

**GENERAL SERVICES ADMINISTRATION**  
**Federal Supply Service**  
**Authorized Federal Supply Schedule Price List**

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

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

**Contract Number:** GS-35F-0816P

*For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).*

**Contract Period:** August 30, 2014 - August 31, 2024

**MetroStar Systems, Inc. dba MetroStar LLC**  
1856 Old Reston Avenue, Suite 100  
Reston, VA 20190

**Phone Number:** 571.535.2507

**Fax Number:** 703.722.8743

<https://www.metrostar.com>

**Contract Administration Contact:** Neysa Spence  
**Email:** [nspence@metrostar.com](mailto:nspence@metrostar.com)

**Business Size:** Other Than Small Business

**Modification Number:      Effective Date:**

## CUSTOMER INFORMATION

1a. Table of awarded Special Item Numbers (SINs):

<u>SIN #</u>	<u>SIN Title</u>
SIN 132-40	Cloud Computing Services
SIN 132-50	Training Courses for IT Software
SIN 132-51	IT Professional Services
SIN 132-45 A,B,C & D	Highly Adaptive Cybersecurity Services

1b. Identification of the lowest priced service for each special item number awarded in the contract.

<u>SIN #</u>	<u>Model</u>	<u>Price</u>
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1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

Not Applicable

2. Maximum order for each SIN:

<u>SIN#</u>	<u>MAXIMUM ORDER</u>
SINs 132-40, 132-45, and 132-51	\$500,000.00
SIN 132-50	\$25,000.00

3. Minimum order: \$100.00

4. Geographic coverage (delivery area): The geographic scope of contract is the 48 contiguous states, the District of Columbia, Alaska, Hawaii and Puerto Rico

5. Point(s) of production: See attached pricelist

6. Discount from list prices or statement of net price: Price shown are Net prices; Basic discounts have been deducted

7. Quantity discounts: None

8. Prompt payment terms: Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Yes

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold. Yes

10. Foreign items: None

11a. Time of delivery: As specified on task order and as mutually agreed upon

11b. Expedited delivery: Items available for expedited delivery are noted in this price list

- 11c. Overnight and 2-day delivery: As specified on task order and as mutually agreed upon. Contact the Contractor for rates
- 11d. Urgent requirements: Agencies can contact the Contractor's representative to affect a faster delivery
12. F.O.B. point(s): Destination
- 13a. Ordering address(es): MetroStar Systems, Inc., 1856 Old Reston Avenue, Suite 100 Reston, VA 20190
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address: MetroStar Systems, Inc., 1856 Old Reston Avenue, Suite 100 Reston, VA 20190
15. Warranty provision: Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty.
16. Export packing charges: Not Applicable
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). None
18. Terms and conditions of rental, maintenance, and repair: Not Applicable
19. Terms and conditions of installation: Not Applicable
20. Terms and conditions of repair parts: Not Applicable
- 20a. Terms and conditions for any other services: Not Applicable
21. List of service and distribution points: Not Applicable
22. List of participating dealers: Not Applicable
23. Preventative maintenance: Not Applicable
- 24a. Special attributes such as environmental attributes: Not Applicable
- 24b. Section 508 compliance: Not Applicable  
The EIT Standards can be found at: [www.section508.gov](http://www.section508.gov) | [www.metrostarsystems.com](http://www.metrostarsystems.com)
25. Data Universal Number System (DUNS) number: 125313051
26. Notification regarding registration in the System for Award Management (SAM) database. MetroStar Systems, Inc. is currently registered in SAM

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## TERMS & CONDITIONS

### TERMS AND CONDITIONS SIN: 132-40

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#### 1. SCOPE

The prices, terms and conditions stated under Special Item Number (SIN) 132-40 Cloud Computing Services apply exclusively to Cloud Computing Services within the scope of this Information Technology Schedule.

This SIN provides ordering activities with access to technical services that run in cloud environments and meet the NIST Definition of Cloud Computing Essential Characteristics. Services relating to or impinging on cloud that do not meet all NIST essential characteristics should be listed in other SINs.

The scope of this SIN is limited to cloud capabilities provided entirely as a service. Hardware, software and other artifacts supporting the physical construction of a private or other cloud are out of scope for this SIN. Currently, an Ordering Activity can procure the hardware and software needed to build on premise cloud functionality, through combining different services on other IT Schedule 70 SINs (e.g. 132-51).

Sub-categories in scope for this SIN are the three NIST Service Models: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). Offerors may optionally select a single sub-category that best fits a proposed cloud service offering. Only one sub-category may be selected per each proposed cloud service offering. Offerors may elect to submit multiple cloud service offerings, each with its own single sub-category. The selection of one of three sub-categories does not prevent Offerors from competing for orders under the other two sub-categories. See service model guidance for advice on sub-category selection.

Sub-category selection within this SIN is optional for any individual cloud service offering, and new cloud computing technologies that do not align with the aforementioned three sub-categories may be included without a sub-category selection so long as they comply with the essential characteristics of cloud computing as outlined by NIST.

- a) This SIN provides ordering activities with access to cloud computing services.
- b) The Contractor shall provide services at the Contractor's facility and/or at the Government location, as agreed to by the Contractor and the ordering office.
- c) Cloud Computing Services pricing is subject to a minimum of a one year agreement. Early termination may result in additional termination costs.
- d) This SIN provides ordering activities with access to technical services that run in cloud environments and meet the NIST Definition of Cloud Computing Essential Characteristics. Services relating to or impinging on cloud that do not meet all NIST essential characteristics should be listed in other SINs.
- e) The scope of this SIN is limited to cloud capabilities provided entirely as a service. Hardware, software and other artifacts supporting the physical construction of a private or other cloud are out of scope for this SIN. Currently, an Ordering Activity can procure the hardware and software needed to build on premise cloud functionality, through combining different services on other IT Schedule 70 SINs (e.g. 132-51).
- f) Sub-categories in scope for this SIN are the three NIST Service Models: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). Offerors may optionally select a single sub-category that best fits a proposed cloud service offering. Only one sub-category may be selected per each proposed cloud service offering. Offerors may elect to submit multiple cloud service offerings, each with its own single sub-category. The selection of one of three sub-categories does not prevent Offerors from competing for orders under the other two sub-categories.

- g) See service model guidance for advice on sub-category selection. Sub-category selection within this SIN is optional for any individual cloud service offering, and new cloud computing technologies that do not align with the aforementioned three sub-categories may be included without a sub-category selection so long as they comply with the essential characteristics of cloud computing as outlined by NIST.

See Table 1 for a representation of the scope and sub-categories.

SIN Description	Sub-Categories <sup>1</sup>
Commercially available cloud computing services	<b>Software as a Service (SaaS):</b> Consumer uses provider's applications on cloud infrastructure. Does not manage/control platform or infrastructure. Limited application level configuration may be available.
Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing essential characteristics	<b>Platform as a Service (PaaS):</b> Consumer deploys applications onto cloud platform service using provider-supplied tools. Has control over deployed applications and some limited platform configuration but does not manage the platform or infrastructure.
Open to all deployment models (private, public, community or hybrid), vendors specify deployment models	<b>Infrastructure as a Service (IaaS):</b> Consumer provisions computing resources. Has control over OS, storage, platform, deployed applications and some limited infrastructure configuration, but does not manage the infrastructure.

**Table 1: Representation of SIN 132-40 Scope and Sub-Categories**

## TERMS AND CONDITIONS SINS: 132-45A, 132-45B, 132-45C and 132-45D

Vendor suitability for offering services through the Highly Adaptive Cybersecurity Services (HACS) SINS must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Federal Acquisition Regulation (FAR) Part 52.204-21
- OMB Memorandum M-06-19 - Reporting Incidents Involving Personally Identifiable Information and Incorporating the Cost for Security in Agency Information Technology Investments
- OMB Memorandum M -07-16 - Safeguarding Against and Responding to the Breach of Personally Identifiable Information
- OMB Memorandum M-16-03 - Fiscal Year 2015-2016 Guidance on Federal Information Security and Privacy Management Requirements
- OMB Memorandum M-16-04 – Cybersecurity Implementation Plan (CSIP) for Federal Civilian Government

<sup>1</sup> Offerors may optionally select the single sub-category that best fits each cloud service offering, per Service Model Guidance, or select no sub-category if the offering does not fit an existing NIST service model.

