



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

**SIN 132-8 PURCHASE OF NEW EQUIPMENT**

FSC CLASS 7010 – SYSTEM CONFIGURATION

**SIN 132-32 TERM SOFTWARE LICENSES**

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

**SIN 132-33 PERPETUAL SOFTWARE LICENSES**

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

**SIN 132-34 - MAINTENANCE OF SOFTWARE**

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

FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D308	Programming Services
FPDS Code D317	Automated News Services, Data Services, or Other Information Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

- Note 1:** All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.
- Note 2:** Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.
- Note 3:** This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

**Convergence Technology Consulting**  
**6750 Alexander Bell Drive, Suite 100**  
**Columbia, Maryland 21046**  
**Tel: 301-860-1960**  
**Fax: 301-860-1964**  
[www.convergencetech.us](http://www.convergencetech.us)

**Contract Number: GS-35F-0408R**

Period Covered by Contract: March 14, 2015 through March 13, 2020

**General Services  
Administration Federal  
Supply Service**

*Pricelist current through Modification #61, dated August 27, 2015.*

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

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

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

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage! on-line shopping service ([www.fss.gsa.gov](http://www.fss.gsa.gov)). The catalogs/pricelists, GSA Advantage! and the Federal Supply Service Home Page ([www.fss.gsa.gov](http://www.fss.gsa.gov)) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

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

**1. GEOGRAPHIC SCOPE OF CONTRACT:**

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

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

Offerors are requested to check one of the following boxes:

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

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:  
N/A

**2. CONTRACTOR'S ORDERING ADDRESS:**

Convergence Technology Consulting  
6750 Alexander Bell Drive, Suite 100  
Columbia, Maryland 21046  
Telephone: 301-860-1960  
Facsimile: 301-860-1964

Contractor's Service Area: All Ordering activity locations within the scope of the contract.

**CONTRACTOR'S PAYMENT ADDRESS:**

Convergence Technology Consulting  
6750 Alexander Bell Drive, Suite 100  
Columbia, Maryland 21046  
Telephone: 301-860-1960  
Facsimile: 301-860-1964

Contractors are required to accept the credit card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice. The following telephone number (s) can be used by ordering activities to obtain technical and/or ordering assistance: Phone: 301-860-1960 / Fax: 301-860-1964

**3. LIABILITY FOR INJURY OR DAMAGE**

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

**4. Statistical Data for Government Ordering Office Completion of Standard Form 279:**

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 134664585

Block 30: Type of Contractor - B. Other Small Business

Block 31: Woman-Owned Small Business – No.

Block 36: Contractor's Taxpayer Identification Number (TIN): 52-2284504

**4a. CAGE Code: 3W4RO**

**4b. Contractor has registered with the Central Contractor Registration Database.**

**5. FOB Destination**

**6. DELIVERY SCHEDULE**

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

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-51	To be negotiated on the task order level

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

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

- a. Prompt Payment: None
- b. Quantity: None
- c. Dollar Volume: None
- d. Government Educational Institutions are offered the same discounts as all other Government customers
- e. Other: None

**8. Trade Agreements Act of 1979, as amended:**

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

**9. Statement Concerning Availability of Export Packing:**

**10. Small Requirements: The minimum dollar value of orders to be issued is \$300.**

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

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
  - Special Item Number 132-8 – Purchase of New Equipment
  - Special Item Number 132-33 - Perpetual Software Licenses
  - Special Item Number 132-34 – Maintenance of Software
  - Special Item Number 132-51 - Information Technology (IT) Professional Services

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

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

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

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

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

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

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

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

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

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

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges. NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such

- insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
  - (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
  - (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
  - (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
  - (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
  - (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
  - (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

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

**16. GSA Advantage!**

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

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

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

**17. PURCHASE OF OPEN MARKET ITEMS**

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

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

- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

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

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

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

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

**19. OVERSEAS ACTIVITIES**

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia. Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

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

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

**21. CONTRACTOR TEAM ARRANGEMENTS**

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

**22. INSTALLATION, DEINSTALLATION, REINSTALLATION**

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies. The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

**23. SECTION 508 COMPLIANCE.**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in

Electronic and Information Technology (EIT) at the following: [www.convergencetech.us](http://www.convergencetech.us)  
The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

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

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

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

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

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

**26. SOFTWARE INTEROPERABILITY**

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

**27. ADVANCE PAYMENTS**

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



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

**1. MATERIAL AND WORKMANSHIP**

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

**2. ORDER**

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

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

**3. TRANSPORTATION OF EQUIPMENT**

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

**4. INSTALLATION AND TECHNICAL SERVICES**

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

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

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

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

**5. INSPECTION/ACCEPTANCE**

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

**6. WARRANTY**

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

**Standard Commercial Warranty**

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

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

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

**7. PURCHASE PRICE FOR ORDERED EQUIPMENT**

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

**8. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

**9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT**

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

**TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32), PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) AND MAINTENANCE AS A SERVICE (SPECIAL ITEM NUMBER 132-34) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE**

**1. INSPECTION/ACCEPTANCE**

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

**2. GUARANTEE/WARRANTY**

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

Standard Commercial Warranty

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

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

**3. TECHNICAL SERVICES**

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 301-860-1960 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 9am to 5pm, Monday – Friday, Eastern Time

**4. SOFTWARE MAINTENANCE**

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

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

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics.

