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

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

Large Category: Information Technology
Subcategory: IT Services

FSC/PSC Class	Description
D301	Facility Operation & Maintenance
D302	Systems Development
D306	Systems Analysis
D307	IT Strategy and Architecture
D308	Programming
D310	Cyber Security and Data Backup
D311	Data Conversion
D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM)
D316	Telecommunications Network Management
D317	Web-Based Subscription
D399	Other IT and Telecommunications

CONTRACT NUMBER: 47QTCA18D008Z

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

CONTRACT PERIOD: March 20, 2018 through March 19, 2028

SUPPLEMENT NO: 03 (Modification PS-0009) effective February 28, 2023

CONTRACTOR: Intratek Computer, Inc.
9950 Irvine Center Drive
Irvine, CA 92618
Telephone: (949) 334-4200 or (800) 892-8282
Fax: (949) 334-4255
Web: www.intrapc.com

BUSINESS SIZE: Small

Table of Contents

1a.   Table of Awarded Special Items Numbers (SIN):

SIN	Description	Page
54151S	IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.	6

1b.   Lowest Priced Model Number and Price for Each SIN: Please see attached pricelist

1c.   Hourly Rates and Descriptions: See DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING beginning on page 8.

2.   Maximum order. SIN 54151S: $500,000

3.   Minimum order. $100.00

4.   Geographic coverage. Domestic

5.   Point(s) of production. Not applicable.

6.   Discount from list prices or statement of net price. Prices shown are net prices; basic discounts have been deducted.

7.   Quantity discounts.

    1-19 hours/month   =   0%
    20-100 hours/month   =   10%
    100+ hours/month   =   20%

8.   Prompt payment terms. 1% - 20 days, 2% - 10 days, Net 30

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

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

9b.   Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold. Intratek may accept purchase cards for orders above the micro-purchase threshold; this will be negotiated at the task order level with the Ordering Activity.

10.   Foreign items. None.

11a.   Time of delivery. Negotiated at the task order level with the Ordering Activity.

11b.   Expedited Delivery. Negotiated at the task order level with the Ordering Activity.

11c.   Overnight and 2-day delivery. Please contact the Contractor for availability and rates.

11d.   Urgent Requirements.
When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact 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 agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

Ordering activities are encouraged to contact the contractor's representative for the purpose of requesting accelerated delivery.

12. F.O.B. point. Destination.

13a. Ordering address.
Intratek Computer, Inc.
9950 Irvine Center Drive
Irvine, CA 92618
Telephone: (800) 892-8282
Fax: (949) 334-4255
Email: quotes@intrapc.com

13b. Ordering procedures:
Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation (FAR) 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule Homepage (fss.gsa.gov/schedules).

14. Payment address.
Intratek Computer, Inc.
9950 Irvine Center Drive
Irvine, CA 92618

15. Warranty provision. Not applicable.

16. Export packing charges. Not applicable.

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).
Please contact the Contractor for terms and conditions for acceptance of the Government Purchase Card.

18. Terms and conditions of rental, maintenance, and repair. Not applicable.

19. Terms and conditions of installation. Not applicable.

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not applicable.

20a. Terms and conditions for any other services. Not applicable.

21. List of service and distribution points. Not applicable.

22. List of participating dealers. Not applicable.

23. Preventive maintenance. Not applicable.

24a. **Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).** None.

24b. **Section 508 compliance.** Information is available on the Contractor's website at http://www.intrapc.com/contact-us.

25. **Data Universal Number System (DUNS) number.** 607086030

26. **Notification regarding registration in System for Award Management (SAM) database.**
Contractor has an active registration in the SAM database.