- The Cybersecurity National Action Plan (CNAP)
- NIST SP 800-14 - Generally Accepted Principles and Practices for Securing Information Technology Systems
- NIST SP 800-27A - Engineering Principles for Information Technology Security (A Baseline for Achieving Security)
- NIST SP 800-30 - Guide for Conducting Risk Assessments
- NIST SP 800-35 - Guide to Information Technology Security Services
- NIST SP 800-37 - Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach
- NIST SP 800-39 - Managing Information Security Risk: Organization, Mission, and Information System View
- NIST SP 800-44 - Guidelines on Securing Public Web Servers
- NIST SP 800-48 - Guide to Securing Legacy IEEE 802.11 Wireless Networks
- NIST SP 800-53 – Security and Privacy Controls for Federal Information Systems and Organizations
- NIST SP 800-61 - Computer Security Incident Handling Guide
- NIST SP 800-64 - Security Considerations in the System Development Life Cycle
- NIST SP 800-82 - Guide to Industrial Control Systems (ICS) Security
- NIST SP 800-86 - Guide to Integrating Forensic Techniques into Incident Response
- NIST SP 800-115 - Technical Guide to Information Security Testing and Assessment
- NIST SP 800-128 - Guide for Security-Focused Configuration Management of Information Systems
- NIST SP 800-137 - Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations
- NIST SP 800-153 - Guidelines for Securing Wireless Local Area Networks (WLANs)
- NIST SP 800-171 - Protecting Controlled Unclassified Information in non-federal Information Systems and Organizations

\*\*\*\*NOTE: All non-professional labor categories must be incidental to, and used solely to support Highly Adaptive Cybersecurity Services, and cannot be purchased separately.

\*\*\*\*NOTE: All labor categories under the Special Item Number 132-51 Information Technology Professional Services may remain under SIN 132-51 unless the labor categories are specific to the Highly Adaptive Cybersecurity Services SINs.

## 1. SCOPE

- h) The labor categories, prices, terms and conditions stated under Special Item Numbers 132-45A, 132-45B, 132-45C and 132-45D High Adaptive Cybersecurity Services apply exclusively to High Adaptive Cybersecurity Services within the scope of this Information Technology Schedule.
- i) Services under these SINs are limited to Highly Adaptive Cybersecurity Services only. Software and hardware products are under different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-8), and may be quoted along with services to provide a total solution.
- j) These SINs provide ordering activities with access to Highly Adaptive Cybersecurity services only.
- k) Highly Adaptive Cybersecurity Services provided under these SINs shall comply with all Cybersecurity certifications and industry standards as applicable pertaining to the type of services as specified by ordering agency.
- l) 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. ORDER

- a) Agencies may use written orders, Electronic Data Interchange (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.

## 3. PERFORMANCE OF SERVICES

- a) The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.
- b) The Contractor agrees to render services 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 Highly Adaptive Cybersecurity 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. All travel will be agreed upon with the client prior to the Contractor's travel.

## 4. INSPECTION OF SERVICES

Inspection of services is in accordance with 552.212-4 - CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS (MAY 2015) (ALTERNATE II – JUL 2009) (FAR DEVIATION – JUL 2015) (TAILORED) for Firm-Fixed Price and Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

## 5. 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 (MAY 2014) Rights in Data – General, may apply.

The Contractor shall comply with contract clause (52.204-21) to the Federal Acquisition Regulation (FAR) for the basic safeguarding of contractor information systems that process, store, or transmit Federal data received by the contract in performance of the contract. This includes contract documents and all information generated in the performance of the contract.

## 6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to the ordering activity's security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite Highly Adaptive Cybersecurity Services.

## 7. INDEPENDENT CONTRACTOR

All Highly Adaptive Cybersecurity 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.

## 8. 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.

## 9. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for Highly Adaptive Cybersecurity 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.

## 10. RESUMES

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

## 11. 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.

## 12. DESCRIPTION OF HIGHLY ADAPTIVE CYBERSECURITY SERVICES AND PRICING

a) The Contractor shall provide a description of each type of Highly Adaptive Cybersecurity Service offered under Special Item Numbers 132-45A, 132-45B, 132-45C and 132-45D for Highly Adaptive Cybersecurity Services and it should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a

description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

- b) Pricing for all Highly Adaptive Cybersecurity Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, minimum general experience and minimum education.

## **TERMS AND CONDITIONS: SIN 132-50**

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

### **1. SCOPE**

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

### **2. ORDER**

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

### **3. TIME OF DELIVERY**

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

### **4. CANCELLATION AND RESCHEDULING**

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

## 5. FOLLOW-UP SUPPORT

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

## 6. PRICE FOR TRAINING

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

## 7. INVOICES AND PAYMENT

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

## 8. FORMAT AND CONTENT OF TRAINING

The Contractor shall provide training courses normally available to commercial customers, which will:

- a) The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
- b) **\*\*If applicable\*\*** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- c) The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- d) The Contractor shall provide the following information for each training course offered:
  - i. The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
  - ii. The length of the course;
  - iii. Mandatory and desirable prerequisites for student enrollment;
  - iv. The minimum and maximum number of students per class;
  - v. The locations where the course is offered;
  - vi. Class schedules; and
  - vii. Price (per student, per class (if applicable)).
- e) For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses, must be indicated below. Rates paid as a result of travel must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. Rates charged for travel will comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable.

## 9. "NO CHARGE" TRAINING

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

## **TERMS AND CONDITIONS: SIN 132-51**

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

### 1. SCOPE

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

### 2. PERFORMANCE INCENTIVES

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

### 3. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK) (G-FCI-920) (MAR 2003)

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

When ordering services over \$100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services. When DFARS 208.404-

70 is applicable and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.404-70, the DFARS procedures take precedence. GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

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

**NOTE: When buying IT professional services under SIN 132-51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.**

- i. The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.
- ii. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs.
- iii. In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.

- iv. Ordering activities should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.
- c) Evaluate Responses and Select the Contractor to Receive the Order: After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404).

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

- a) Inform contractors in the request (based on the ordering activity's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.
  - i. SINGLE BPA: Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)
  - ii. MULTIPLE BPAs: When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.
- b) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)
  - i. The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.
  - ii. When the ordering activity's requirement involves both products as well as executive, administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)
  - iii. The ordering activity, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

#### 4. ORDER

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

#### 5. PERFORMANCE OF SERVICES

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

#### 6. INSPECTION OF SERVICES

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

#### 7. RESPONSIBILITIES OF THE CONTRACTOR

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

#### 8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

#### 9. INDEPENDENT CONTRACTOR

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



## 10. ORGANIZATIONAL CONFLICTS OF INTEREST

### a) Definitions.

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

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

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

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

## 11. INVOICES

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

## 12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor Hour Contracts at FAR 52.232-7 (DEC 2002), Alternate I (APR 1984) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), Alternate II (DEC 2002) applies to labor-hour orders placed under this contract.

## 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.

## DESCRIPTION OF IT SERVICES AND PRICING

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### JOB TITLE: ARCHITECTURAL CONSULTANT

**Minimum Experience:** Relative experience serving as project lead in defining and executing system architectural and engineering activities.

**Functional Responsibilities:** Consults with clients and other project team members to design, develop and enforce systems architecture, network design, security, lifecycle, project management, capacity planning, business continuity approaches, performance measurement and monitoring, operations and maintenance processes (change management, configuration management, release management). Has strong client facing skills and advanced comprehension of software and system methodology and process.

**Minimum Education:** Bachelor's Degree in Computer Science, Business or a related discipline and minimum of 10 years of general experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

### JOB TITLE: BUSINESS ANALYST

**Minimum Experience:** Relative experience in analyzing and testing business applications with a focus on the business perspective.

**Functional Responsibilities:** Supports the development, enhancement and maintenance of business solutions in support of information technology planning, research and implementation. Business solutions are based on the customer's needs and crafted to drive the development of information technology solutions. Documents customer requirements and interacts with the project team to apply a deeper understanding of the customer's business. Supports aspects of the business cycle including proposals, feasibility studies, implementations and business development. Anticipates, researches, identifies and develops solutions to the customer's problems. Communicates business solutions to project and implementation team to ensure that business requirements are developed and implemented accurately to meet the customer's requirements.

**Minimum Education:** Bachelor's Degree in Computer Science, Business or a related discipline and a minimum of 2 years of general experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

### JOB TITLE: BUSINESS ANALYST II

**Minimum Experience:** Relative experience in analyzing and testing business applications with a focus on the business perspective.

**Functional Responsibilities:** Manages, directs and supports the development, enhancement and maintenance of business solutions in support of information technology planning, research and implementation. Business solutions are based on the customer's needs and crafted to drive the development of information technology solutions.

Acts as a liaison between customer and other support groups to identify business processes, systems and product requirements. Documents customer requirements and interacts with the project team to apply a deeper understanding of the customer's business. Supports aspects of the business cycle including proposals, feasibility studies, implementations and business development. Anticipates, researches, identifies and develops solutions to the customer's problems. Communicates business solutions to project and implementation team to ensure that business requirements are developed and implemented accurately to meet the customer's requirements.

