

State of California
MULTIPLE AWARD SCHEDULE
CivicActions, Inc.

CONTRACT NUMBER:	3-16-70-3298A
SUPPLEMENT NO.:	1
CMAS CONTRACT TERM:	08/17/2016 through 04/30/2020
CONTRACT CATEGORY:	Information Technology Goods & Services
APPLICABLE TERMS & CONDITIONS:	September 8, 2014
MAXIMUM ORDER LIMIT:	\$500,000
FOR USE BY:	State & Local Government Agencies
BASE GSA SCHEDULE NO.:	GS-35F-0234W
BASE SCHEDULE HOLDER:	Octo Consulting Group, Inc.

This contract provides for the purchase and warranty of information technology (IT) consulting services only. (See page 2 for the labor categories and restrictions applicable to this contract.)

The purpose of this contract supplement is to incorporate the following changes:

- 1) Add the following labor categories to the "**AVILABLE PRODUCTS AND/OR SERIVCES**" provision:
 - IT Subject Matter Expert 2
 - IT Subject Matter Expert 1
 - Systems Administrator 1
- 2) Revise the "**EXCLUDED PRODUCTS AND/OR SERVICES**" provision.

All other terms and conditions and provisions of the contract remain unchanged.

Original Signature on File

Effective Date: **04/15/2017**

MICHAEL WONG, Program Analyst, California Multiple Award Schedules Unit

**CALIFORNIA MULTIPLE AWARD SCHEDULE (CMAS)
CIVIC ACTIONS, INC.
CMAS NO. 3-16-70-3298A, SUPPLEMENT NO. 1**

CMAS PRODUCT & SERVICE CODES

The CMAS Product & Service Codes listed below are for marketing purposes only. Review this CMAS contract and the base contract identified below for the products and/or services available on this contract.

IT Consult-Programming
IT Consult-Project Mgmt
IT Consult-Quality Assurance
IT Consult-Software Develop
IT Consult-System Analysis
IT Consult-System Design
IT Consult-System Development
IT Consult-System Implement
IT Consult-System Integration
IT Consult-System Mgmt
IT Consult-Website Design
IT Service-Website Maint

AVAILABLE PRODUCTS AND/OR SERVICES

The services available under this contract are for the implementation and support of applications developed under this contract. Services to implement or support commercial off-the-shelf (COTS) products are not available under this contract.

Only the following job titles are available within the scope of this contract:

**Project Manager
IT Subject Matter Expert 1 and 2
Systems Administrator 1
Technical Architect
Interaction Designer/User Researcher/Usability Tester
Writer/Content Designer/Content Strategist
Visual Designer
Frontend Web Developer
Backend Web Developer
DevOps Engineer
Security Engineer
Delivery Manager
Agile Coach
Business Analyst
Digital Performance Analyst**

You may verify the following current information about the job titles available on this CMAS contract at the GSA eLibrary (using the base GSA contract number identified below):

- Description of the functional requirements
- Minimum education and experience requirements
- Maximum pricing allowed (lower pricing acceptable)

Access the GSA eLibrary at www.gsaelibrary.gsa.gov.

EXCLUDED PRODUCTS AND/OR SERVICES

Electronic commerce and subscription services, and Health Information Technology Services (Special Item Number 132-56) are not available under this contract.

CMAS BASE CONTRACT

This CMAS contract is based on some or all of the products and/or services and prices from GSA Schedule No. GS-35F-0234W (OCTO CONSULTING GROUP, INC.) with a GSA term of 2/1/2010 through 1/31/2020 including modification PS-0021. The term of this CMAS contract incorporates an extension of three months beyond the expiration of the base GSA contract, and is shown in the "CMAS Term Dates" on page 1.

Replace "Octo Consulting Group, Inc." with "CivicActions, Inc." where "Octo Consulting Group, Inc." is referenced in the federal GSA multiple award Contract Terms and Conditions.