Terms and Conditions Applicable to Information Technology (IT) Professional Services (Special Item Number 54151S)

1.   SCOPE
a.   The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.

b.   The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2.   PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)
a.   Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

b.   The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c.   Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

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

b.   All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4.   PERFORMANCE OF SERVICES
a.   The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b.   The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c.   The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d.   Any Contractor travel required in the performance of IT/IAM Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5.   STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)
(a)   The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-

work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1)   Cancel the stop-work order; or

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

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

(1)   The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2)   The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6.   INSPECTION OF SERVICES
In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS −COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I − OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

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

8.   RESPONSIBILITIES OF THE ORDERING ACTIVITY
Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

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

10.   ORGANIZATIONAL CONFLICTS OF INTEREST
a.   Definitions.

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

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

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

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

11.   INVOICES

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

12.   PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition as prescribed in 16.601(e)(3), insert the following provision:

(a)   The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b)   The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

     (1)   The offeror;

     (2)   Subcontractors; and/or

     (3)   Divisions, subsidiaries, or affiliates of the offeror under a common control.

13.   RESUMES

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

14.   INCIDENTAL SUPPORT COSTS

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

15.   APPROVAL OF SUBCONTRACTS

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

16.   DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

IT Professional Services Labor Category Descriptions

001: NETWORK ENGINEER III
Minimum/General Experience: Over twelve years (12+) of professional engineering experience.
Education: Bachelor's degree in an associated discipline.
Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Responsibility: Analyzes requirements and designs, installs, configures, implements and supports network infrastructure, local and wide area network operating systems and data exchange requirements. Exercises independent judgment and initiative in conceptualizing and designing requirements for large multi-node communications systems supporting information processing. Consults regularly with customers and non-technical sources on problems that are complex in nature and acts as task leader, as required, providing technical direction to lower level professional and technical personnel and advising superiors on issues of an advance nature.

002: NETWORK ENGINEER II
Minimum/General Experience: Ten to twelve (10-12) years' professional engineering experience.
Education: Bachelor's degree in an associated discipline.
Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Responsibility: Analyzes requirements and designs, installs, configures, implements and supports network infrastructure, Local and Wide Area Network operating systems and data exchange requirements. Exercises independent judgment and initiative in conceptualizing and designing requirements for large multi-node communications systems supporting information processing. Consults regularly with customers and non-technical sources on problems that are complex in nature and acts as task leader, as required, providing technical direction to lower level professional and technical personnel and advising superiors on issues of an advance nature.

003: NETWORK ENGINEER I
Minimum/General Experience: Eight (8) or more years' professional engineering experience.
Education: Bachelor's degree in an associated discipline.
Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Responsibility: Analyzes requirements and designs, installs, configures, implements, and supports network infrastructure, local and wide area network operating systems, and computer data exchange requirements. He or she exercises independent judgment and initiative in conceptualizing and designing requirements for large multi-node communications systems supporting information processing. Consults regularly with customers and non-technical sources on problems that are complex in nature and acts as task leader, as required, providing technical direction to lower level professional and technical personnel and advising superiors on issues of an advance nature.

004: NETWORK TECHNICIAN III
Minimum/General Experience: Four to seven (4-7) years' professional engineering experience.
Education: Bachelor's degree in an associated discipline.
Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Responsibility: Installs, configures, implements and supports network infrastructure, local and wide area network operating systems, and computer data exchange requirements. He or she reviews work

product and installation progress for accuracy, adherence to network design and conformance to telecommunications standards and consults regularly with customers and non-technical sources, as necessary.

005: NETWORK TECHNICIAN II
Minimum/General Experience: Zero to three (0-3) years' professional engineering experience.
Education: Bachelor's degree in an associated discipline.
Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Responsibility: Working as a member of a team, performs basic engineering assignments for segments of a project involving the design, development, modification, or installation of new or existing systems and subsystems.

006: NETWORK TECHNICIAN I
Minimum/General Experience: Entry-level position, zero to one (0-1) year of network experience within the industry.
Education: Associates degree in an associated discipline.
Educational/Experience Equivalency: A high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Responsibility: Works under close supervision, as part of a team, in performing basic engineering assignments for segments of a project involving the installation and/or modification of existing systems and subsystems.