**Minimum Education:** Bachelor's Degree in Computer Science, Business or a related discipline and a minimum of 5 years of general experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

#### **JOB TITLE: BUSINESS PROCESS SPECIALIST**

**Minimum Experience:** Relative experience in being an effective change agent leveraging portal, workflow, BI, and other collaborative technologies.

**Functional Responsibilities:** Consults with clients and other project team members to perform the listed business analysis functions for enterprise collaboration and integration solutions, consults with functional groups within the organization to communicate and clearly define business needs, and ensure product and services are aligned with business needs, solicits customer requirements through interviews and/or existing systems documentation or procedures; evaluate requirements for enterprise application integration, service activation, and delivering new or modified software system enhancements and/or integration solutions, and studies and test the interactions between systems to take advantage of new or more effective ways of providing needed information.

**Minimum Education:** Bachelor's Degree in Computer Science, Business or a related discipline and minimum of 5 years of general experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

#### **JOB TITLE: COMPUTER PROGRAMMER I**

**Minimum Experience:** Assists the Programming Specialists II in performing functional responsibilities.

**Functional Responsibilities:** May perform work on operating systems or applications. Prepares a variety of computer programs, associated documentation, and design specifications, including logical system design diagrams. Assists in and/or conducts detailed analysis of defined system specifications and assist in and/or develop methods for problem solution. Converts symbolic statements of work processes to detailed design, and coding into program language. Assists in and/or develops detailed programs and design and produces diagrams indicating mathematical computations, sequence data, and solutions. Primary scope of responsibility is the analysis, design, development, testing, and debugging of computer software in support of distinct product hardware or technical service line(s), or business. Activities range from operating system architecture, through integration and software design, to selection of computer systems, languages, and equipment. Analyzes system requirements to enable the design and development of large-scale database applications.

**Minimum Education:** Bachelor's Degree in Computer Science, Business or a related discipline and minimum of 2 year of related experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

#### **JOB TITLE: COMPUTER PROGRAMMER II**

**Minimum Experience:** Relative experience in performing work related to systems or applications.

**Functional Responsibilities:** May perform work on operating systems or applications using various programming languages. Employ software engineering principles, methodology, and tools. Develop detailed programs and design and produces diagrams indicating mathematical computations, sequence data, and solutions. Additionally, is involved with test and system integration of programs and consequent debugging of errors. Primary scope of responsibility is the analysis, design, development, testing, and debugging of computer software in support of distinct product hardware or technical service line(s) or business. Activities range from operating system architecture, through integration and software design, to selection of computer systems, languages, and equipment. Analyze and translate system requirements into programming code, screens, and reports for a given automation information system and/or application.

Participate in testing system modules and other configuration items such as functional requirements document, system requirements document, and configuration management plan. Defines the interrelationships between fields in the database and clarifies system use of all data items. Analyzes requirements for configuration management control develops and maintains the Configuration Management Plan, and implements instructions for assigned programs. Ensures configuration identification by reviewing design release documents for completeness and proper authorizations. Provides advice and guidance to individuals responsible for the creation of documentation.

**Minimum Education:** Bachelor's Degree in Computer Science, Business or a related discipline and minimum of 3 years of general experience and 2 years of specialized experience. (6 years of general experience can be supplemented for a Bachelor's Degree).

### **JOB TITLE: COMPUTER PROGRAMMER III**

**Minimum Experience:** Relative knowledge in aspects of computer programming, associated documentation and design specifications.

**Functional Responsibilities:** May perform work on operating systems or applications using various programming languages. Employ software engineering principles, methodology, and tools. Develop detailed programs and design and produces diagrams indicating mathematical computations, sequence data, and solutions. Additionally, is involved with test and system integration of programs and consequent debugging of errors. Primary scope of responsibility is the analysis, design, development, testing, and debugging of computer software in support of distinct product hardware or technical service line(s) or business. Activities range from operating system architecture, through integration and software design, to selection of computer systems, languages, and equipment. Analyze and translate system requirements into programming code, screens, and reports for a given automation information system and/or application. Participate in testing system modules and other configuration items such as functional requirements document, system requirements document, and configuration management plan. Defines the interrelationships between fields in the database and clarifies system use of all data items. Analyzes requirements for configuration management control develops and maintains the Configuration Management Plan, and implements instructions for assigned programs. Ensures configuration identification by reviewing design release documents for completeness and proper authorizations. Provides advice and guidance to individuals responsible for the creation of documentation. Prepares waivers and authorizes the release of changes specified by program management and other functional groups. Provides advice and guidance to individuals responsible for the creation of documentation. Participates in the administration of configuration baseline control through coordination of Engineering Change Proposal/Specification Change preparation and processing. Supports baseline management reviews such as configuration control boards, engineering review boards, and system review boards. Prepares and maintains master records for the establishment and change of configuration baselines, engineering release systems, and configuration item development records, including the configuration index and change status listing. Establishes/conducts as-built system audits such as functional/physical configuration audits Assists in and/or directs the analysis and design of management systems. Analyzes management problems in terms of workflow, information requirements and sources, decision processes, and relationship of functional areas. Provides basis for, and assists with, the development of MIS systems. Assists in the analysis of cost, schedule, and technical performance of programs/projects.

**Minimum Education:** Bachelor's Degree in Computer Science, Business or a related discipline and minimum of 7 years of related experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

**JOB TITLE: DATABASE ANALYST**

**Minimum Experience:** Relative experience in making organizational and computer database changes.

**Functional Responsibilities:** Analyzes organizational and computer database systems. Designs and implements computer database systems in both standalone and network configurations. Is knowledgeable in both commercially available off-the-shelf (COTS) and custom database software platforms. Develops technical documentation detailing the installation procedures.

**Minimum Education:** A minimum of 2 years' experience in database design, configuration, and implementation. (6 years of general experience can be supplemented for a Bachelor's Degree)

**JOB TITLE: DATABASE ANALYST II**

**Minimum Experience:** Relative experience in and knowledge of system architecture, operational systems, programming languages, data management & system engineering techniques. C++ and Object Oriented Design. Strong communication skills and familiar with MS Office suite.

**Functional Responsibilities:** System requirement analysis, decomposition, derivation and documentation. Maintenance of contractual and engineering baselines. System design and design documentation. Software design, development and test support. System integration, risk identification and mitigation and process improvement. Relational database design and implementation.

**Minimum Education:** Bachelor's Degree in technical discipline and 3 years of experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

**JOB TITLE: DATABASE PROGRAMMER I**

**Minimum Experience:** Relative experience in information management, database design for the enterprise and stand-alone systems.

**Functional Responsibilities:** Works with customer to set the information management direction. Provides insight and advice to customer concerning the strategic direction for data management. Conducts information technology assessments and large-scale data management reviews, and provides solutions for urgent customer needs.

**Minimum Education:** Bachelor's Degree in Computer Science, Business or a related discipline and minimum of 4 years of general experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

**JOB TITLE: DATABASE PROGRAMMER II**

**Minimum Experience:** Relative experience in and knowledge of system architecture, operational systems, programming languages, data management & system engineering techniques. C++ and Object Oriented Design. Strong communication skills and familiar with MS Office suite.

**Functional Responsibilities:** System requirement analysis, decomposition, derivation and documentation. Maintenance of contractual and engineering baselines. System design and design documentation. Software design, development and test support. System integration, risk identification and mitigation and process improvement. Relational database design and implementation.

**Minimum Education:** Bachelor's Degree in technical discipline and 3 years of experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

**JOB TITLE: GRAPHIC SPECIALIST/MULTIMEDIA**

**Minimum Experience:** Minimum two (2) years of experience designing and preparing brochures, flip charts, illustrations, and related graphic materials using sophisticated computer-aided graphics software packages.

**Functional Responsibilities:** Reviews graphics requests to determine scope of requirements, consults with and advises requester regarding the most appropriate and economical means of effective request. Designs templates for use by word processing and graphics staff to produce documents (e.g., proposals).

**Minimum Education:** Bachelor's Degree, or 4 years of general experience can be supplemented for a Bachelor's Degree. (6 years of general experience can be supplemented for a Bachelor's Degree)

**JOB TITLE: INFORMATION TECHNOLOGY ANALYST I**

**Minimum Experience:** Relative experience in developing requirements for product or system inspection.

**Functional Responsibilities:** Works under close supervision, developing the requirements of a product or system from inception to conclusion. Develops required specifications for simple to moderately complex problems.

**Minimum Education:** Bachelor's Degree in Information Technology or related field with 1-year experience. (6 years of general experience can be supplemented for a Bachelor's Degree).