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

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

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

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

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

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

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

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar day's written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

**6. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE**

- a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.
- b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.
- c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to \_\_\_\_\_% of all term license payments during the period that the software was under a term license within the ordering activity.

**7. TERM LICENSE CESSATION**

- a. After a software product has been on a continuous term license for a period of \_\_\_\_\_ \* months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.
- b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

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

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
  - (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
  - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the

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

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

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

#### **9. SOFTWARE CONVERSIONS - (SIN 132-32 AND SIN 132-33)**

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

#### **10. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY**

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

#### **11. RIGHT-TO-COPY PRICING**

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

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

**1. SCOPE**

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

**2. PERFORMANCE INCENTIVES**

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

**3. ORDER**

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

## **16. DESCRIPTION OF IT SERVICES AND PRICING**

Convergence Technology Consulting is one of the premier network engineering and integration firm on the east coast. Convergence counts Network infrastructure, Server-based computing, Remote access, Storage virtualization, and Server virtualization among our core competencies.

No company achieves this level of technical capabilities and success without developing strong relations with the technology leaders. Convergence Technology Consulting is a Microsoft™ "GOLD" Managed Partner, a Citrix™ "GOLD" Partner, VMware™ Authorized Consulting Partner, and EMC<sup>2</sup> Velocity Partner to name a few.

Convergence works with clients ranging in size from the small and medium size business to Fortune 100 Enterprise in both the private and government sectors. Our engagements can range from designing and leading a major initiative, primary IT support, providing 24x7 emergency technical assistance, or provide quality assurance to evaluate and advise upon an issue or project. Our staff of cleared Consulting Engineers has the credentials to access most secured facilities.

Convergence Technology Consulting is a technologically centric organization. From the inception of our engagements to solution delivery to documentation and training, our focus never changes from meeting your requirements, while making your organization as self-reliant as needed. We look at this relationship as a partnership. In making sure the partnership achieves continued success, our technological solutions must encompass the three components: People, Process, and Technology.



## CONVERGENCE TECHNOLOGY CONSULTING LABOR CATEGORY DESCRIPTIONS

### **CITRIX CERTIFIED ENGINEER (CEA)**

**FUNCTIONAL RESPONSIBILITY:** Must have at least two years of experience with Citrix MetaFrame XP or greater. Must understand Terminal Server, licensing, and MetaFrame connectivity. Must be able to troubleshoot problems with installing and configuring applications, client printing, and connectivity. Must have at least six months experience with Citrix Web Interface.

**MINIMUM EDUCATION:** A Bachelor's degree is required. A Citrix Certified Administer (CCA) certification is required. A Microsoft Certified Systems Engineer (MCSE) certification is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have at least two years of experience working with Citrix.

**EDUCATION/EXPERIENCE EQUIVALENCY:** In lieu of a Bachelor's degree, six years of networking engineering experience is required. In lieu of a MCSE, four years of networking engineering experience and a Microsoft Certified Professional is required.

### **CITRIX CERTIFIED ENTERPRISE ENGINEER (CCEA)**

**FUNCTIONAL RESPONSIBILITY:** Must have Citrix Server farm experience where there were at least five servers in the farm. Must understand complex application, printing, roaming profile, scripting and group policies and must be able to design and deliver scalable, flexible and le solutions based on at least three years of experience with these technologies. Must have 2+ years of experience with Citrix Resource Manager, Installation Manager, Network Manager, Web Interface (NFuse) or Secure Gateway. Must have experience understanding and troubleshooting the IMA Service, application compatibility problems, Citrix XML services, and Client Device Manager.

**MINIMUM EDUCATION:** A Bachelor's degree is required. A Citrix Certified Enterprise Administer (CCEA) certification is required. A Microsoft Certified Systems Engineer (MCSE) certification is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have at least four years of experience working with Citrix.

**EDUCATION/EXPERIENCE EQUIVALENCY:** In lieu of a Bachelor's degree, six years of networking engineering experience is required.

### **COMMUNICATIONS SYSTEMS SPECIALIST - MID**

**FUNCTIONAL RESPONSIBILITY:** Set-up, rearrange, or remove switching and dialing equipment used in central offices. Services or repair telephones and other communication equipment on customers' property. May install equipment in new locations or install wiring and telephone jacks in buildings under construction. Strings and repairs telephone and television cable, including fiber optics and other equipment for transmitting messages or television programming.

Focuses on the interaction between computer and communications equipment. Designs voice, video, graphics, data communication and Internet systems. Supervises the installation of the systems, including radio transmitters and receivers, and provides maintenance and other services to clients after the systems are installed.

Leads all aspects of plant installation, maintenance, locating fiber optic cable routes, and splicing. Develops preventive maintenance and restoration procedures for facilities. Splices and tests fiber optic cable in a field environment.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 2 - 3 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience.

### **COMMUNICATIONS SYSTEMS SPECIALIST - Principal**

**FUNCTIONAL RESPONSIBILITY:** Set-up, rearrange, or remove switching and dialing equipment used in central offices. Services or repair telephones and other communication equipment on customers' property. May install equipment in new locations or install wiring and telephone jacks in buildings under construction. Strings and repairs telephone and television cable, including fiber optics and other equipment for transmitting messages or television programming.

Focuses on the interaction between computer and communications equipment. Designs voice, video, graphics, data communication and Internet systems. Supervises the installation of the systems, including radio transmitters and receivers, and provides maintenance and other services to clients after the systems are installed.