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

The Contractor **has** been awarded under the cooperative purchasing and disaster recovery programs for SINs 132-51 and 132-52 .

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

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

SPECIAL ITEM NUMBER 132 52 - Electronic Commerce and Subscription Services

FSC/PSC Class D304	IT AND TELECOM E-Mail Services, Internet Access Services, Navigation Services, Value Added Network Services (VANS)
FSC/PSC Class D399	IT AND TELECOM Other Data Transmission Services, Not elsewhere classified

**Octo Consulting Group, Inc.
1600 International Drive, 5th FL
McLean, VA 22102-5135
Tel: 703-847-3621 Fax: 703-880-0196
www.octoconsulting.com**

Contract Number: GS-35F-0234W

Period Covered by Contract: February 1, 2010 through January 31, 2020
General Services Administration
Federal Acquisition Service
Pricelist current through Modification # 14
Effective date current through June 16, 2015

*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 GSAAAdvantage!®, a menu-driven
database system. The INTERNET address for GSAAAdvantage!® is: GSAAAdvantage.gov.*

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- 1a. Table of awarded special item number with appropriate cross-reference to item descriptions and awarded prices.
Special Item Number 132-51 - Information Technology Professional Services
Special Item Number 132 52 - Electronic Commerce and Subscription Services
- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.
See Approved GSA Pricing
- 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.
Skill category descriptions begin on page 10
2. Maximum order.
\$500,000
3. Minimum order.
\$100
4. Geographic coverage.
The Geographic Scope of Contract will be domestic delivery only.
5. Point of production.
1600 International Drive, 5th FL
McLean, VA 22102-5135
6. Discount from list prices or statement of net price.
Prices shown are NET Prices; Basic Discounts have been deducted.
7. Quantity discounts.
None
8. Prompt payment terms.
0% - net 30 days from receipt of invoice or date of acceptance, whichever is later.
- 9a. The Government purchase Card will be accepted for payment on orders below the micro-purchase threshold.
- 9b. The Government purchase Card will be accepted for payment on orders above the micro-purchase threshold.

10. Foreign items are *not applicable*.
- 11a. Time of delivery. *As negotiated on the task order level.*
- 11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery. *As negotiated on the task order level.*
- 11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery. *As negotiated on the task order level.*
- 11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery. *As negotiated on the task order level.*
12. F.O.B. point.
Destination
- 13a. Ordering address.
*Octo Consulting Group, Inc.
Attn: Mehul Sanghani/Contracts
1600 International Drive, 5th FL
McLean, VA 22102-5135*
- 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.
*Octo Consulting Group, Inc.
Attn: Contracts Accounts Receivable/Mehul Sanghani
1600 International Drive, 5th FL
McLean, VA 22102-5135*
15. Warranty provision *is not applicable*.
16. Export packing charges are *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 are *not applicable*.

19. Terms and conditions of installation.
All equipment and software is self-installable.
20. Terms and conditions of repair parts are *not applicable*.
- 20a. Terms and conditions for any other services are *not applicable*.
21. List of service and distribution points:
*1600 International Drive, 5th FL
McLean, VA 22102-5135*
22. List of participating dealers is *not applicable*.
23. Preventive maintenance is *not applicable*.
- 24a. Special attributes such as environmental attributes are *not applicable*.
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.
www.octoconsulting.com
25. Data Universal Number System (DUNS) number: *800127859*
26. Notification regarding registration in SAM.gov database: *4RSCO*

**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 Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

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

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

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

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

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

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

6. INSPECTION OF SERVICES

The Inspection of Services-Fixed Price (AUG 1996) (Deviation 1 – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection-Time-and-Materials and Labor-Hour (May 2001) (Deviation 1 – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (OCT 2008) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (OCT 2008) (ALTERNATE I – OCT 2008)

(DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. EDUCATION SUBSTITUTION LANGUAGE

DEGREE MAY BE SUBSTITUTED AS FOLLOWS:

ASSOCIATE DEGREE = 2 YEARS EXPERIENCE

BACHELOR DEGREE = 4 YEARS EXPERIENCE

MASTERS DEGREE = 6 YEARS EXPERIENCE

PHD = 8 YEARS EXPERIENCE

EDUCATION MAY BE SUBSTITUTED AS FOLLOWS:

2 YEARS EXPERIENCE = ASSOCIATE DEGREE

4 YEARS EXPERIENCE = BACHELOR DEGREE

6 YEARS EXPERIENCE = MASTERS DEGREE

8 YEARS EXPERIENCE = PHD

17. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

OCTO CONSULTING GROUP, INC. LABOR CATEGORY DESCRIPTIONS

Labor Category	Description	Minimum Experience	Education
Project Manager 3	Responsible for overall program management of complex, multi-task IT projects. Oversees all technical operations, prepares financial and contractual requirements. Responsible for cost control. Works with client representatives to ensure smooth project operation. Manages technical and administrative personnel when necessary.	10 years	Bachelors Degree in Business/ Management /IT or related field. Advanced degree/ relevant professional certification (e.g. PMP) preferred.
Project Manager 2	Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.	8 years	Bachelors Degree in Business/ Management /IT or related field. Advanced degree/ relevant professional certification (e.g. PMP) preferred.
Project Manager 1	Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Assists in the definition of project scope and objectives. Assists in the development of detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.	5 years	Bachelors Degree in Business/ Management /IT or related field.

Labor Category	Description	Minimum Experience	Education
IT Subject Matter Expert 3	Provides highly skilled technical and functional expertise on advanced and state-of-the-art methods, theories, and techniques required in the planning, design, development and implementation of complex large scale distributed systems. Overseas staff and provides expert advice on the most appropriate implementation strategies.	10 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field. Advanced degree/ relevant professional certification preferred
IT Subject Matter Expert 2	Provides skilled technical and functional expertise on advanced and state-of-the-art methods, theories, and techniques required in the planning, design, development and implementation of complex large scale distributed systems. Assesses user needs to determine technical, programmatic, and functional requirements; determines the most appropriate implementation strategies.	8 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field. Advanced degree/ relevant professional certification preferred.
IT Subject Matter Expert 1	Provides technical and functional expertise on advanced and state-of-the-art methods, theories, and techniques required in the planning, design, development and implementation of complex large scale distributed systems. Assists in analyzing user needs to determine technical, programmatic, and functional requirements; determine the most appropriate implementation strategies.	5 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field. Advanced degree/ relevant professional certification preferred.
Business Subject Matter Expert 3	Possesses extensive functional and technical knowledge of highly specialized applications and operational environments. Possesses extensive experience in analyzing and solving exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Capable of providing expert advice as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and implementation phases.	10 years	Bachelors Degree in Business/ Management /IT or related field. Advanced degree/ relevant professional certification preferred.

Labor Category	Description	Minimum Experience	Education
Business Subject Matter Expert 2	Possesses extensive functional and technical knowledge of highly specialized applications and operational environments. Possesses experience in analyzing and solving complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and implementation phases.	8 years	Bachelors Degree in Business/ Management /IT or related field. Advanced degree/ relevant professional certification preferred.
Business Subject Matter Expert 1	Possesses functional and technical knowledge of highly specialized applications and operational environments. Possesses relevant experience in analyzing and solving moderately complex to complex systems. Identifies problems, analyzes and develops solution with the assistance of senior SME's. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems.	5 years	Bachelors Degree in Business/ Management /IT or related field. Advanced degree/ relevant professional certification preferred.
COTS Product Specialist	Possesses extensive experience in specialized COTS products. Provides very skilled technical expertise required in configuring and integrating specialized COTS products in complex large scale distributed systems environment.	3 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field, with additional product-specific training.
Application Architect	Works independently designing and developing architecture for new software products or major enhancements to existing systems. May lead a large development team in the design of highly complex software systems. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion.	8 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field. Advanced degree/ relevant professional certification preferred.