**JOB TITLE: INFORMATION TECHNOLOGY ANALYST II**

**Minimum Experience:** Relative experience in developing requirements for product or system inspection.

**Functional Responsibilities:** Works under close supervision, developing the requirements of a product or system from inception to conclusion. Develops required specifications for simple to moderately complex problems.

**Minimum Education:** Bachelor's Degree in Information Technology or related field and 2 years' experience (6 years of general experience can be supplemented for a Bachelor's Degree).

**JOB TITLE: INFORMATION TECHNOLOGY ANALYST III**

**Minimum Experience:** High-quality experience in developing requirements for product or system inspection.

**Functional Responsibilities:** Works under close supervision, developing the requirements of a product or system from inception to conclusion. Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manuals for users to describe installation and operating procedures.

**Minimum Education:** Bachelor's Degree in Information Technology or related field with 5-year experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

**JOB TITLE: INTRANET/INTERNET SYSTEMS ARCHITECT**

**Minimum Experience:** Relative experience in designing, implementing and maintaining Intranet/Internet systems. **Functional Responsibilities:** Designs, implements and reviews network systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning hardware

systems and Internet/Intranet applications. Prepares functional requirements and specifications for hardware acquisitions.

**Minimum Education:** Bachelor's Degree and 2 years' experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

#### **JOB TITLE: MICROSOFT TECHNOLOGY SPECIALIST**

**Minimum Experience:** Relative experience in analyzing and implementing Enterprise Business Applications with a focus on Microsoft Technologies.

**Functional Responsibilities:** Consults with clients and other project team members to design, build and manage Microsoft Solutions. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.

**Minimum Education:** Bachelor's Degree in Computer Science, Business or a related discipline and a minimum of 5 years of general experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

#### **JOB TITLE: NETWORK SPECIALIST**

**Minimum Experience:** Relative experience in performing a variety of networks engineering tasks, which are broad in nature.

**Functional Responsibilities:** Performs a variety of network engineering tasks which are broad in nature and are concerned with the design and implementation of integrated networks, including personal, hardware, software and support facilities and/or equipment. Installs; configures and maintains software in a client/server networked environment. Installs local area networks (LANs) as well as wide area networks (WANs.) Selects, orders and installs equipment at Customer field sites. This activity includes the installation of infrastructure and equipment, operating systems and user software, as well as maintenance and exercise support. Installs infrastructures including routers, hubs, and interconnections. Assists in providing technical documentation to support installation activities. Assists with Customer on-site surveys. Participates in the preparation of drawings and reports documenting and recording on-site activities. Interfaces with customers, end users and team members for site activities as directed. Performs systems tests and introductory training as required. Performs trips to customer sites for installations, surveys and audits.

**Minimum Education:** Bachelor's Degree and 2 years of general experience, 6 years of general experience can be supplemented for a Bachelor's Degree. (6 years of general experience can be supplemented for a Bachelor's Degree)

#### **JOB TITLE: NETWORK SECURITY SPECIALIST**

**Minimum Experience:** Relative experience in performing a variety of networks tasks, regarding security.

**Functional Responsibilities:** Provides technical design guidance and/or system administration and trouble call resolution in support of the network security products. Individual will manage firewalls, routers and intrusion detection equipment.

**Minimum Education:** Bachelor's Degree and 2 years of general experience, 6 years of general experience can be supplemented for a Bachelor's Degree. (6 years of general experience can be supplemented for a Bachelor's Degree)



**JOB TITLE: PKI SPECIALIST**

**Minimum Experience:** A minimum of five (3) years of progressive Information Technology (IT) experience. Hands- on experience and demonstrated ability to provide public key infrastructure (PKI) analysis support of complex tasks.

**Functional Responsibilities:** Formulates and defines system scope and objectives based on user needs. Devises or modifies procedures to solve complex PKI problems considering computer equipment capacity and limitations, operating time and form of desired results. Prepares detailed specifications from which PKI solutions can be formulated. Analyzes existing PKI system logic difficulties and documentation as necessary. Competent to work at the highest technical level of all phases of PKI systems analysis activities.

**Minimum Education:** Bachelor's Degree and 3 years of general experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

**JOB TITLE: PRINCIPAL CONSULTANT**

**Minimum Experience:** Relative experience serving as project lead in defining and executing system architectural and engineering activities.

**Functional Responsibilities:** Consults with clients and other project team members to analyze, design, schedule, construction and deliver software and system solutions. Performs increasingly complex tasks for delivery to the client, communicates regularly with client about project status, leads in the development of project documentation that is technically accurate and meets intended objectives and identify problems and recommends appropriate solutions for clients in a wide variety of circumstances.

**Minimum Education:** Bachelor's Degree in Computer Science, Business or a related discipline and minimum of 8 years of general experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

**JOB TITLE: PROGRAM MANAGER**

**Minimum Experience:** Relative experience in representing the organization as a prime contact on contracts or projects.

**Functional Responsibilities:** Represent the organization/company as a prime contact on contracts or projects and interacts with senior internal and external personal. Develops solutions to a variety of complex problems; work is performed without appreciable direction and participates in determining objectives of assignments.

**Minimum Education:** Bachelor's Degree in an associated discipline and minimum of 5-10 years of related experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

**JOB TITLE: PROJECT MANAGER**

**Minimum Experience:** Responsible for all aspects of the program and contract performance (i.e., technical, contractual, administrative, financial) during the full life cycle process for, but not limited to, information technology (IT) projects.

**Functional Responsibilities:** Consults with the customer to ensure conformity to project and contractual obligations for, but not limited to, IT projects/initiatives. Must be familiar with all phases of the systems development life- cycle. Supervises the analysis, design and development of new systems and system enhancements. Approves documentation standards, system specifications, feasibility and justification reports, and policy recommendations. Supervises the development and installation of techniques and procedures to implement policy decisions with regard to organizational structures, program evaluation and productivity improvements. Establishes and maintains technical and financial reports in order to show

progress of projects to management and customers. Organizes and assigns responsibilities to subordinates and supervises the successful completion of all assigned IT tasks. Ensures the development, maintenance and implementation of Program Management Plans and Technical Specifications Plan; documents that guide the performance of all functional and technical activities performed.

Ensures that maximum service is obtained from all operations through efficient use of personnel and equipment. Simultaneously plans and manages diverse and highly technical projects. Responsible for leading and performing IT training of line personnel on the project approach, techniques, software, hardware, etc.

**Minimum Education:** Bachelor's Degree in an associated discipline and minimum of 5-10 years of related experience. (6 years of general experience can be supplemented for a Bachelor's Degree).

### **JOB TITLE: QUALITY ASSURANCE ENGINEER**

**Minimum Experience:** Relative experience with a wide application of principles, theories and concepts in their field and provide solutions to a wide range of difficult problems.

**Functional Responsibilities:** Ensures project methodologies, quality assurance standards, and guidelines are implemented throughout the duration of the project. Ensures that specific standards and measures identified in detail work plans are appropriate and reasonable for achieving the defined quality objectives for specific deliverables. Ensures an appropriate quality-training program for all project participants is developed and implemented. Reviews the adequacy of and adherence to general project controls, such as technical methodologies and change control procedures. Ensures quality control activities are performed consistently and continuously; and analyzes errors and defects to provide a basis for improving the quality of all documentation.

**Minimum Education:** Bachelor's Degree and 3 years' experience (6 years of general experience can be supplemented for a Bachelor's Degree)

### **JOB TITLE: SOFTWARE ENGINEER**

**Minimum Experience:** Experience in completing software tasks using C++ and other relative programming languages, Object Oriented software analysis, design and programming.

**Functional Responsibilities:** Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques. Interprets software requirements and design specifications to code, and integrates and test software components. Estimates software development costs and schedule. Reviews existing program and assist in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

**Minimum Education:** Bachelor's Degree in Engineering or Computer Science or related discipline and 2 years' experience (6 years of general experience can be supplemented for a Bachelor's Degree)

### **JOB TITLE: SOFTWARE ENGINEER II**

**Minimum Experience:** Experience in completing complex software tasks and utilizing Object Oriented Software analysis and design programming

**Functional Responsibilities:** Experience completing complex software tasks using C++ and Object Oriented software analysis design and programming. Manages software development and support using formal specifications, data flow diagrams, or other accepted design techniques. Interprets software requirements and design specifications to code, and integrates and test software components. Estimates software development costs and schedule. Reviews existing program and assist in making refinements,

reducing operating time, and improving current techniques. Supervises software configuration management.

**Minimum Education:** Bachelor's Degree in Engineering or Computer Science and 3 years' experience in software development. (6 years of general experience can be supplemented for a Bachelor's Degree)

#### **JOB TITLE: SUBJECT MATTER EXPERT I**

**Minimum Experience:** Relative experiences in large IT projects related to the individual's specific area.

**Functional Responsibilities:** Serves as a subject matter technical expert in areas relevant to project. Provide guidance to the technical staff on the functional producers, processes, of subject matter. Interfaces with Government management personnel and functional proponents. Reports in writing and orally to Contractor management and Government representatives, including the Government CO and COTR.