Leads all aspects of plant installation, maintenance, locating fiber optic cable routes, and splicing. Develops preventive maintenance and restoration procedures for facilities. Splices and tests fiber optic cable in a field environment.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 8+ years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience (Masters with 6 years and Doctorate with 4 years).

**CONFIGURATION/ DATA MANAGEMENT ANALYST - Mid**

**FUNCTIONAL RESPONSIBILITY:** Coordinates changes to computer databases, test and implement the database applying knowledge of database management systems. Plans, coordinates, and implements security measures to safeguard. Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB.

Provides continuous coordination of progress on actions, tasking, and issues. Reviews and edits technical documentation, as requested. The CM serves as a corporate referent on technical writing and editing matters. The CM serves as the authority for reviewing software code deliveries and managing code libraries.

Manages full website processes includes configuration and monitoring audit files for security issues; configure and monitor various Web search engines; configure and report statistics concerning Web site usage; and ensure overall Web site quality assurance.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 2 - 3 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience.

**DATABASE SPECIALIST - Sr.**

**FUNCTIONAL RESPONSIBILITY:** Develops, creates and modifies general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. Researches, designs, develops, and tests operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Sets operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis. Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. 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 and Computer Aided Software Engineering (CASE) tools. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 4 - 7 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience.

Education years can be substituted for experience (Masters with 3 years and Doctorate with 2 years).

**DATA PROCESSING PERSONNEL**

**FUNCTIONAL RESPONSIBILITY:** Responsibilities include executing data processing related tasks in an operational/project oriented environment. Performing, managing and coordinating a variety of management information system tasks including hands on problem resolution, data system testing and implementation and data integrity improvement programs. Should be experienced with interacting with other contractors and systems-related personnel. Experience in programming of software interfaces, data control and reconciliation. Experience in ad hoc report preparation, including spreadsheet and database reporting. Experience with microcomputers, network environments and

other hardware peripherals. Strong written and oral communication skills. Ability to deal effectively and communicate with individuals at all levels.

**MINIMUM EDUCATION:** A High School degree is required

**MINIMUM/GENERAL EXPERIENCE:** Must have at least two years of experience working as a Data Processor.

**EDUCATION/EXPERIENCE EQUIVALENCY:** In lieu of a Bachelor's degree, two years of experience as a data processor.

### **ENTRY NETWORKING ENGINEER**

**FUNCTIONAL RESPONSIBILITY:** Must have basic knowledge of local- and wide-area networks. Must have basic experience with Microsoft, Citrix, and/or Novell operating systems. Must have basic hardware experience building servers and workstations. Must have basic experience working with routers, switches, firewalls, and associated software products. Must have excellent interpersonal skills, to include the ability to work on multi-functional teams, as well as proven verbal and written communications skills.

**MINIMUM EDUCATION:** A Bachelor's degree is required. A current MCP is required. A MCSE is desirable.

**MINIMUM/GENERAL EXPERIENCE:** Must have at least one years of experience solving networking problems in the functional area to which assigned.

**EDUCATION/EXPERIENCE EQUIVALENCY:** In lieu of a Bachelor's degree, four years of networking engineering experience.

### **FUNCTIONAL ANALYST – Jr**

**FUNCTIONAL RESPONSIBILITY:** Responsible for analyzing internal and external customer needs. Identifies and determines equipment, software and process/procedural solutions to problems. Establishes system parameters and formats, and ensures hardware/software compatibility.

Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.

Ability to perform process and data modeling in support of the planning and analysis efforts using both manual and automate d tools. Applies reverse engineering and re-engineering disciplines to develop strategic and planning documents. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and system architecture objectives. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

**MINIMUM EDUCATION:** A High School/GED Degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 1-2 year of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience.

### **FUNCTIONAL ANALYST – Mid**

**FUNCTIONAL RESPONSIBILITY:** Responsible for analyzing internal and external customer needs. Identifies and determines equipment, software and process/procedural solutions to problems. Establishes system parameters and formats, and ensures hardware/software compatibility.

Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.

Ability to perform process and data modeling in support of the planning and analysis efforts using both manual and automate d tools. Applies reverse engineering and re-engineering disciplines to develop strategic and planning documents. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and system architecture objectives. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 2-3 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience.

**HELP DESK TECHNICIAN - Jr**

**FUNCTIONAL RESPONSIBILITY:** Responsible for recording incidents and providing support to the users. Provides a total customer support service as a single point of contact for all issues relating to IT and IS services for a particular customer. Provides technical assistance to computer system users, including the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Maintains a service perspective including an understanding of relationships, dependencies and requirements of hardware and software components and the organizations that support them. Answers questions or resolve computer problems for clients in person, via telephone or from remote location. Provides assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems.

**MINIMUM EDUCATION:** A High School/GED Degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 1-2 year of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience.

**HELP DESK TECHNICIAN - Mid**

**FUNCTIONAL RESPONSIBILITY:** Responsible for recording incidents and providing support to the users. Provides a total customer support service as a single point of contact for all issues relating to IT and IS services for a particular customer. Provides technical assistance to computer system users, including the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Maintains a service perspective including an understanding of relationships, dependencies and requirements of hardware and software components and the organizations that support them. Answers questions or resolve computer problems for clients in person, via telephone or from remote location. Provides assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 2-3 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience.