007: SOFTWARE ENGINEER III
Minimum/General Experience: Eight to fifteen (8-15) years' experience performing highly complex software engineering activities using software engineering concepts and software techniques considered state-of-the-art.
Education: Bachelor's degree in an associated discipline.
Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Responsibility: Works independently of any direct supervision and may provide technical direction and guidance to lower-level professional software personnel involved in performing difficult and highly complex software engineering assignments relative to the modification and/or development of software systems. Formulates and develops systems or subsystems architecture, requirements, and design documents. Performs software algorithm development, design, coding, and documentation work of systems to ensure compliance with software engineering standards. Investigates, interprets, and evaluates highly complex system software requirements, and recommends specific modifications and areas requiring further intensive study. Investigates, analyzes, and compares existing systems or subsystems software, and makes specific recommendations to increase their scope and performance to meet client's specific requirements and ensure achievement of assigned technical activities, as required.

008: SOFTWARE ENGINEER II
Minimum/General Experience: Four to nine (4-9) years' experience performing difficult and complex software engineering activities relative to the design and development of existing software and new or existing systems or subsystems software.
Education: Bachelor's degree in an associated discipline.
Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Responsibility: Works under limited supervision in performing difficult and complex software engineering assignments relative to the modification and/or development of software systems. Formulates and develops systems or subsystems architecture, requirements, and design documents. Performs software

algorithm development, design, coding, and documentation work of systems. Evaluates subcontractor software activities, so as to ensure compliance with software engineering standards.

009: SOFTWARE ENGINEER I
Minimum/General Experience: Zero to five (0-5) years' experience performing software engineering activities relative to the design and development of existing software and new or existing systems or subsystems software.
Education: Bachelor's degree in an associated discipline.
Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Responsibility: Works under close supervision performing software-engineering assignments relative to the modification and/or development of software systems. Assists more senior engineers in the formulation and development of systems or subsystems architecture, requirements, and design documents. Assists in performing software algorithm development, design, coding, and documentation work of systems. Assists in the evaluation of subcontractor software activities, so as to ensure compliance with software engineering standards.

010: INFORMATION TECHNOLOGY EXPERT III
Minimum/General Experience: Nine plus (9+) years' experience and comprehensive knowledge related to network design, information engineering, database design, or high-performance computing applied to financial administrative, or decision support systems.
Education: Bachelor's degree in an associated discipline.
Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Responsibility: Serves as a team leader or technical advisor to a project team designing and implementing a specialty application or solution of medium complexity.

011: INFORMATION TECHNOLOGY EXPERT II
Minimum/General Experience: Seven to nine (7-9) years' experience and extensive knowledge related to network design, information engineering, database design, or high-performance computing applied to financial, administrative, or decision support systems.
Education: Bachelor's degree in an associated discipline.
Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Responsibility: Serves as a technical advisor to a project team designing and implementing a specialty application or solution of low to medium complexity.

012: INFORMATION TECHNOLOGY EXPERT I
Minimum/General Experience: Five to seven (5-7) years' experience directly related to network design, information engineering, database design, or high-performance computing applied to financial, administrative, or decision support systems.
Education: Bachelor's degree in an associated discipline.
Educational/Experience Equivalency: An associate degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Responsibility: Serves as a technical advisor to a project team designing and implementing a specialty application or solution.

013: WEB DESIGNER
Minimum/General Experience: Five (5) years' experience in technical writing, including three years designing, creating, editing, and maintaining web sites.

Education: Bachelor's degree in an associated discipline.

Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Responsibility: Develop the visual design and file structure of web sites. Utilize web development tools (e.g., Front Page, HTML, graphics programs, FTP, etc.) to create and edit content for flow, style and clarity. Oversee the creation and modification of graphics, ensuring that all sites comply with established design and technical standards. Maintain, update, and manage established web sites.

014: WEB CONTENT DEVELOPER

Minimum/General Experience: Two (2) years' experience creating, editing, and maintaining web site content.

Education: Bachelor's degree in an associated discipline.

Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Responsibility: Edit and create web site copy, graphics, audio clips and other multimedia content. Effective content development requires the use of Windows NT, UNIX, FTP and telnet, which will be used along with web site development and management software application tools.

015: GRAPHICS SPECIALIST

Minimum/General Experience: Two (2) years' experience developing graphics for technical publications in hardcopy and electronic formats. Knowledge of modern graphics, drawing, and image manipulation software applications.

Education: Associate degree in an associated discipline.

Educational/Experience Equivalency: High School Diploma with a combination of related certifications and work experience may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Responsibility: Uses graphics development software applications to design and create sophisticated graphics and technical illustrations. Translates graphics to required electronic formats for publishing in hardcopy and on-line mediums.

016: APPLICATION DEVELOPER IV

Minimum/General Experience: Over five (5+) years' experience with programming in a business application environment. Familiarity with languages such as HTML, C, C++, Perl, CGI and databases such as Access, Oracle, SQL.

Education: Bachelor's degree in an associated discipline.

Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Description: Leads a team in performing full system development life cycle activities. Interacts with users to develop specifications. Experienced with prototyping. Develops test plans and executes tests prior to implementation. Develops systems specifications, program specifications, user guides and implementation plans. Reviews and approves documents and programs developed by other team members. Performs difficult modifications to existing systems. Instructs others in performance of system tuning activities.

017: APPLICATION DEVELOPER III

Minimum/General Experience: Three to five (3-5) years' experience with programming in a business application environment. Familiarity with languages such as HTML, C, C++, Perl, CGI and databases such as Access, Oracle, SQL.

Education: Bachelor's degree in an associated discipline.

Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Description: Performs full system development life cycle activities. Interacts with users to develop specifications. Experienced with prototyping. Develops test plans and executes tests prior to implementation. Develops systems specifications, program specifications, user guides and implementation plans. Performs difficult modifications to existing systems. Performs system tuning activities.

018: APPLICATION DEVELOPER II

Minimum/General Experience: One to three (1-3) years' experience with programming in a business application environment. Familiarity with languages such as HTML, C, C++, Perl, CGI and databases such as Access, Oracle, SQL.
Education: Bachelor's degree in an associated discipline.
Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Description: Performs full system development life cycle activities. Interacts with users to develop specifications. Experienced with prototyping. Develops test plans and executes tests prior to implementation. Develops systems specifications, program specifications, user guides and implementation plans. Performs modifications to existing systems.

019: APPLICATION DEVELOPER I

Minimum/General Experience: Zero to one (0-1) year experience in a business application environment.
Education: Bachelor's degree in an associated discipline.
Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Description: Assists team members throughout development life cycle activities. Develops system requirements and program specifications under direction of other team members. Designs and implements simple forms, menus and reports. Performs unit testing and assists with system and integration testing. Performs modifications to existing systems.

020: SERVICE DESK/CALL CENTER MANAGER

Minimum/General Experience: Five or more (5+) years of service desk experience; a minimum of three (3) years supervisory experience.
Education: Bachelor's degree in computer science or business administration.
Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Description: Responsible for service desk/call center overall functionality. Analyzes operations and makes changes, as needed. Provides trend and statistical metrics in report format. Monitors software system for delegation, assignment and/or expedited completion of trouble tickets. Provides guidance and leadership to all team members, as well as organizes and coordinates responsibilities to achieve the most efficient use of resources. Estimates resource requirements in order to achieve compliance with SLA's. Participates in establishing Service Desk/Call Center goals and objectives; subsequently develops and executes comprehensive plan for achievement of goals and objectives. Participates in evaluating and recommending new products and/or software upgrades for advancement of services provided to customer.