Labor Category	Description	Minimum Experience	Education
Information Architect	Translates business needs into long-term information architecture solutions. Defines, designs, and builds dimensional databases. Responsible for developing data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Conducts data cleaning to rid the system of old, unused, or duplicate data. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.	8 years	Bachelors Degree in Computer Sciences/Information Systems/ Engineering or related field. Advanced degree/ relevant professional certification preferred.
Systems Administrator 2	Responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Oversees installation, maintenance, configuration, and integrity of computer systems and operating environments. Implements operating system enhancements that will improve the reliability and performance of the system.	8 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field. Additional technical training preferred.
Systems Administrator 1	Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.	3 years	Bachelors/Associates Degree in Computer Science/Information Systems or related field.

Labor Category	Description	Minimum Experience	Education
Network Administrator	Provides administration of Network, Web, and/or communication systems, including Local Area Network (LAN) and Wide Area Network (WAN) systems, involving network security. Prepares technical implementation plans that provide integrated solutions including actions, milestones, timelines and critical paths required for complete solutions.	8 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field. Additional technical training preferred.
Database Administrator	Participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Typically requires two to four years of experience.	7 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field. Additional product-specific training preferred.
Configuration Manager	Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.	7 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field. Additional technical training preferred.
Information Assurance Specialist 2	Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.	10 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field. Additional technical training preferred.
Information Assurance Specialist 1	Analyzes and defines security requirement for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution.	5 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field.

Labor Category	Description	Minimum Experience	Education
Quality Assurance Specialist 2	Carries out procedures to ensure that all information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.	10 years	Bachelors Degree in Information Systems or related field. Additional relevant professional certification preferred.
Quality Assurance Specialist 1	Assists in the development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process.	5 years	Bachelors/Associates Degree in information Systems or related field.
Systems Developer 3	Leads development teams and provides highly skilled expertise in designing, developing, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. Provides subject matter expertise and mentors less experienced software development staff.	10 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field. Additional technical training preferred.

Labor Category	Description	Minimum Experience	Education
Systems Developer 2	Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. May act as team leader on less complex projects. Assists in training less experienced software development staff.	5 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field.
Systems Developer 1	Under general supervision, develops code, tests, and debugs new software or enhancements to existing software. Has good understanding of business applications. Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals.	2 years	Bachelors/Associates Degree in Computer Science/Information Systems or related field.
Systems Engineer 2	Formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents programs. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Competent to work at this highest technical level on all phases of software systems programming applications. May have responsibility for the evaluation of new and existing software products. May assist other systems programmers to effectively utilize the system's technical software.	6 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field. Additional technical training preferred.

Labor Category	Description	Minimum Experience	Education
Systems Engineer 1	Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products.	3 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field.
Business/Systems Analyst 2	Formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less-experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment.	5 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field.
Business/Systems Analyst 1	Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies moderately complex information systems. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less-experienced Business Systems Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment.	2 years	Bachelors/Associates Degree in Computer Science/Information Systems or related field.

Labor Category	Description	Minimum Experience	Education
Test Engineer	Subject matter specialist providing testing know-how in for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.	8 years	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field. Additional technical training preferred.
Technical Writer	Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document.	5 years	Bachelors/Associates Degree in Computer Science/Information Systems or related field.
Product Manager	Lead one or more multi-disciplinary agile delivery teams to deliver excellent new products and/or iterations to existing products to meet user needs. Gather user requirements based on a communicable understanding of diverse audience groups. Define and get stakeholder buy-in for product definition and delivery approach Create effective, prioritized product descriptions, and delivery plans to meet user needs in a cost-effective way. Interpret user research in order to make the correct product decisions, noting that users do not always know what they want. Continually keep abreast of changes to user habits, preferences, and behaviors across various digital platforms and their implications for successful delivery of government digital services. Underpin the delivery and iteration of digital services through effective analysis of qualitative and quantitative user data. Communicate credibly with a wide range of digital delivery disciplines and talent	9 years	Bachelors