**INFORMATION ENGINEER - Jr**

**FUNCTIONAL RESPONSIBILITY:** Plans, coordinates, and implements security measures for information systems to regulate access to computer data files and prevent unauthorized modification, destruction, or disclosure of information. Documents and keeps current all information security rules and policies. Advises and consults on all project-related information security issues, control gates, and the security review processes in place. Evaluates emerging and available technologies to enable systems and users to securely share information with customers. Performs penetration testing and evaluation of network/server configurations to identify potential vulnerabilities. Performs risk analysis of tested and evaluated networks and systems. Integrates security processes and architectures to address CIO, Sponsor, and IC information security issues and concerns.

**MINIMUM EDUCATION:** A High School/GED Degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 1-2 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience.

**INFORMATION ENGINEER – Mid**

**FUNCTIONAL RESPONSIBILITY:** Plans, coordinates, and implements security measures for information systems to regulate access to computer data files and prevent unauthorized modification, destruction, or disclosure of information. Documents and keeps current all information security rules and policies. Advises and consults on all project-related information security issues, control gates, and the security review processes in place. Evaluates emerging and available technologies to enable systems and users to securely share information with customers. Performs penetration testing and evaluation of network/server configurations to identify potential vulnerabilities. Performs risk analysis of tested and evaluated networks and systems. Integrates security processes and architectures to address CIO, Sponsor, and IC information security issues and concerns.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 2-3 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience.

**INFORMATION ENGINEER - Sr.**

**FUNCTIONAL RESPONSIBILITY:** Plans, coordinates, and implements security measures for information systems to regulate access to computer data files and prevent unauthorized modification, destruction, or disclosure of information. Documents and keeps current all information security rules and policies. Advises and consults on all

project-related information security issues, control gates, and the security review processes in place. Evaluates emerging and available technologies to enable systems and users to securely share information with customers. Performs penetration testing and evaluation of network/server configurations to identify potential vulnerabilities. Performs risk analysis of tested and evaluated networks and systems. Integrates security processes and architectures to address CIO, Sponsor, and IC information security issues and concerns.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 4-7 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience (Masters with 3 years and Doctorate with 2 years).

#### **INFORMATION ENGINEER - Principal**

**FUNCTIONAL RESPONSIBILITY:** Plans, coordinates, and implements security measures for information systems to regulate access to computer data files and prevent unauthorized modification, destruction, or disclosure of information. Documents and keeps current all information security rules and policies. Advises and consults on all project-related information security issues, control gates, and the security review processes in place. Evaluates emerging and available technologies to enable systems and users to securely share information with customers. Performs penetration testing and evaluation of network/server configurations to identify potential vulnerabilities. Performs risk analysis of tested and evaluated networks and systems. Integrates security processes and architectures to address CIO, Sponsor, and IC information security issues and concerns.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 8+ years of experience. **EDUCATION/EXPERIENCE**

**EQUIVALENCY:** Education years can be substituted for experience (Masters with 6 years and Doctorate with 4 years).

#### **NETWORK ADMINISTRATOR - Mid**

**FUNCTIONAL RESPONSIBILITY:** Installs, configures and administers network communications systems to include routers and switches. Installs, configures and performs administration on security appliances / firewalls to secure networks. Monitor real-time sys-log messages for potential security threats and attempts to breach networks. Configure and troubleshoot hardware installations. Provide advice and assistance on internetworking configurations and protocols. Construct and install appropriate network cabling when placing new systems into service. Evaluates and reports on new communications technologies to enhance capabilities of the network. Coordinates engineering upgrades and installations to current and planned infrastructures. Initiate, plan and conduct complex projects that enhance the overall efficiency, security and quality of the network. Document and maintain detailed documentation of infrastructure data network.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 2-3 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience.

#### **NETWORK ADMINISTRATOR - Sr.**

**FUNCTIONAL RESPONSIBILITY:** Installs, configures and administers network communications systems to include routers and switches. Installs, configures and performs administration on security appliances / firewalls to secure networks. Monitor real-time sys-log messages for potential security threats and attempts to breach networks. Configure and troubleshoot hardware installations. Provide advice and assistance on internetworking configurations and protocols. Construct and install appropriate network cabling when placing new systems into service. Evaluates and reports on new communications technologies to enhance capabilities of the network. Coordinates engineering upgrades and installations to current and planned infrastructures. Initiate, plan and conduct complex projects that enhance the overall efficiency, security and quality of the network. Document and maintain detailed documentation of infrastructure data network.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 4-7 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience (Masters with 3 years and Doctorate with 2 years).

#### **NETWORKING ENGINEER**

**FUNCTIONAL RESPONSIBILITY:** Must have detailed knowledge of local- and wide-area networks. Must be capable of analyzing network characteristics and recommends procurement, removals, and modifications to network

components. Designs and optimizes network topologies and site configurations. Must have experience with Microsoft, Citrix, and/or Novell operating systems. Must have Hardware experience building servers, workstations, and clustering environments. Must have strong experience working with routers, switches, firewalls, and associated software products. Must have experience with enterprise storage systems including NAS and SAN. Coordinates requirements with users and suppliers. Provides support on all phases of analysis, design, testing, and implementation of networks and the telecommunications infrastructure. Must have excellent interpersonal skills, to include the ability to work on multi-functional teams, as well as proven verbal and written communications skills.