021: SERVICE DESK/CALL CENTER SHIFT SUPERVISOR

Minimum/General Experience: Three to five (3-5) years' service desk experience; a minimum of one (1) year of supervisory experience.
Education: Bachelor's degree in computer science or business administration.
Educational/Experience Equivalency: An associate degree or high school diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Description: Assists both local and remote users with expeditious problem resolution. Performs advanced troubleshooting, assigns responsibility for problem tickets, and conducts user follow-up through

problem resolution. Documents processes and common problem resolutions in software knowledgebase. Maintains work queue and monitors all open requests to ensure prompt resolution.

022: SERVICE DESK/CALL CENTER SPECIALIST III

Minimum/General Experience: Five or more (5+) years of experience and/or vocational training in computer systems and applications.

Education: Associate degree in computer science.

Educational/Experience Equivalency: A high school diploma with a combination of professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Description: Answer, evaluate, and prioritize incoming telephone, voicemail, email, and facsimile requests for assistance from end-users experiencing problems. Collects and enters accurate data into the Call Center software. Provide advanced support of hardware, peripherals, and network access, as well as office productivity applications such as the Microsoft's suite of products, client-unique software applications, and email. Monitor voicemail, email, and related information sources for support inquiries. Provide problem resolution through research, isolation, and recognition for routine end-user problems. Escalate more complex problems to senior team members for resolution or dispatch of field technician/engineer for quick resolution.

023: SERVICE DESK/CALL CENTER SPECIALIST II

Minimum/General Experience: Two to five (2-5) years' experience and/or vocational training in computer systems and applications.

Education: Associate degree in computer science.

Educational/Experience Equivalency: A high school diploma with a combination of professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

Functional Responsibility: Answer, evaluate, and prioritize incoming telephone, voicemail, email, and facsimile requests for assistance from end-users experiencing problems. Collects and enters accurate data into the Call Center software. Provide support of hardware, peripherals, and network access, as well as office productivity applications such as the Microsoft's suite of products, client-unique software applications, and email. Monitor voicemail, email, and related information sources for support inquiries. Provide basic administration of computer accounts and passwords. Provide problem resolution through research, isolation, and recognition for routine end-user problems. Escalate more complex problems to senior team members for resolution or dispatch of field technician/engineer for quick resolution.

024: SERVICE DESK/CALL CENTER SPECIALIST I

Minimum/General Experience: Experience and/or vocational training in computer systems and applications.

Education: High school diploma mandatory minimum; associate degree in computer science preferred.

Educational/Experience Equivalency: Experience resolving end-user information technology related problems may be substituted for education.

Functional Description: Answer, evaluate, and prioritize incoming telephone, voicemail, email, and facsimile requests for assistance from end-users experiencing problems. Collects and enters accurate data into the Call Center software. Provide basic support of hardware, peripherals, and network access, as well as office productivity applications such as the Microsoft's suite of products, client-unique software applications, and email. Monitor voicemail, email, and related information sources for support inquiries. Provide basic administration of computer accounts and passwords. Provide problem resolution through research, isolation, and recognition for routine end-user problems. Escalate more complex problems to senior team members for resolution or dispatch of field technician/engineer for quick resolution.

025: CALL CENTER AGENT III

Minimum/General Experience: Three or more (3+) years' experience obtaining information via telephone and entering data into a computer. Previous information technology experience is required.

Education: High school diploma or GED.

Functional Description: Answers and properly distributes phone calls and/or records accurate information in accordance with proper procedures. Collects, organizes and authenticates accuracy of entered data and

generates reports for management review. Operates keyboards and/or other data entry devices and display units to input various types of information into a computer. Supervises and monitors the quality of the data entry process, resolves data integrity issues and coordinates with other areas of IS.

026: CALL CENTER AGENT II
Minimum/General Experience: One to two (1-2) years' experience obtaining information via telephone and entering data into a computer. Previous help desk and information technology experience is preferred.
Education: High school diploma or GED.

Functional Description: Answers and properly distributes phone calls and/or records accurate information in accordance with proper procedures. Has the ability to collect, organize and authenticate accuracy of entered data and generate reports. Operates keyboards and/or other data entry devices and display units to input various types of information into a computer. Trains inexperienced operators and helps prioritize assignments.