**Minimum Education:** Bachelor's Degree and 3 years functional experience (6 years of general experience can be supplemented for a Bachelor's Degree).

#### **JOB TITLE: SUBJECT MATTER EXPERT II**

**Minimum Experience:** Functional experience in a specific area included management responsibility for large projects.

**Functional Responsibilities:** Analyzes user needs to determine functional requirements. Performs functional allocation to identify required tasks. Identifies resources required for each task. Possesses knowledge and expertise so recognized in the profession that the Government is able to qualify the individual as an expert in the field.

**Minimum Education:** Bachelor's Degree and 5 years of Information Technology (IT) experience (6 years of general experience can be supplemented for a Bachelor's Degree).

#### **JOB TITLE: SYSTEMS ADMINISTRATOR/HELP DESK**

**Minimum Experience:** Relative experience in installation and maintenance of operating systems and other COTS.

**Functional Responsibilities:** Install, configure and maintain operating system and other Commercial of the Shelf (COTS) software products. Perform everyday system administration tasks like create user ids, backup and restore. Move/Add/ Change user workstations, which includes IP and Switch administration. Monitor LAN/WAN traffic and overall system performance. Maintain documentation for processes and procedures.

**Minimum Education:** Bachelor's Degree in Computer Science, Business or a related discipline and minimum of 2 years of related experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

#### **JOB TITLE: SYSTEMS ANALYST**

**Minimum Experience:** Relative experience in performing systems analysis of computer and communications/network systems.

**Functional Responsibilities:** Preparing, analyzing, editing and testing computer programs. Provided technical support to users and assisted with policy implementation and other computer related issues in the LAN. Familiar with a multitude of software programs to include the design and use of spreadsheets, graphics and reports, database management, design and development. Knowledgeable of the problems inherent in information systems, network security, data communication.

**Minimum Education:** Bachelor's Degree in Computer Science, Business or a related discipline and minimum of 4 years of related experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

#### **JOB TITLE: SYSTEMS ANALYST II**

**Minimum Experience:** Relative experience in performing work related to systems or applications.

**Functional Responsibilities:** Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manual for users to describe installation and operating procedures.

**Minimum Education:** Bachelor's Degree, Business or a related discipline and minimum of 3 years of general experience and 2 years of specialized experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

#### **JOB TITLE: SYSTEMS ARCHITECT**

**Minimum Experience:** Relative experience in applying advanced concepts, theories and principles and contributing in the development of new principles and concepts.

**Functional Responsibilities:** Applies advanced concepts, theories and principles and contributes towards the development of new principles and concepts. Advises top management and customers on advanced technical research studies and applications; managerial/leadership experience or necessary skills. Broad knowledge of one or more areas of system architecture (s) including system life cycle, design, develop methodologies & information systems.

**Minimum Education:** Bachelor's Degree in Computer Science, Business or a related discipline and minimum of 5 years of related experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

#### **JOB TITLE: SENIOR SYSTEMS ENGINEER**

**Minimum Experience:** Relative experience serving as project lead in defining and executing system engineering activities.

**Functional Responsibilities:** Defines and executes engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and developing and staffing of a system engineering management plan a multitude of software programs to include the design and use of spreadsheets, graphics and reports, database management, design and development. Knowledgeable of the problems inherent in information systems, network security, data communication.

**Minimum Education:** Bachelor's Degree in Computer Science, Business or a related discipline and minimum of 4 years of related experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

#### **JOB TITLE: TECHNICAL WRITER**

**Minimum Experience:** Prepares and maintains systems, programming and operations documentation, including user manuals. Also maintains a current internal documentation library. Ensures that documentation produced is error free, formatted accurately, and meets the project quality and assurance standards.

**Functional Responsibilities:** Collects and organizes technical information required for preparation of moderately complex technical publications. Prepares written text and coordinates layout and organization of manuals and other documents according to prepared outlines and specifications. Edits documents such as functional descriptions, system specifications, user manuals, special reports, and client deliverables produced on the project. Researches available technical data including drawings, design reports, equipment and test specifications. Translates technical information into concise and understandable documents for technical and non-technical users.

**Minimum Education:** Bachelor's Degree or 2 to 4 years' experience in documentation preparation. (6 years of general experience can be supplemented for a Bachelor's Degree)

#### **JOB TITLE: WEB DESIGNER**

**Minimum Experience:** Two (2) years' experience with website graphics and/or design. Knowledge of website graphical formats and color palettes. Proficiency with Adobe PhotoShop and PageMaker or similar software. Must be well organized and team-oriented mindset.

**Functional Responsibilities:** Ensure the quality of design elements on the website. Develop and modify graphics for the website. Assist in the overall design, navigation and cohesiveness of the site. Meet criteria for making changes to the site as outlined by the customer. Coordinate the work of designers to enhance the appeal of the site.

**Minimum Education:** Bachelor's degree in Computer Science or related field, 4 years of general experience can be supplemented for a Bachelor's Degree. (6 years of general experience can be supplemented for a Bachelor's Degree)

#### **JOB TITLE: WEB PORTAL ADMINISTRATOR**

**Minimum Experience:** Relative experience in installation, customization, and maintenance of SharePoint Portal and other COTS.

**Functional Responsibilities:** Install, configure and maintain operating system and other Commercial of the Shelf (COTS) software products. Perform everyday system administration tasks like create user ids, permissions, backup and restore. Move/Add/Change user workstations, which includes IP and Switch administration. Monitor LAN/WAN traffic and overall system performance. Maintain documentation for processes and procedures.

**Minimum Education:** A minimum of 2 years' experience in Systems Administration and minimum of 1 year experience as a Web Portal Administrator.

#### **JOB TITLE: WEB PORTAL ARCHITECT**

**Minimum Experience:** Relative experience in installation, customization, and maintenance of SharePoint Portal and other COTS.

**Functional Responsibilities:** Develop proof of concept, prototypes, and overall system architecture; develop methodology and practices for creation and management of re-usable solution assets software, architecture, and methodology. Ensure release conforms to all security standards and other non-functional requirements.

**Minimum Education:** Bachelor's Degree in Computer Science, Business or a related discipline and minimum of 5 years of general experience. (6 years of general experience can be supplemented for a Bachelor's Degree)

**JOB TITLE: WEB PORTAL ENGINEER**

**Minimum Experience:** Relative experience defining and executing Portal engineering activities.

**Functional Responsibilities:** Consults with clients and other project team members to design, build and manage Portal sites. Develops custom code (i.e. Java, .NET etc.) These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and developing and staffing of a system engineering management plan.

**Minimum Education:** A minimum of 2 years' experience in the general IT industry and a minimum 2 years' experience in Portal design, configuration, and implementation.

**JOB TITLE: WEB PORTAL ENGINEER II**

**Minimum Experience:** Relative experience serving as project lead in defining and executing Portal engineering activities.

**Functional Responsibilities:** Works with customer to set the Portal taxonomy direction. Provides insight and advice to customer concerning the strategic direction for data management. Conducts information technology assessments and large-scale data management reviews, and provides solutions for urgent customer needs. Develops custom code (i.e. Java, .NET etc.).