**MINIMUM EDUCATION:** A Bachelor's degree is required. A current MCP is required. A MCSE is desirable.

**MINIMUM/GENERAL EXPERIENCE:** Must have at least three years of experience solving networking problems in the functional area to which assigned.

**EDUCATION/EXPERIENCE EQUIVALENCY:** In lieu of a Bachelor's degree, four years of networking engineering experience.

### **PROGRAM MANAGER**

**FUNCTIONAL RESPONSIBILITY:** Serves as the Contract Manager, and is the company's authorized interface with the Client's representatives. Helps determine both technical and business goals in consultation with top management and make detailed plans for the accomplishment of these goals. Responsible for formulating and enforcing work standards, assigning Contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract.

Responsible for the personnel and technical management of all tasks. Insure that the full range of corporate resources are available and made available to perform the required tasks. Provide Quality Control Plan for all relevant requirements. Provide to the COTR frequent periodic reports on the status of the contractor staffing. Provide management oversight of all contract personnel and ensure high-quality and acceptable task completion and deliverables from contract personnel in compliance with the SOW. Responsible for the delivery of services to the customers according to SLA.

Plans, directs, coordinates activities in computer-related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develop long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Performs horizontal integration planning, and interface with other functional areas. Ensures technical solutions and schedules are implemented in a timely manner. Provides supervision, training, and direction to staff, Single point of contact for non-routine to moderately complex installation projects for communication networks. Accountable for meeting contractual performance criteria and due dates during service delivery, and successful overall project completion. Coordinates activities in support of program managers and teams that support the provisioning, design, installation, maintenance, and billing of services. Tracks and monitors service orders through completion and turn-up. Prepares deliverables (e.g., status reports to Sponsor, order information, open issues). Works in a team environment.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 4-7 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience (Masters with 3 years and Doctorate with 2 years).

### **PROGRAMMER/ANALYST - Mid**

**FUNCTIONAL RESPONSIBILITY:** Provides development engineering support and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

Converts project specifications and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develops and writes computer programs to store, locate, and retrieve specific documents, data, and information. Analyzes functional business applications and design specifications for functional activities. Develops codes, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Provides technical support in the evaluation of prime object names, data elements, and other objects. Ensures that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensures

that the proposed objects are consistent with data and process models. Works with the technical staff to understand problems had with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements. Develops block diagrams and logic flow charts. Prepares required documentation.

Analyzes functional business applications and design specifications for functional areas such as payroll, logistics, and contracts. Develops high level and detailed design diagrams using appropriate Computer Aided Software Engineering (CASE) tools. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met. Monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 2-3 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience.

### **PROGRAMMER/ANALYST – Sr.**

**FUNCTIONAL RESPONSIBILITY:** Provides development engineering support and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment.

Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

Converts project specifications and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develops and writes computer programs to store, locate, and retrieve specific documents, data, and information. Analyzes functional business applications and design specifications for functional activities. Develops codes, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Provides technical support in the evaluation of prime object names, data elements, and other objects. Ensures that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensures that the proposed objects are consistent with data and process models. Works with the technical staff to understand problems had with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements. Develops block diagrams and logic flow charts. Prepares required documentation.

Analyzes functional business applications and design specifications for functional areas such as payroll, logistics, and contracts. Develops high level and detailed design diagrams using appropriate Computer Aided Software Engineering (CASE) tools. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met. Monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 4-7 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience (Masters with 3 years and Doctorate with 2 years).

### **PROJECT MANAGER**

**FUNCTIONAL RESPONSIBILITY:** Must be capable of planning, coordinating, and directing the activities of administrative, program control, and technical personnel involved in providing services in fulfillment of the contract.

Must have a thorough understanding and experience in the complete life cycle of the network operations. Must have knowledge and experience with government policies, standards, and methods. Must be capable of managing and controlling schedules and cost to provide on time, within budget, performance of all aspects of the contractual effort.

Must be capable of providing direction for operations and ensuring compliance with all management policies, plans, and procedures. Must be capable of providing recommendations for resolution of technical problems.

Must have excellent interpersonal skills, to include the ability to work on multi-functional teams, as well as proven verbal and written communications skills.

**MINIMUM EDUCATION:** A Bachelor's degree in any discipline is required. An advanced degree in management, business administration, computer science, or any engineering discipline is desirable.

**MINIMUM/GENERAL EXPERIENCE:** Must have a minimum of six years of experience, and be able to rely on experience and judgment to plan and accomplish goals. Are able to work independently in a demanding environment. Have excellent personal interaction and communication skills in a manner that promotes dialog. Must have technical management experience in computer systems development, computer engineering, or LAN/WAN development.

**EDUCATION/EXPERIENCE EQUIVALENCY:** In lieu of a Bachelor's degree, seven years of Program Management experience.

#### **SENIOR ENGINEERING SUPERVISOR**

**FUNCTIONAL RESPONSIBILITY:** Must be capable of planning, directing, and coordination the activity of technical personnel involved in providing life cycle networking operations. Must be experienced and trained in state-of-the-art networking techniques such as design, development/configuration, installation and quality assurance, etc. Must have the ability to understand the technical requirements for network operations and be able to develop and maintain realistic work plans, schedules, and controls. Must have technical expertise to review and evaluate the technical work performed by subordinates.

**MINIMUM EDUCATION:** A Bachelor's degree in any discipline is required. An advanced degree in management, business administration, computer science, or any engineering discipline is desirable.