027: CALL CENTER AGENT I
Minimum/General Experience: Zero to one (0-1) years' experience obtaining information via telephone and entering pertinent data into a computer.
Education: High school diploma or GED.

Functional Description: Answers and properly distributes phone calls and/or records accurate information in accordance with proper procedures. Operates keyboards and/or other data entry devices and display units to input various types of information into a computer.

028: IT SUPPORT TECHNICIAN II
Minimum/General Experience: Two to four (2-4) years' experience working in an IT environment.
Education: High school diploma or GED.

Functional Description: Supports IT projects and special programs. Performs hardware and software installations, as well as hardware moves and mass rollouts. When required, performs basic troubleshooting of computers, related peripheral devices, and network connections. Oversees physical IT inventory audits, and verifies accurate recording of equipment description and functionality, along with physical location, in unique software.

029: IT SUPPORT TECHNICIAN I
Minimum/General Experience: Zero to one (0-1) years' experience working in an IT environment.
Education: High School diploma or GED.

Functional Description: Supports IT projects and special programs. Performs basic hardware and software installations, as well as hardware moves and mass rollouts. Conducts physical IT inventory audits via personal tracking and locating of equipment, and accurate recording of equipment description and functionality, along with physical location, in unique software.

EDUCATIONAL/EXPERIENCE EQUIVALENCY

Degree/Certificate	Experience (in Years)	Education (in Years)	Degree/Certificate	Experience (in Years)	Education (in Years)
A+	1	1	GIAC	3	1
Associate Webmaster Professional	2	1	Global Knowledge Webmaster	2	1
Associate Degree	3	n/a	HTML Developer	1	1
Bachelor Degree	5	n/a	i-Net+	1	1
BCIP	1	1	Master CWP Specialist	2	2
CCDA	2	1	MCA	4	2
CCDP	3	2	MCAD	4	2
CCENT	1	1	MCDBA	5	3
CCIP	3	2	MCDST	1	1
CCNA	2	1	MCITP	5	3
CCNP	3	2	MCP	1	1
CCSP	5	3	MCPD	3	2
Certified Associate Webmaster	1	1	MCSD	2	1
Certified Internet Webmaster	1	1	MCSA	3	1
Certified Web Designer	1	1	MCSE	2	1
CIW E-Commerce	3	2	MCTS	3	2
ColdFusion MX Developer	2	1	MSCA	3	1
CSQA	2	1	Network+	1	1
CSTE	2	1	Novell CNE	2	1
CWNA	3	1	SCJP	2	2
CWP Associate	1	1	Security+	1	1
DreamWeaver MX	2	1	Server+	1	1
Flash MX Designer or Developer	2	1			

