents, and title pages, assists in scheduling printing, copying, and graphics with vendors. Gets quotes and determines best prices to achieve quality documents. Assists in determining level of effort required for incoming documents, assists in document tracking and logging, and consults with technical staff to determine format, contents, and the organization of technical reports and proposals.

Minimum Education:

Possess an Associate's degree in English or other related technical discipline.

Document Specialist

Document Specialist III (DC03)

Minimum/General Experience:

Has five (5) years experience as a documentation specialist performing research, writing, and editing functions to prepare briefings, manuals, etc.

Functional Responsibility:

Under general supervision, edits and rewrites on-line and hard copy documents for grammatical, syntactical, and usage errors; spelling; punctuation; and adherence to standards, including consistency, format, and presentation. Proofreads documentation and graphics for accuracy and adherence to original content, provides quality control checking for documents received from photocopying and word processing; assembles Master copies, including graphics, appendices, table of contents, and title pages, assists in scheduling printing, copying, and graphics with vendors. Gets quotes and determines best prices to achieve quality documents. Assists in determining level of effort required for incoming documents, assists in document tracking and logging, and consults with technical staff to determine format, contents, and the organization of technical reports and proposals.

Minimum Education:

Possess an associate's degree in English or other related technical discipline.

Administrative Support

Technical Administrative Support Specialist, AS01

Minimum/General Experience:

Has one (1) year of experience in an office setting, supporting various technical and administrative activities.

Functional Responsibilities: Prepares draft and final form technical documents that will become deliverable items. Must be capable of typing at average or above average speed. Must be capable of typing technical narratives and data. Incumbent is responsible for spelling, grammar, and proper format, and for proofreading finished documents. Must be capable of using various word processing equipment. Must be familiar with typical office administrative procedures and processes.

Minimum Education:

Possess a High School diploma or equivalent.

Business Systems and Modeling

Business Systems Analyst (BS02)

Minimum/General Experience:

The Business Systems Analyst has six (6) years progressive experience performing advanced studies in the planning, design, development, and modification of business and technology systems.

Functional Responsibility:

Responsible for successful completion of assigned project details that meets customer needs. The analyst will be competent in all phases of complex analysis of customer requirements and end results. The analyst operates very independently on all types of projects. Communicates strategies, methodology and pertinent findings as required. Understands where technology can be inserted into the business to maximize benefits and minimize costs. Bridges the gap between the business and technology areas of the enterprise. Research and understand alternative information analysis techniques. Develops, implements, monitors policies and procedures for information resources management. Analyzes areas of concern such as procurements, software licensing, maintenance contracts, inefficiencies, distribution of resources etc. and presents feasible alternatives and recommendations based on thorough research and analysis. Performs analysis of multiple business process Models.

Minimum Education:

Bachelor's degree in a relevant field.

Functional Support

Functional Analyst (FA03)

Minimum/General Experience:

Six (6) years of progressive experience in the field of required expertise. Specific Experience: Four (4) years of the general experience is concentrated hands-on experience in the specific discipline of the field of required expertise.

Functional Responsibility:

The Functional Analyst knowledge and skills are applicable to an actual task proposal request and so recognized in the professional community that the Government is able to qualify him as an expert in the field. The Experts provides highly technical and specialized solutions to complex Information Systems problems; Demonstrates exceptional oral and written communications skills; Performs as a consultant in a highly specialized, leading edge information technologies and methodologies; Provides highly technical and specialized guidance concerning automated solutions to complex information processing problems; Performs elaborate analyses and studies. Prepares reports and gives presentations. Work independently or as a member of a team. May serve as a Contractor Task Manager or Project Manager.

Minimum Education:

Possess a Bachelor's degree in related technical or business discipline.