**MINIMUM/GENERAL EXPERIENCE:** Must have a minimum of 4 years of experience working on computer systems, networking and/or software in the functional area (or areas) to which assigned.

**EDUCATION/EXPERIENCE EQUIVALENCY:** In lieu of a Bachelor's degree, six years of Senior Networking experience.

#### **SENIOR NETWORKING ENGINEER**

##### **FUNCTIONAL RESPONSIBILITY:**

Must have detailed knowledge of local- and wide-area networks. Must be capable of analyzing network characteristics and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Must have senior-level experience with Microsoft, Citrix, and/or Novell operating systems. Must have senior-level Hardware experience building servers, workstations, and clustering environments. Must have senior-level experience working with routers, switches, firewalls, and associated software products. Must have experience with enterprise storage systems including NAS and SAN. Coordinates requirements with users and suppliers. Provides support on all phases of analysis, design, testing, and implementation of networks and the telecommunications infrastructure. Supervises Network Engineers and/or monitors their work. Must have excellent interpersonal skills, to include the ability to work on multi-functional teams, as well as proven verbal and written communications skills. Must have demonstrated ability to lead large (five or more people) design and development teams, providing them technical direction and monitoring progress through the use of metrics, with minimal management supervision.

**MINIMUM EDUCATION:** A Bachelor's degree in any discipline is required. A current MCSE Required.

**MINIMUM/GENERAL EXPERIENCE:** Must have at least five years of experience solving networking problems in the functional area to which assigned.

**EDUCATION/EXPERIENCE EQUIVALENCY:** In lieu of a Bachelor's degree, six years of Senior Networking Engineering experience.

#### **SENIOR STORAGE SYSTEMS ENGINEER**

**FUNCTIONAL RESPONSIBILITY:** Must have at least six (6) years related experience in designing, developing, and implementing specialized techniques and practices in state-of-the-art Information Technology, Business Processes, Technology Applications, for Complex Computer Based Storage Sub-Systems. Requires the application of intensive and diversified knowledge of engineering principles and concepts in broad areas of assignments and related fields.

Must be able to plan, develop, coordinate, design, test, and direct technical elements of a large and complex computer based storage sub-systems (project or a number of smaller projects with many complex features).

**MINIMUM EDUCATION:** A Bachelor's degree is required. A Microsoft Certified Systems Engineer (MCSE) certification is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have at least six years of related experience working with storage networks (san), network attached storage (nas), and direct attached storage (das).

**EDUCATION/EXPERIENCE EQUIVALENCY:** In lieu of a Bachelor's degree, eight (8) years of networking engineering experience is required. In lieu of a MCSE, six (6) years of networking engineering experience and a



Microsoft Certified Professional is required.

**STORAGE SYSTEMS ENGINEER**

**FUNCTIONAL RESPONSIBILITY:** Must have four (4) years related experience in designing, developing, and implementing specialized techniques and practices in state-of-the-art Information Technology, Business Processes, Technology Applications, for Complex Computer Based Storage Sub-Systems. Requires the application of intensive and diversified knowledge of engineering principles and concepts in broad areas of assignments and related fields. Must be able to plan, develop, coordinate, design, test, and direct technical elements of a large and complex computer based storage sub-systems (Storage Area Networks SAN) project or a number of smaller projects with many complex features.

**MINIMUM EDUCATION:** A Bachelor's degree is required. A Microsoft Certified Systems Engineer (MCSE) certification is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have at least four years related experience working with storage networks (san), network attached storage (nas), and direct attached storage (das).

**EDUCATION/EXPERIENCE EQUIVALENCY:** In lieu of a Bachelor's degree, six (6) years of networking engineering experience is required. In lieu of a MCSE, four (4) years of networking engineering experience and a Microsoft Certified Professional is required.

**SYSTEM ENGINEER/ANALYST – Jr**

**FUNCTIONAL RESPONSIBILITY:** Responsible for moderately to complex installations, configurations, upgrades and troubleshooting systems hardware and software that include physical and virtual Windows, Linux, and Solaris servers. Installs, configures and maintains network attached storage, storage area networks, fiber-attached storage, and offline storage. Help plan installation, testing, operation, troubleshooting, and maintenance of hardware and software systems.

**MINIMUM EDUCATION:** A High School/GED Degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 1-2 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience.

**SYSTEM ENGINEER/ANALYST – Mid**

**FUNCTIONAL RESPONSIBILITY:** Responsible for moderately to complex installations, configurations, upgrades and troubleshooting systems hardware and software that include physical and virtual Windows, Linux, and Solaris servers. Installs, configures and maintains network attached storage, storage area networks, fiber-attached storage, and offline storage. Help plan installation, testing, operation, troubleshooting, and maintenance of hardware and software systems.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 2-3 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience.

**SYSTEM ENGINEER/ANALYST - Sr.**

**FUNCTIONAL RESPONSIBILITY:** Responsible for moderately to complex installations, configurations, upgrades and troubleshooting systems hardware and software that include physical and virtual Windows, Linux, and Solaris servers. Installs, configures and maintains network attached storage, storage area networks, fiber-attached storage, and offline storage. Help plan installation, testing, operation, troubleshooting, and maintenance of hardware and software systems.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 4-7 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience (Masters with 3 years and Doctorate with 2 years).