IT Professional Services Hourly Rates

1-19 HOURS PER MONTH

No.	Product Description	Minimum Charge	Regular Hours Per Hour	After Hours Per Hour	Sundays & Holidays Per Hour
1	Network Engineer III	$124.56	$124.56	$186.84	$249.12
2	Network Engineer II	$108.93	$108.93	$163.40	$217.86
3	Network Engineer I	$95.01	$95.01	$142.52	$190.02
4	Network Technician III**	$79.16	$79.16	$118.74	$158.32
5	Network Technician II**	$63.34	$63.34	$95.01	$126.68
6	Network Technician I**	$52.80	$52.80	$79.20	$105.60
7	Software Engineer III	$137.22	$137.22	$205.83	$274.44
8	Software Engineer II	$103.46	$103.46	$155.19	$206.92
9	Software Engineer I	$95.01	$95.01	$142.52	$190.02
10	Information Technology Expert III	$200.56	$200.56	$300.84	$401.12
11	Information Technology Expert II	$163.60	$163.60	$245.40	$327.20
12	Information Technology Expert I	$131.96	$131.96	$197.94	$263.92
13	Web Designer	$110.84	$110.84	$166.26	$221.68
14	Web Content Developer	$84.44	$84.44	$126.66	$168.88
15	Graphics Specialist**	$63.34	$63.34	$95.01	$126.68
16	Application Developer IV	$147.79	$147.79	$221.69	$295.58
17	Application Developer III	$116.13	$116.13	$174.20	$232.26
18	Application Developer II	$95.01	$95.01	$142.52	$190.02
19	Application Developer I	$79.16	$79.16	$118.74	$158.32
20	Service Desk/Call Center Manager	$105.65	$105.65	$158.48	$211.30
21	Service Desk/Call Center Shift Supervisor	$86.67	$86.67	$130.01	$173.34
22	Service Desk/Call Center Specialist III**	$75.72	$75.72	$113.58	$151.44
23	Service Desk/Call Center Specialist II**	$70.98	$70.98	$106.47	$141.96
24	Service Desk/Call Center Specialist I**	$56.64	$56.64	$84.96	$113.28
25	Call Center Agent III**	$49.50	$49.50	$74.25	$99.00
26	Call Center Agent II**	$44.57	$44.57	$66.86	$89.14
27	Call Center Agent I**	$40.20	$40.20	$60.30	$80.40
28	IT Support Technician II**	$44.57	$44.57	$66.86	$89.14
29	IT Support Technician I**	$41.15	$41.15	$61.73	$82.30

Note 1: Minimum charge includes one (1) hour labor.
Note 2: Rates do NOT include costs of Security Clearances – quotes will be provided separately for positions requiring a Security Clearance.

20-100 HOURS PER MONTH
10% ADDITIONAL QUANTITY DISCOUNT

No.	Product Description	Minimum Charge	Regular Hours Per Hour	After Hours Per Hour	Sundays & Holidays Per Hour
1	Network Engineer III	$112.11	$112.11	$168.17	$224.22
2	Network Engineer II	$98.04	$98.04	$147.06	$196.08
3	Network Engineer I	$85.51	$85.51	$128.27	$171.02
4	Network Technician III**	$71.24	$71.24	$106.86	$142.48
5	Network Technician II**	$57.00	$57.00	$85.50	$114.00
6	Network Technician I**	$47.52	$47.52	$71.28	$95.04
7	Software Engineer III	$123.50	$123.50	$185.25	$247.00
8	Software Engineer II	$93.11	$93.11	$139.67	$186.22
9	Software Engineer I	$85.51	$85.51	$128.27	$171.02
10	Information Technology Expert III	$180.50	$180.50	$270.75	$361.00
11	Information Technology Expert II	$147.23	$147.23	$220.85	$294.46
12	Information Technology Expert I	$118.76	$118.76	$178.14	$237.52
13	Web Designer	$99.76	$99.76	$149.64	$199.52
14	Web Content Developer	$76.00	$76.00	$114.00	$152.00
15	Graphics Specialist**	$57.00	$57.00	$85.50	$114.00
16	Application Developer IV	$133.01	$133.01	$199.52	$266.02
17	Application Developer III	$104.51	$104.51	$156.77	$209.02
18	Application Developer II	$85.51	$85.51	$128.27	$171.02
19	Application Developer I	$71.24	$71.24	$106.86	$142.48
20	Service Desk/Call Center Manager	$95.08	$95.08	$142.62	$190.16
21	Service Desk/Call Center Shift Supervisor	$78.01	$78.01	$117.02	$156.02
22	Service Desk/Call Center Specialist III**	$68.15	$68.15	$102.23	$136.30
23	Service Desk/Call Center Specialist II**	$63.89	$63.89	$95.84	$127.78
24	Service Desk/Call Center Specialist I**	$50.98	$50.98	$76.47	$101.96
25	Call Center Agent III**	$44.55	$44.55	$66.83	$89.10
26	Call Center Agent II**	$40.12	$40.12	$60.18	$80.24
27	Call Center Agent I**	$36.18	$36.18	$54.27	$72.36
28	IT Support Technician II**	$40.12	$40.12	$60.18	$80.24
29	IT Support Technician I**	$37.04	$37.04	$55.56	$74.08

Note 1: Minimum charge includes one (1) hour labor.
Note 2: Rates do NOT include costs of Security Clearances – quotes will be provided separately for positions requiring a Security Clearance.