## GSA PRICES FOR PROFESSIONAL SERVICES (132-51)

ITEM	LABOR CATEGORY	9/1/18 - 8/31/19	9/1/19 - 8/31/20	9/1/20 - 8/31/21	9/1/21 - 8/31/22	9/1/22 - 8/31/23	9/1/23 - 8/31/24
001	Business Analyst	\$112.67	\$116.05	\$119.53	\$123.12	\$126.81	\$130.62
002	Business Analyst II	\$135.20	\$139.26	\$143.43	\$147.74	\$152.17	\$156.73
003	Business Process Specialist	\$148.07	\$152.51	\$157.09	\$161.80	\$166.65	\$171.65
004	Computer Programmer I	\$77.90	\$80.24	\$82.64	\$85.12	\$87.68	\$90.31
005	Computer Programmer II	\$107.60	\$110.83	\$114.15	\$117.58	\$121.10	\$124.74
006	Computer Programmer III	\$118.79	\$122.35	\$126.02	\$129.81	\$133.70	\$137.71
007	Database Analyst	\$117.33	\$120.85	\$124.48	\$128.21	\$132.06	\$136.02
008	Database Analyst II	\$122.02	\$125.68	\$129.45	\$133.33	\$137.33	\$141.45
009	Database Programmer I	\$79.20	\$81.58	\$84.02	\$86.54	\$89.14	\$91.81
010	Database Programmer II	\$106.66	\$109.86	\$113.16	\$116.55	\$120.05	\$123.65
011	Graphic Specialist/Multimedia	\$106.66	\$109.86	\$113.16	\$116.55	\$120.05	\$123.65
012	Information Technology Analyst I	\$83.58	\$86.09	\$88.67	\$91.33	\$94.07	\$96.89
013	Information Technology Analyst II	\$118.79	\$122.35	\$126.02	\$129.81	\$133.70	\$137.71
014	Information Technology Analyst III	\$158.30	\$163.05	\$167.94	\$172.98	\$178.17	\$183.51
015	Intranet/Internet Systems Architect	\$123.45	\$127.15	\$130.97	\$134.90	\$138.94	\$143.11
016	Microsoft Technology Specialist	\$201.11	\$207.14	\$213.36	\$219.76	\$226.35	\$233.14
017	Network Specialist	\$119.98	\$123.58	\$127.29	\$131.11	\$135.04	\$139.09
018	Network Security Specialist	\$146.65	\$151.05	\$155.58	\$160.25	\$165.06	\$170.01
019	PKI Specialist	\$115.98	\$119.46	\$123.04	\$126.73	\$130.54	\$134.45
020	Program Manager	\$148.12	\$152.56	\$157.14	\$161.85	\$166.71	\$171.71
021	Project Manager	\$133.32	\$137.32	\$141.44	\$145.68	\$150.05	\$154.55
022	Quality Assurance Engineer	\$66.65	\$68.65	\$70.71	\$72.83	\$75.02	\$77.27
023	Software Engineer	\$119.98	\$123.58	\$127.29	\$131.11	\$135.04	\$139.09
024	Software Engineer II	\$159.98	\$164.78	\$169.72	\$174.81	\$180.06	\$185.46
025	Subject Matter Expert I	\$199.97	\$205.97	\$212.15	\$218.51	\$225.07	\$231.82
026	Subject Matter Expert II	\$261.15	\$268.98	\$277.05	\$285.37	\$293.93	\$302.74
027	Architectural Consultant	\$335.55	\$345.62	\$355.98	\$366.66	\$377.66	\$388.99
028	Principal Consultant	\$318.12	\$327.66	\$337.49	\$347.62	\$358.05	\$368.79
029	Systems Administrator/Help Desk	\$100.28	\$103.29	\$106.39	\$109.58	\$112.87	\$116.25
030	Systems Analyst	\$87.10	\$89.71	\$92.40	\$95.18	\$98.03	\$100.97
031	Systems Analyst II	\$97.39	\$100.31	\$103.32	\$106.42	\$109.61	\$112.90
032	Systems Architect	\$123.45	\$127.15	\$130.97	\$134.90	\$138.94	\$143.11
033	Senior Systems Engineer	\$130.78	\$134.70	\$138.74	\$142.91	\$147.19	\$151.61
034	Technical Writer	\$58.66	\$60.42	\$62.23	\$64.10	\$66.02	\$68.00
035	Web Portal Administrator	\$85.90	\$88.48	\$91.13	\$93.87	\$96.68	\$99.58
036	Web Portal Architect	\$147.42	\$151.84	\$156.40	\$161.09	\$165.92	\$170.90
037	Web Portal Engineer	\$127.38	\$131.20	\$135.14	\$139.19	\$143.37	\$147.67
038	Web Portal Engineer II	\$140.78	\$145.00	\$149.35	\$153.83	\$158.45	\$163.20
039	Web Designer	\$66.65	\$68.65	\$70.71	\$72.83	\$75.02	\$77.27

## GSA PRICES FOR SOFTWARE MAINTENANCE AND TRAINING COURSES

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TRAINING COURSES - SIN 132-50		
Course	Includes	Price
A +/Security +	Books, labs, and test prep	\$1,386.84
MCSE	Books, labs, and test prep	\$5,929.28



## DESCRIPTION OF HIGHLY ADAPTIVE CYBERSECURITY SERVICES AND PRICING

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### JOB TITLE: CYBERSECURITY SME II [132-45A, B, C, D]

**Minimum Experience:** 5-10 yrs.

**Functional Responsibilities:**

- Generally recognized as a leader in the industry in their area of expertise; sought out by others in the area of expertise for advice and guidance
- Provides expert support, analysis, strategy. Policy, research, and advice into exceptionally complex problems, and processes relating to cybersecurity or other functional area
- Serves as technical expert on executive-level project teams providing technical direction, interpretation and alternatives.
- Expertise is in cybersecurity or other functional area.
- Performs highly specialized and technical tasks associated with the most current and cutting-edge technologies including research and development
- May serve as a technical consultant to a project or a number projects dealing with area of cybersecurity or other related technical fields
- Coordinates with Customers/Government personnel to ensure the problems have been properly defined and the solutions satisfy customer needs

**Minimum Education:** MA or Equivalent

### JOB TITLE: CYBERSECURITY SME I [132-45A, B, C, D]

**Minimum Experience:** 2-5 yrs.

**Functional Responsibilities:**

- Generally recognized as a leader in the industry in their area of expertise; sought out by others in the area of expertise for advice and guidance
- Provides expert support, analysis, strategy. Policy, research, and advice into exceptionally complex problems, and processes relating to cybersecurity or other functional area
- Serves as technical expert on executive-level project teams providing technical direction, interpretation and alternatives.
- Expertise is in cybersecurity or other functional area.
- Performs highly specialized and technical tasks associated with the most current and cutting-edge technologies including research and development
- May serve as a technical consultant to a project or a number projects dealing with area of cybersecurity or other related technical fields
- Coordinates with Customers/Government personnel to ensure the problems have been properly defined and the solutions satisfy customer needs

**Minimum Education:** BA/BS or Equivalent

### JOB TITLE: INFORMATION ASSURANCE/CYBERSECURITY ANALYST II [132-45A, B, C, D]

**Minimum Experience:** 5-10 yrs.

**Functional Responsibilities:**

- Identifies and manages network and system vulnerabilities and security events
- Receives, acknowledges, disseminates, tracks, reports and updates vulnerability management (VM) alerts, vulnerability assessments, red/blue team events, security incidents and events

- Supports or performs global inspection services to ensure compliance to applicable mandates and/or standards
- Collects intrusion artifacts and utilizes discovered data to enable mitigation of potential Computer Network Defense incidents within the enterprise
- Correlates incident data to identify specific vulnerabilities and makes recommendations that enable expeditious remediation
- Identifies and reports detected events through persistent monitoring and analysis of I&W and AS&W indicators, dissemination and reporting of cyber related activity
- Supports and/or performs inspections of enclave services
- Tests, implements, deploys, maintains, and administers the infrastructure systems which are required to effectively manage the DCO provider network and resources
- Conducts/participates in risk assessments during the certification and accreditation process
- Provides security certification test and evaluation of assets, vulnerability management and response, security assessments, and customer support

**Minimum Education:** BA/BS or Equivalent

**JOB TITLE: INFORMATION ASSURANCE/CYBERSECURITY ANALYST I [132-45A, B, C, D]**

**Minimum Experience:** 1-5 yrs.

**Functional Responsibilities:**

- Identifies and manages network and system vulnerabilities and security events
- Receives, acknowledges, disseminates, tracks, reports and updates vulnerability management (VM) alerts, vulnerability assessments, red/blue team events, security incidents and events
- Supports or performs global inspection services to ensure compliance to applicable mandates and/or standards
- Collects intrusion artifacts and utilizes discovered data to enable mitigation of potential Computer Network Defense incidents within the enterprise
- Correlates incident data to identify specific vulnerabilities and makes recommendations that enable expeditious remediation
- Identifies and reports detected events through persistent monitoring and analysis of I&W and AS&W indicators, dissemination and reporting of cyber related activity
- Supports and/or performs inspections of enclave services
- Tests, implements, deploys, maintains, and administers the infrastructure systems which are required to effectively manage the DCO provider network and resources
- Conducts/participates in risk assessments during the certification and accreditation process
- Provides security certification test and evaluation of assets, vulnerability management and response, security assessments, and customer support

**Minimum Education:** BA/BS or Equivalent

**JOB TITLE: CYBERSECURITY SOFTWARE DEVELOPER III [132-45A, B, C, D]**

**Minimum Experience:** 10+ yrs.

**Functional Responsibilities:**

- Develops, maintains, and enhances complex and diverse software systems
- Provides specific input to the software components of system design to include hardware/software trade-offs, software reuse, use of COTS/GOTS in place of new development, and requirements analysis and synthesis from system level to individual software components
- Designs, implements, and integrates software applications or performs software engineering tasks
- Utilizes software engineering and design methodologies appropriate to the development, integration, and production environment