**SYSTEM ENGINEER/ANALYST – Principal**

**FUNCTIONAL RESPONSIBILITY:** Responsible for moderately to complex installations, configurations, upgrades and troubleshooting systems hardware and software that include physical and virtual Windows, Linux, and Solaris servers. Installs, configures and maintains network attached storage, storage area networks, fiber-attached storage, and offline storage. Help plan installation, testing, operation, troubleshooting, and maintenance of hardware and software systems.

**MINIMUM EDUCATION:** A Bachelor's degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 8+ years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience (Masters with 6 years and Doctorate with 4 years).

**SYSTEM SECURITY SPECIALIST – Mid**

**FUNCTIONAL RESPONSIBILITY:** Provides security oversight and direction related to the program to the satisfaction of the Sponsor’s security group and contracting activity. Analyzes, defines, and establishes security policies and procedures. Prepares and enforces security policy and procedures, and classification guidelines. Plans, coordinates, and implements security measures for information systems to regulate access to computer data files and prevent unauthorized modification, destruction, or disclosure of information

**MINIMUM EDUCATION:** A Bachelor’s degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 2-3 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience.

**SYSTEM SECURITY SPECIALIST – Sr.**

**FUNCTIONAL RESPONSIBILITY:** Provides security oversight and direction related to the program to the satisfaction of the Sponsor’s security group and contracting activity. Analyzes, defines, and establishes security policies and procedures. Prepares and enforces security policy and procedures, and classification guidelines. Plans, coordinates, and implements security measures for information systems to regulate access to computer data files and prevent unauthorized modification, destruction, or disclosure of information

**MINIMUM EDUCATION:** A Bachelor’s degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 4-7 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience (Masters with 3 years and Doctorate with 2 years).

**TECHNICAL DOCUMENTATION SPECIALISTS**

**FUNCTIONAL RESPONSIBILITY:** Must have at least two (2) year of experience with documentation development supporting state-of-the-art Information Technology, Business Processes, Technology Applications, and Complex Computer Based Systems projects. Requires knowledge of commercial or ANSI documentation standards and a demonstrated ability to compose, edit, and modify technical and programmatic documents.

Must be able to generate and modify technical reports, specifications, manuals, proposals, brochures, guides, and other documentation in support of state-of-the-art Information System, Business Processes, Technology Applications, and Complex Computer Based Systems.

**MINIMUM EDUCATION:** A Bachelor’s degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have at least two years of experience developing documentation in information technology environments.

**EDUCATION/EXPERIENCE EQUIVALENCY:** In lieu of a Bachelor’s degree, four (4) years of related experience is required.

**TECHNICAL WRITER**

**FUNCTIONAL RESPONSIBILITY:** Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents.

Responsible for integrating the graphics generated with automated tools and the deliverable documents. Edit functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables and documents.

**MINIMUM EDUCATION:** A Bachelor’s degree is required.

**MINIMUM/GENERAL EXPERIENCE:** Must have 2-3 years of experience.

**EDUCATION/EXPERIENCE EQUIVALENCY:** Education years can be substituted for experience.

**CTC GSA SCHEDULE PRICELIST****SIN 132-51**

<b>Labor Category</b>	<b>Rate</b>
Checkpoint Engineer	\$162.04
Citrix Certified Engineer (CEA)	\$162.04
Citrix Certified Enterprise Engineer (CCEA)	\$181.67
Communications System Specialist - Mid	\$116.66
Communications System Specialist - Principal	\$195.38
Configuration/Data Management Analyst - Mid	\$103.23
Data Processing Personnel	\$73.65
Database Specialist - Sr.	\$149.32
Entry Networking Engineer	\$137.48
Functional Analyst - Jr.	\$84.42
Functional Analyst - Mid	\$113.55
Help Desk Technician - Jr.	\$58.28
Help Desk Technician - Mid	\$84.29
Information Engineer - Jr.	\$76.16
Information Engineer - Mid	\$109.80
Information Engineer - Principal	\$187.33
Information Engineer - Sr.	\$144.83
Network Administrator - Mid	\$97.89
Network Administrator - Sr.	\$155.14
Networking Engineer	\$162.04
Program Manager	\$181.17
Programmer/Analyst - Mid	\$120.74
Programmer/Analyst - Sr.	\$148.52
Project Manager	\$196.41
Senior Engineer Supervisor	\$181.67
Senior Networking Engineer	\$171.86
Senior Storage Systems Engineer	\$181.67
Storage Systems Engineer	\$162.04
System Engineer/Analyst - Jr.	\$74.87
System Engineer/Analyst - Mid	\$111.15
System Engineer/Analyst - Principal	\$169.73
System Engineer/Analyst - Sr.	\$146.81
System Security Specialist - Mid	\$114.31
System Security Specialist - Sr.	\$133.25
Technical Documentation Specialist	\$147.30
Technical Writer	\$94.81

**CTC GSA SCHEDULE PRICELIST**

**SIN 132-32 and 132-34**

Name	Description	Item #	User Pack	GSA Price
Intelligent ID Software	Intelligent ID is a unique Endpoint Monitoring and Protection (EMaP) solution that protects your organization's most valuable assets by continuously monitoring, analyzing, and alerting you when incidents occur. We can identify and often stop incidents as they occur rather than detecting the event after the damage has been done.	IIDSW-50	50	\$2,715.37
		IIDSW-100	100	\$4,937.03
		IIDSW-250	250	\$11,725.44
		IIDSW-500	500	\$22,216.62
		IIDSW-1000	1,000	\$39,496.22
		IIDSW-5000	5,000	\$148,110.83
		IIDSW-7500	7,500	\$197,481.11