Labor Category	Description	Minimum Experience	Education
Technical Architect	<p>Architecting the overall system, by using prototyping and proof of concepts, which may include: modern programming languages (e.g., Ruby, Python, Node.js) and web frameworks (e.g., Django, Rails), modern front-end web programming techniques (e.g., HTML5, CSS3, RESTful APIs) and frameworks (e.g., Twitter Bootstrap, jQuery), relational databases (e.g., PostgreSQL), and “NoSQL” databases (e.g., Cassandra, MongoDB), automated configuration management (e.g., Chef, Puppet, Ansible, Salt), continuous integration/deployment, and continuous monitoring solutions</p> <p>Use of version control systems, specifically Git and GitHub. Ensuring strategic alignment of technical design and architecture to meet business growth and direction, and stay on top of emerging technologies. Decomposing business and system architecture to support clean-interface multi-team development. Developing product roadmaps, backlogs, and measurable success criteria, and writing user stories (i.e., can establish a path to delivery for breaking down stories). Clearly communicates and works with stakeholders at every level</p>	8 years	Bachelors

Labor Category	Description	Minimum Experience	Education
Interaction Designer / User Researcher / Usability Tester	<p>Conduct stakeholder interviews, user requirements analysis, task analysis, conceptual modeling, information architecture, interaction design, and usability testing. Design and specify user interfaces and information architecture. Lead participatory and iterative design activities, including observational studies, customer interviews, usability testing, and other forms of requirements discovery. Produce user requirements specifications & experience goals, personas, storyboards, scenarios, flowcharts, design prototypes, and design specifications. Effectively communicate research findings, conceptual ideas, detailed design, and design rationale and goals both verbally and visually. Plan and facilitate collaborative critiques and analysis & synthesis working sessions. Work closely with visual designers and development teams to ensure that customer goals are met and design specifications are delivered upon. Designs and develops primarily internet/web pages and applications. Develops proof-of-concepts and prototypes of easy-to-navigate user interfaces (UIs) that consists of web pages with graphics, icons, and color schemes that are visually appealing. Researches user needs as well as potential system enhancements. Has familiarity to, or may actually: code, test, debug documents, and implement web applications using a variety of platforms. Planning, recruiting, and facilitating the usability testing of a system. Analyzing and synthesizing the results of usability testing in order to provide recommendations for change to a system. May create such artifacts as Usability Testing Plan, Testing Scripts, and Usability Testing Report.</p>	5 years	Bachelors

Labor Category	Description	Minimum Experience	Education
Visual Designer	<p>The Visual Designer starts with a deep understanding of the goals of customers and the business so that they can create experiences that delight. Visual Designers will be well-versed in all aspects of current visual design standards and trends and will be responsible for managing project design reviews, resource planning, and execution for all project work related to visual design. Oversees all visual design efforts. Guides, mentors, and coaches team members while leading projects to successful Completion. Develops and maintains relationships with key peers in Marketing, Branding, UX leaders, IT leaders, and others to identify and plan creative solutions. Manages external service resources and budgets for visual design. Ensures successful completion of all work executed by the team (on time, on budget, and ensuring quality). Ensures compliance with the project management methodologies and the Project Management Office processes and standards. Develops, maintains, and ensures compliance of application release management, outage management and change control processes and standards. Defines, creates, communicates, and manages resource plans and other required project documentation such as style guides and provides updates as necessary.</p>	4 years	Bachelors