100+ HOURS PER MONTH
20% ADDITIONAL QUANTITY DISCOUNT

No.	Product Description	Minimum Charge	Regular Hours Per Hour	After Hours Per Hour	Sundays & Holidays Per Hour
1	Network Engineer III	$99.65	$99.65	$149.48	$199.30
2	Network Engineer II	$87.14	$87.14	$130.71	$174.28
3	Network Engineer I	$76.01	$76.01	$114.02	$152.02
4	Network Technician III**	$63.34	$63.34	$95.01	$126.68
5	Network Technician II**	$50.67	$50.67	$76.01	$101.34
6	Network Technician I**	$42.24	$42.24	$63.36	$84.48
7	Software Engineer III	$109.77	$109.77	$164.66	$219.54
8	Software Engineer II	$82.76	$82.76	$124.14	$165.52
9	Software Engineer I	$76.01	$76.01	$114.02	$152.02
10	Information Technology Expert III	$160.45	$160.45	$240.68	$320.90
11	Information Technology Expert II	$130.88	$130.88	$196.32	$261.76
12	Information Technology Expert I	$105.57	$105.57	$158.36	$211.14
13	Web Designer	$88.68	$88.68	$133.02	$177.36
14	Web Content Developer	$67.56	$67.56	$101.34	$135.12
15	Graphics Specialist**	$50.67	$50.67	$76.01	$101.34
16	Application Developer IV	$118.23	$118.23	$177.35	$236.46
17	Application Developer III	$92.91	$92.91	$139.37	$185.82
18	Application Developer II	$76.01	$76.01	$114.02	$152.02
19	Application Developer I	$63.34	$63.34	$95.01	$126.68
20	Service Desk/Call Center Manager	$84.52	$84.52	$126.78	$169.04
21	Service Desk/Call Center Shift Supervisor	$69.34	$69.34	$104.01	$138.68
22	Service Desk/Call Center Specialist III**	$60.57	$60.57	$90.86	$121.14
23	Service Desk/Call Center Specialist II**	$56.79	$56.79	$85.19	$113.58
24	Service Desk/Call Center Specialist I**	$45.32	$45.32	$67.98	$90.64
25	Call Center Agent III**	$39.60	$39.60	$59.40	$79.20
26	Call Center Agent II**	$35.66	$35.66	$53.49	$71.32
27	Call Center Agent I**	$32.16	$32.16	$48.24	$64.32
28	IT Support Technician II**	$35.66	$35.66	$53.49	$71.32
29	IT Support Technician I**	$32.92	$32.92	$49.38	$65.84

Note 1: Minimum charge includes one (1) hour labor.
Note 2: Rates do NOT include costs of Security Clearances – quotes will be provided separately for positions requiring a Security Clearance.

SERVICE CONTRACT ACT MATRIX

SCA Eligible Contract Labor Category	SCA Equivalent Code Title	WD Number
Service Desk/Call Center Specialist III	23183 Electronics Technician Maintenance III	2015-5613
Service Desk/Call Center Specialist II	23182 Electronics Technician Maintenance II	2015-5613
Service Desk/Call Center Specialist I	01320 Service Order Dispatcher	2015-5613
Call Center Agent III	01043 Customer Service Representative III	2015-5613
Call Center Agent II	01042 Customer Service Representative II	2015-5613
Call Center Agent I	01041 Customer Service Representative I	2015-5613
IT Support Technician II	01113 General Clerk III	2015-5613
IT Support Technician I	01112 General Clerk II	2015-5613

The Service Contract Act (SCA) is applicable to this contract, and it includes SCA applicable labor categories. The prices for the indicated (**) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).