- Ensures efficient delivery of software engineering capabilities using industry standards and repeatable processes
- Reviews and tests software components for adherence to the design requirements and documents test results
- Analyzes and studies customer requirements to determine the most effective software and web technologies to satisfy their needs
- Develops and maintains software and web development technical documentation to assist with software and web application maintenance and upgrades

**Minimum Education:** BA/BS or Equivalent

### **JOB TITLE: CYBERSECURITY SOFTWARE DEVELOPER II [132-45A, B, C, D]**

**Minimum Experience:** 5-10 yrs.

#### **Functional Responsibilities:**

- Develops, maintains, and enhances complex and diverse software systems
- Provides specific input to the software components of system design to include hardware/software trade-offs, software reuse, use of COTS/GOTS in place of new development, and requirements analysis and synthesis from system level to individual software components
- Designs, implements, and integrates software applications or performs software engineering tasks
- Utilizes software engineering and design methodologies appropriate to the development, integration, and production environment
- Ensures efficient delivery of software engineering capabilities using industry standards and repeatable processes
- Reviews and tests software components for adherence to the design requirements and documents test results
- Analyzes and studies customer requirements to determine the most effective software and web technologies to satisfy their needs
- Develops and maintains software and web development technical documentation to assist with software and web application maintenance and upgrades

**Minimum Education:** BA/BS or Equivalent

### **JOB TITLE: CYBERSECURITY SOFTWARE DEVELOPER I [132-45A, B, C, D]**

**Minimum Experience:** 1-5 yrs.

#### **Functional Responsibilities:**

- Develops, maintains, and enhances complex and diverse software systems
- Provides specific input to the software components of system design to include hardware/software trade-offs, software reuse, use of COTS/GOTS in place of new development, and requirements analysis and synthesis from system level to individual software components
- Designs, implements, and integrates software applications or performs software engineering tasks
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- Reviews and tests software components for adherence to the design requirements and documents test results
- Analyzes and studies customer requirements to determine the most effective software and web technologies to satisfy their needs
- Develops and maintains software and web development technical documentation to assist with software and web application maintenance and upgrades

**Minimum Education:** BA/BS or Equivalent

**JOB TITLE: CYBERSECURITY SYSTEMS ENGINEER III [132-45A, 45B, 45C, 45D]****Minimum Experience:** 10+ yrs.**Functional Responsibilities:**

- Analyzes user's requirements, concept of operations documents, and high level system architectures to develop network requirements specifications
- Guides users in formulating requirements, advises alternative approaches, and conducts feasibility studies
- Provides technical leadership for the integration of network requirements, design, and technology
- Incorporates new network plans, designs and systems into ongoing operations
- Develops network architecture and network design documentation
- Guides network development and implementation planning through assessment or preparation of network engineering management plans and network integration and test plans
- Designs and performs integration of new technologies into local and wide area networks
- Provides advanced troubleshooting and problem resolution of complex network problems
- Performs administration duties for networking hardware including routers, switches, hubs, gateways, access points, network interface cards, networking cables, network bridges, modems, ISDN adapters, firewalls and other related network hardware
- Interacts with the customer/Government regarding Systems Engineering technical considerations and for associated problems, issues or conflicts
- Provides comprehensive definition of all aspects of system development from analysis of mission needs to verification of system performance
- Performs evaluation of system alternatives and assessment of risks and costs

**Minimum Education:** BA/BS or Equivalent**JOB TITLE: CYBERSECURITY SYSTEMS ENGINEER II [132-45A, 45B, 45C, 45D]****Minimum Experience:** 5-10 yrs.**Functional Responsibilities:**

- Analyzes user's requirements, concept of operations documents, and high level system architectures to develop network requirements specifications
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- Interacts with the customer/Government regarding Systems Engineering technical considerations and for associated problems, issues or conflicts
- Provides comprehensive definition of all aspects of system development from analysis of mission needs to verification of system performance
- Performs evaluation of system alternatives and assessment of risks and costs

**Minimum Education:** BA/BS or Equivalent

**JOB TITLE: CYBERSECURITY SYSTEMS ENGINEER I [132-45A, 45B, 45C, 45D]****Minimum Experience:** 1-5 yrs.**Functional Responsibilities:**

- Analyzes user's requirements, concept of operations documents, and high level system architectures to develop network requirements specifications
- Guides users in formulating requirements, advises alternative approaches, and conducts feasibility studies
- Provides technical leadership for the integration of network requirements, design, and technology
- Incorporates new network plans, designs and systems into ongoing operations
- Develops network architecture and network design documentation
- Guides network development and implementation planning through assessment or preparation of network engineering management plans and network integration and test plans
- Designs and performs integration of new technologies into local and wide area networks
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- Performs administration duties for networking hardware including routers, switches, hubs, gateways, access points, network interface cards, networking cables, network bridges, modems, ISDN adapters, firewalls and other related network hardware
- Interacts with the customer/Government regarding Systems Engineering technical considerations and for associated problems, issues or conflicts
- Provides comprehensive definition of all aspects of system development from analysis of mission needs to verification of system performance
- Performs evaluation of system alternatives and assessment of risks and costs

**Minimum Education:** BA/BS or Equivalent**JOB TITLE: CYBER PROJECT MANAGER II [132-45A, 45B, 45C, 45D]****Minimum Experience:** 5-10 yrs.**Functional Responsibilities:**

- Responsible for the successful cost, schedule, performance and quality of the contract
- Serves as the main point of contact for the Contracting Officer (CO), the Contracting Officer's Representative (COR), the Government Program Manager, and the Contractor's senior management
- Ensures proper performance of tasks necessary to ensure the most efficient and effective execution of the contract
- Utilizes expert communication skills needed to direct the skilled technical resources and report on the technical progress, issues, and problem areas, as well as write and review technical documents
- Plans, executes, and finalizes projects that meet or exceed customer objectives
- Develops the overall project plan and manages project operations
- Manages the project stakeholders, project team, project risk, project schedule, project budget, and project conflicts
- Ensures team members know and execute their respective roles and the roles of the other team members
- Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services

**Minimum Education:** BA/BS or Equivalent

**JOB TITLE: CYBER PROJECT MANAGER I [132-45A, 45B, 45C, 45D]****Minimum Experience:** 1-5 yrs.**Functional Responsibilities:**

- Responsible for the successful cost, schedule, performance and quality of the contract
- Serves as the main point of contact for the Contracting Officer (CO), the Contracting Officer's Representative (COR), the Government Program Manager, and the Contractor's senior management
- Ensures proper performance of tasks necessary to ensure the most efficient and effective execution of the contract
- Utilizes expert communication skills needed to direct the skilled technical resources and report on the technical progress, issues, and problem areas, as well as write and review technical documents
- Plans, executes, and finalizes projects that meet or exceed customer objectives
- Develops the overall project plan and manages project operations
- Manages the project stakeholders, project team, project risk, project schedule, project budget, and project conflicts
- Ensures team members know and execute their respective roles and the roles of the other team members
- Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services

**Minimum Education:** BA/BS or Equivalent**JOB TITLE: PENETRATION TESTER III [132-45A]****Minimum Experience:** 10+ yrs.**Functional Responsibilities:**

- Conducts and/or supporting authorized penetration testing on enterprise network assets
- Emulates adversarial cyber activities to identify weaknesses, enumerate vulnerabilities, and assess the overall security posture of customer networks and information systems
- Analyzes site/enterprise DCO policies and configurations and evaluates compliance with regulations and enterprise directives
- Assists with the selection of cost-effective security controls to mitigate risk
- Assesses threats to the environment via penetration testing, risk assessments and other assessments
- Provides inputs on the adequacy of security designs and architectures
- Supports cybersecurity assessments, defensive and offensive operations
- Provides support to security certification test and evaluation of assets, vulnerability management and response, security assessments, and provides customer support and guidance

**Minimum Education:** BA/BS or Equivalent**JOB TITLE: PENETRATION TESTER II [132-45A]****Minimum Experience:** 5-10 yrs.**Functional Responsibilities:**

- Conducts and/or supporting authorized penetration testing on enterprise network assets
- Emulates adversarial cyber activities to identify weaknesses, enumerate vulnerabilities, and assess the overall security posture of customer networks and information systems
- Analyzes site/enterprise DCO policies and configurations and evaluates compliance with regulations and enterprise directives
- Assists with the selection of cost-effective security controls to mitigate risk
- Assesses threats to the environment via penetration testing, risk assessments and other assessments
- Provides inputs on the adequacy of security designs and architectures

- Supports cybersecurity assessments, defensive and offensive operations
- Provides support to security certification test and evaluation of assets, vulnerability management and response, security assessments, and provides customer support and guidance