Labor Category	Description	Minimum Experience	Education
<p>Writer / Content Designer / Content Strategist</p>	<p>Improves content creation efforts by helping to lead the research & development of interactive and experiential storytelling for projects. Advise how to improve the ongoing iteration of content models. Collaborate with designers and other content strategists to improve how the effectiveness of digital, print, and other content is measured. Develop and maintain appropriate voice for produced content. Advise how to streamline content production and management solutions and processes, based on user research. Assign, edit, and produce content for products, services, and various projects. Plan and facilitate content strategy workshops and brainstorming sessions on developing content and content services (including API development). Collaborate closely with developers and designers to create, test, and deploy effective content marketing experiences using the Agile method of software development. Offer educated recommendations on how to deliver a consistent, sustainable and standards-driven execution of content strategy across products, services, and projects. Collaborate with content managers, writers, information architects, interaction designers, developers, and content creators of all types. Participate, as needed, on an Agile software development scrum teams</p>	<p>4 years</p>	<p>Bachelors</p>

Labor Category	Description	Minimum Experience	Education
Frontend Web Developer	Frontend web development using modern techniques and frameworks (e.g., HTML5, CSS3, CSS frameworks like LESS and SASS, Responsive Design, Bourbon, Twitter Bootstrap). JavaScript development using modern standards, including strict mode compliance, modularization techniques and tools, and frameworks and libraries (e.g., jQuery, MV* frameworks such as Backbone.js and Ember.js, D3). Consuming RESTful APIs. Using and working in team environments that use agile methodologies (e.g., Scrum, Lean). Use of version control systems, specifically Git and GitHub. Ensuring Section 508 Compliance. Quickly researching and learning new programming tools and techniques. Using and working with open source solutions and community. Creating web layouts from static images. Creating views and templates in full-stack frameworks like Rails, Express, or Django.	4 years	Bachelors
Backend Web Developer	Web development using open-source web programming languages (e.g., Ruby, Python) and frameworks (e.g., Django, Rails). Developing and consuming web-based, RESTful APIs. Using and working in team environments that use agile methodologies (e.g., Scrum, Lean). Authoring developer-friendly documentation (e.g., API documentation, deployment operations). Test-driven development. Use of version control systems, specifically Git and GitHub. Quickly researching and learning new programming tools and techniques. Relational and non-relational database systems. Scalable search technology (e.g. Elasticsearch, Solr). Handling large data sets and scaling their handling and storage. Using and working with open source solutions and community. Communicating technical concepts to a non-technical audience.	4 years	Bachelors

Labor Category	Description	Minimum Experience	Education
DevOps Engineer	Deploying and configuring services using infrastructure as a service providers (e.g., Amazon Web Services, Microsoft Azure, Google Compute Engine, RackSpace/OpenStack). Configuring and managing Linux-based servers to serve a dynamic website. Debugging cluster-based computing architectures. Using scripting or basic programming skills to solve problems. Installation and management of open source monitoring tools. Configuration management tools (e.g., Puppet, Chef, Ansible, Salt). Architecture for continuous integration and deployment, and continuous monitoring. Containerization technologies (e.g., LXC, Docker, Rocket).	7 years	Bachelors
Security Engineer	Performing security audits, risk analysis, application-level vulnerability testing, and security code reviews. Develop and implement technical solutions to help mitigate security vulnerabilities. Conduct research to identify new attack vectors.	10 years	Bachelors
Delivery Manager	Deliver projects and products using the appropriate agile project management methodology, learning & iterating frequently. Work with the Product Manager to define the roadmap for any given product and translate this into user stories. Lead the collaborative, dynamic planning process -- prioritizing the work that needs to be done against the capacity and capability of the team. Matrix-managing a multi-disciplinary team. Ensure all products are built to an appropriate level of quality for the stage (alpha/beta/production). Actively and openly share knowledge of best practices	8 years	Bachelors