Name	Description	Item #	User Pack	GSA Price Per User/ Per Month 37 Payments**
Intelligent ID Software 36 Month Pay Option	Intelligent ID is a unique Endpoint Monitoring and Protection (EMaP) solution that protects your organization's most valuable assets by continuously monitoring, analyzing, and alerting you when incidents occur. We can identify and often stop incidents as they occur rather than detecting the event after the damage has been done. **The fee to use this option requires the customer to make one extra payment, equal to the monthly payment and paid with the first month's payment)	IIDSWG-50PP	50	\$105.59
		IIDSWG-100PP	100	\$191.99
		IIDSWG-250PP	250	\$455.99
		IIDSWG-500PP	500	\$863.98
		IIDSWG-1000PP	1,000	\$1,535.97
		IIDSWG-5000PP	5,000	\$5,759.86
		IIDSWG-7500PP	7,500	\$7,679.81

The price shown is the 36-month pricing plan for the specific User Level/Per Month, which includes 2nd and 3rd year of Software Maintenance.

\*\*The fee to use this option requires the customer to make one extra payment, equal to the monthly payment and paid with the first month's payment)

Name	Description	Item #	# of Users	GSA Price Per User/Per Month
Intelligent ID "Software As A Service"	Intelligent ID is a unique Endpoint Monitoring and Protection (EMaP) solution that protects your organization's most valuable assets by continuously monitoring, analyzing, and alerting you when incidents occur. We can identify and often stop incidents as they occur rather than detecting the event after the damage has been done. We deliver this expertise from our secured Data Center on a per-user per-month basis.	IIDSAAS-50	50-99	\$4.23
		IIDSAAS-100	100-250	\$3.84
		IIDSAAS-250	251-499	\$3.64
		IIDSAAS-500	500-999	\$3.46
		IIDSAAS-1000	1,000	\$3.07
		IIDSAAS-5000	5,000	\$1.48
		IIDSAAS-7500	7,500+	\$1.03

Name	Description	Item #	User Pack	GSA Price
Intelligent ID Software Maintenance*	Intelligent ID includes the following services as part of the Software Maintenance: (a) Preventive and remedial services to maintain Intelligent ID in Compliance and good operating condition; (b) Corrections, enhancements, improvements, releases, versions and other Deliverables providing updates for the Maintained Software ("Updates"); (c) A telephone support line for use within the United States; and (d) upon Customer's requests and reviews for bug reporting or product discussion.	IIDSWMT-50	50	\$543.07
		IIDSWMT-100	100	\$987.41
		IIDSWMT-250	250	\$2,345.09
		IIDSWMT-500	500	\$4,443.32
		IIDSWMT-1000	1,000	\$7,899.24
		IIDSWMT-5000	5,000	\$29,622.17
		IIDSWMT-7500	7,500	\$39,496.22
Intelligent ID Setup and Admin Training*	Intelligent ID will work with the customer for up to 32 hours to assist in the setup and training of the systems administration to include management admin screen for IT, HR, and Legal; Rule based creation; and deployment.	IIDST	One-Time Fixed Fee (up to 32 hours)	\$4,937.03

\*(Software Maintenance is required for subsequent years for updates, fixes and basic new features) (Required with initial purchase)

Code	Name	Description	Unit of Issue	GSA Price
PLATSUP	Platinum	All Technology Specialties; Network Engineering (includes 65 hrs/month at no charge); Hourly rate charged for all monthly overages - \$145.00.	Per Month	\$9,873.50
GOLD SUP	Gold	All Technology Specialties; Network Engineering (includes 30hrs/month at no charge); Hourly rate charged for all monthly overages - \$150.00.	Per Month	\$4,936.75
SLVRSUP	Silver	All Technology Specialties; Network Engineering (includes 10hrs/month at no charge); Hourly rate charged for all monthly overages - \$160.00.	Per Month	\$1,974.70
BRNZSUP	Bronze	All Technology Specialties; Network Engineering (includes only access to 7x24 hour support at our standard hourly rate); All service performed at \$175 per hour.	Per Year	\$2,962.05
PSABRNZ	Bronze PSA	2 Hour Phone Response Time; 24/7 Coverage; Annual Plan; 5	100%	\$4,500.00
PSASLVR	Silver PSA	2 Hour Phone Response Time; 24/7 Coverage; Annual Plan; 6-10	Quarterly	\$6,750.00
PSAGOLD	Gold PSA	1 Hour Phone Response Time; 24/7 Coverage; Annual Plan; 11-20	Monthly	\$9,000.00
PSAPLAT	Platinum PSA	1 Hour Phone Response Time; 24/7 Coverage; Annual Plan; 21+	Monthly	\$13,500.00

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

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact: **Larry Letow, COO, Convergence Technology Consulting, 6750 Alexander Bell Drive, Suite 100, Columbia, Maryland 21046, Telephone: 301-860-1960; Fax: 301-860-1964.**

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

(Insert Customer Name)

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

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

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

Signatures

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

\_\_\_\_\_  
Contractor Date

**CONVERGENCE TECHNOLOGY CONSULTING  
BLANKET PURCHASE AGREEMENT**

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

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

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

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____

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

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

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

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

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

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

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

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

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

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

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

Here is a general outline on how it works:

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