**Minimum Education:** BA/BS or Equivalent

#### **JOB TITLE: PENETRATION TESTER I [132-45A]**

**Minimum Experience:** 1-5 yrs.

**Functional Responsibilities:**

- Conducts and/or supporting authorized penetration testing on enterprise network assets
- Emulates adversarial cyber activities to identify weaknesses, enumerate vulnerabilities, and assess the overall security posture of customer networks and information systems
- Analyzes site/enterprise DCO policies and configurations and evaluates compliance with regulations and enterprise directives
- Assists with the selection of cost-effective security controls to mitigate risk
- Assesses threats to the environment via penetration testing, risk assessments and other assessments
- Provides inputs on the adequacy of security designs and architectures
- Supports cybersecurity assessments, defensive and offensive operations
- Provides support to security certification test and evaluation of assets, vulnerability management and response, security assessments, and provides customer support and guidance

**Minimum Education:** BA/BS or Equivalent

#### **JOB TITLE: INTRUSION/THREAT DETECTION ANALYST III [132-45C]**

**Minimum Experience:** 10+ yrs.

**Functional Responsibilities:**

- Responsible for intrusion detection, response, investigation, correlation, analysis, and reporting
- Performs command and control functions in response to incidents
- Conducts cyber incident trend analysis and malware analysis
- Tests, implements, deploys, maintains, and administers the infrastructure systems which are required to effectively manage the DCO provider network and resources
- May participate in risk assessment during the Certification and Accreditation process

**Minimum Education:** BA/BS or Equivalent

#### **JOB TITLE: INTRUSION/THREAT DETECTION ANALYST II [132-45C]**

**Minimum Experience:** 5-10 yrs.

**Functional Responsibilities:**

- Responsible for intrusion detection, response, investigation, correlation, analysis, and reporting
- Performs command and control functions in response to incidents
- Conducts cyber incident trend analysis and malware analysis
- Tests, implements, deploys, maintains, and administers the infrastructure systems which are required to effectively manage the DCO provider network and resources
- May participate in risk assessment during the Certification and Accreditation process

**Minimum Education:** BA/BS or Equivalent

**JOB TITLE: INTRUSION/THREAT DETECTION ANALYST I [132-45C]****Minimum Experience:** 1-5 yrs.**Functional Responsibilities:**

- Responsible for intrusion detection, response, investigation, correlation, analysis, and reporting
- Performs command and control functions in response to incidents
- Conducts cyber incident trend analysis and malware analysis
- Tests, implements, deploys, maintains, and administers the infrastructure systems which are required to effectively manage the DCO provider network and resources
- May participate in risk assessment during the Certification and Accreditation process

**Minimum Education:** BA/BS or Equivalent**JOB TITLE: RISK/VULNERABILITY ANALYST II [132-45D]****Minimum Experience:** 5-10 yrs.**Functional Responsibilities:**

- Performs data gathering, research, and analysis while conducting threat, vulnerability, risk, and maturity assessments
- May apply critical thinking, conduct gap analysis, and develop implementation plans for the improvement of the risk management-related program
- Contributes to constant innovation and improvement

**Minimum Education:** BA/BS or Equivalent**JOB TITLE: RISK/VULNERABILITY ANALYST I [132-45D]****Minimum Experience:** 1-5 yrs.**Functional Responsibilities:**

- Performs data gathering, research, and analysis while conducting threat, vulnerability, risk, and maturity assessments
- May apply critical thinking, conduct gap analysis, and develop implementation plans for the improvement of the risk management-related program
- Contributes to constant innovation and improvement

**Minimum Education:** BA/BS or Equivalent**JOB TITLE: CYBER SECURITY/RISK AUDITOR III [132-45D]****Minimum Experience:** 10+ yrs.**Functional Responsibilities:**

- Assists in evaluating cyber security risks, testing controls designed to mitigate risk, communicating issues and findings to management
- Devises solutions for business improvements, and follows-up on corrective actions
- May participate on to execute technical audit projects focused on evaluating the effectiveness of cyber security governance, tools and operations
- May evaluate the design, effectiveness and efficiency of information technology and security processes, procedures, and technical controls including solution implementations, identify and address systemic gaps in cyber security risk management

**Minimum Education:** BA/BS or Equivalent



**JOB TITLE: CYBER SECURITY/RISK AUDITOR II [132-45D]****Minimum Experience:** 5-10 yrs.**Functional Responsibilities:**

- Assists in evaluating cyber security risks, testing controls designed to mitigate risk, communicating issues and findings to management
- Devises solutions for business improvements, and follows-up on corrective actions
- May participate on to execute technical audit projects focused on evaluating the effectiveness of cyber security governance, tools and operations
- May evaluate the design, effectiveness and efficiency of information technology and security processes, procedures, and technical controls including solution implementations, identify and address systemic gaps in cyber security risk management

**Minimum Education:** BA/BS or Equivalent**JOB TITLE: CYBER SECURITY/RISK AUDITOR I [132-45D]****Minimum Experience:** 1-5 yrs.**Functional Responsibilities:**

- Assists in evaluating cyber security risks, testing controls designed to mitigate risk, communicating issues and findings to management
- Devises solutions for business improvements, and follows-up on corrective actions
- May participate on to execute technical audit projects focused on evaluating the effectiveness of cyber security governance, tools and operations
- May evaluate the design, effectiveness and efficiency of information technology and security processes, procedures, and technical controls including solution implementations, identify and address systemic gaps in cyber security risk management

**Minimum Education:** BA/BS or Equivalent

## GSA PRICES FOR HIGHLY ADAPTIVE CYBERSECURITY SERVICES AND PRICING

ITEM	LABOR CATEGORY	9/1/18 - 8/31/19	9/1/19 - 8/31/20	9/1/20 - 8/31/21	9/1/21 - 8/31/22	9/1/22 - 8/31/23	9/1/23 - 8/31/24
001	Cybersecurity SME II	\$162.30	\$167.17	\$172.18	\$177.35	\$182.67	\$188.15
002	Cybersecurity SME I	\$127.87	\$131.71	\$135.66	\$139.73	\$143.92	\$148.24
003	Information Assurance/Cybersecurity Analyst II	\$142.62	\$146.90	\$151.31	\$155.84	\$160.52	\$165.34
004	Information Assurance/Cybersecurity Analyst I	\$108.20	\$111.45	\$114.79	\$118.23	\$121.78	\$125.43
005	Cybersecurity Software Developer III	\$162.30	\$167.17	\$172.18	\$177.35	\$182.67	\$188.15
006	Cybersecurity Software Developer II	\$132.80	\$136.78	\$140.89	\$145.11	\$149.47	\$153.95
007	Cybersecurity Software Developer I	\$113.11	\$116.50	\$120.00	\$123.60	\$127.31	\$131.13
008	Cybersecurity Systems Engineer III	\$152.47	\$157.04	\$161.76	\$166.61	\$171.61	\$176.75
009	Cybersecurity Systems Engineer II	\$132.80	\$136.78	\$140.89	\$145.11	\$149.47	\$153.95
010	Cybersecurity Systems Engineer I	\$82.63	\$85.11	\$87.66	\$90.29	\$93.00	\$95.79
011	Cyber Project Manager II	\$147.55	\$151.98	\$156.54	\$161.23	\$166.07	\$171.05
012	Cyber Project Manager I	\$108.20	\$111.45	\$114.79	\$118.23	\$121.78	\$125.43
013	Penetration Tester III	\$172.14	\$177.30	\$182.62	\$188.10	\$193.75	\$199.56
014	Penetration Tester II	\$127.87	\$131.71	\$135.66	\$139.73	\$143.92	\$148.24
015	Penetration Tester I	\$98.37	\$101.32	\$104.36	\$107.49	\$110.72	\$114.04
016	Intrusion/Threat Detection Analyst III	\$157.38	\$162.10	\$166.96	\$171.97	\$177.13	\$182.45
017	Intrusion/Threat Detection Analyst II	\$118.04	\$121.58	\$125.23	\$128.99	\$132.86	\$136.84
018	Intrusion/Threat Detection Analyst I	\$98.37	\$101.32	\$104.36	\$107.49	\$110.72	\$114.04
019	Risk/Vulnerability Analyst II	\$147.55	\$151.98	\$156.54	\$161.23	\$166.07	\$171.05
020	Risk/Vulnerability Analyst I	\$127.87	\$131.71	\$135.66	\$139.73	\$143.92	\$148.24
021	Cyber Security/Risk Auditor III	\$172.14	\$177.30	\$182.62	\$188.10	\$193.75	\$199.56
022	Cyber Security/Risk Auditor II	\$152.46	\$157.03	\$161.74	\$166.60	\$171.60	\$176.74
023	Cyber Security/Risk Auditor I	\$108.20	\$111.45	\$114.79	\$118.23	\$121.78	\$125.43