Labor Category	Description	Minimum Experience	Education
Agile Coach	<p>Embed an agile culture using techniques from a wide range or agile and lean methodologies and frameworks, but be methodology agnostic. Help to create an open and trust-based environment, which enables a focus on delivery and facilitates continuous improvement. Assess the culture of a team or organization and delivery processes in place to identify improvements and facilitate these improvements with the right type of support. Showcase relevant tools and techniques such as coaching, advising, workshops, and mentoring. Engage with stakeholders at all levels of the organization. Develop clear lines of escalation, in agreement with senior managers. Ensure any stakeholder can easily find out an accurate and current project or program status, without disruption to delivery. Work effectively with other suppliers and agencies. Apply best tools and techniques to: team roles, behaviors, structure and culture, agile ceremonies and practices, knowledge transfer and sharing, program management, cross- team coordination, and overall governance of digital service delivery. Ensure key metrics and requirements that support the team and delivery are well defined and maintained. Equip staff with the ability to coach others. If organization level, executive coaching on the fundamental considerations of digital service delivery design</p>	6 years	Bachelors

Labor Category	Description	Minimum Experience	Education
Business Analyst	Support agencies by analyzing propositions and assessing decision-making factors such as strategic alignment, cost/benefit, and risk. Work closely with the Product Manager to define a product approach to meet the specified user need. Define skill requirements and map internal, agency, and external (partners/specialist contractors) resources. Work with the owning agency to ensure they have the budget to cover the proposed approach and resource requirements during delivery and analyze what provision they have for on going running costs. Analyze and map the risks of this product approach and propose mitigation solutions. Define how the predicted user and financial benefit can be realized, and how channel shift will be measured. Make a recommendation for action against the analysis done	5 years	Bachelors
Digital Performance Analyst	Support the Product Manager to make sure their service meets performance requirements. Communicate service performance against key indicators to internal and external stakeholders. Ensure high-quality analysis of agency transaction data. Support the procurement of the necessary digital platforms to support automated and real-time collection and presentation of data. Share examples of best practice in digital performance management across government. Identify delivery obstacles to improving transactional performance in agencies and working with teams to overcome those obstacles.	4 years	Bachelors

GSA Authorized Pricelist

Labor Category SIN 132-51	02/01/15 – 01/31/16	02/01/16 – 01/31/17	02/01/17 – 01/31/18	02/01/18 – 01/31/19	02/01/19 – 01/31/20
Project Manager 3	\$238.75	\$244.24	\$249.86	\$255.60	\$261.48
Project Manager 2	\$193.28	\$197.72	\$202.27	\$206.92	\$211.68
Project Manager 1	\$147.79	\$151.19	\$154.67	\$158.23	\$161.87
IT Subject Matter Expert 3	\$244.44	\$250.06	\$255.81	\$261.69	\$267.71
IT Subject Matter Expert 2	\$204.64	\$209.35	\$214.16	\$219.09	\$224.13
IT Subject Matter Expert 1	\$170.53	\$174.46	\$178.47	\$182.57	\$186.77
Business Subject Matter Expert 3	\$221.69	\$226.79	\$232.01	\$237.35	\$242.80
Business Subject Matter Expert 2	\$181.90	\$186.08	\$190.36	\$194.74	\$199.22
Business Subject Matter Expert 1	\$159.17	\$162.83	\$166.57	\$170.41	\$174.33
COTS Product Specialist	\$284.22	\$290.76	\$297.44	\$304.29	\$311.28
Application Architect	\$153.48	\$157.01	\$160.62	\$164.32	\$168.10
Information Architect	\$147.79	\$151.19	\$154.67	\$158.23	\$161.87
Systems Administrator 2	\$125.06	\$127.94	\$130.88	\$133.89	\$136.97
Systems Administrator 1	\$102.32	\$104.67	\$107.08	\$109.54	\$112.06
Network Administrator	\$113.69	\$116.30	\$118.98	\$121.71	\$124.51
Database Administrator	\$119.37	\$122.12	\$124.93	\$127.80	\$130.74
Configuration Manager	\$159.17	\$162.83	\$166.57	\$170.41	\$174.33
Information Assurance Specialist 2	\$170.53	\$174.46	\$178.47	\$182.57	\$186.77
Information Assurance Specialist 1	\$125.06	\$127.94	\$130.88	\$133.89	\$136.97
Quality Assurance Specialist 2	\$164.85	\$168.64	\$172.52	\$176.48	\$180.54
Quality Assurance Specialist 1	\$102.32	\$104.67	\$107.08	\$109.54	\$112.06
Systems Developer 3	\$136.43	\$139.57	\$142.78	\$146.06	\$149.42
Systems Developer 2	\$125.06	\$127.94	\$130.88	\$133.89	\$136.97
Systems Developer 1	\$73.90	\$75.60	\$77.34	\$79.12	\$80.94
Systems Engineer 2	\$142.12	\$145.38	\$148.73	\$152.15	\$155.65
Systems Engineer 1	\$90.95	\$93.05	\$95.19	\$97.38	\$99.62
Business/Systems Analyst 2	\$136.43	\$139.57	\$142.78	\$146.06	\$149.42
Business/Systems Analyst 1	\$102.32	\$104.67	\$107.08	\$109.54	\$112.06
Test Engineer	\$142.12	\$145.38	\$148.73	\$152.15	\$155.65
Technical Writer	\$113.69	\$116.30	\$118.98	\$121.71	\$124.51

Labor Category SIN 132-51	02/01/15 – 01/31/16	02/01/16 – 01/31/17	02/01/17 – 01/31/18	02/01/18 – 01/31/19	02/01/19 – 01/31/20
Product Manager	\$235.33	\$240.74	\$246.28	\$251.95	\$257.74
Technical Architect	\$202.06	\$206.71	\$211.46	\$216.33	\$221.30
Interaction Designer/ User Researcher/ Usability Tester	\$168.38	\$172.26	\$176.22	\$180.27	\$184.42
Writer/ Content Designer/ Content Strategist	\$148.48	\$151.89	\$155.39	\$158.96	\$162.62
Visual Designer	\$152.88	\$156.40	\$160.00	\$163.68	\$167.44
Frontend Web Developer	\$158.92	\$162.58	\$166.32	\$170.14	\$174.06
Backend Web Developer	\$153.20	\$156.72	\$160.32	\$164.01	\$167.78
DevOps Engineer	\$157.17	\$160.78	\$164.48	\$168.26	\$172.13
Security Engineer	\$164.95	\$168.74	\$172.62	\$176.59	\$180.65
Delivery Manager	\$190.85	\$195.24	\$199.73	\$204.32	\$209.02
Agile Coach	\$190.53	\$194.91	\$199.39	\$203.98	\$208.67
Business Analyst	\$156.71	\$160.31	\$164.00	\$167.77	\$171.63
Digital Performance Analyst	\$150.03	\$153.48	\$157.01	\$160.62	\$164.31

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

1. SCOPE

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

2. ELECTRONIC COMMERCE CAPACITY AND COVERAGE

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

3. INFORMATION ASSURANCE

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

4. DELIVERY SCHEDULE.

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

5. INTEROPERABILITY.

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

6. ORDER

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

7. PERFORMANCE OF ELECTRONIC SERVICES

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

8. RESPONSIBILITIES OF THE CONTRACTOR

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

9. RIGHTS IN DATA

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

10. ACCEPTANCE TESTING

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

11. WARRANTY

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

No equipment is being offered. Any hardware involved in delivering the services is covered by the corresponding manufacturer's warranty.

The warranty shall commence upon the later of the following:

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

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

12. MANAGEMENT AND OPERATIONS PRICING

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

13. TRAINING

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

14. MONTHLY REPORTS

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

14. ELECTRONIC COMMERCE SERVICE PLAN

- (a) Describe the electronic service plan and eligibility requirements.
Source.Select™ is a web-based software tool designed to facilitate and streamline the Federal source selection process from receipt of proposals through contract award.
- (b) Describe charges, if any, for additional usage guidelines:
See attached pricelist for pricing information.
- (c) Describe corporate volume discounts and eligibility requirements: Volume Discounts are shown in the attached pricelist