



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

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

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

**Note 1:** All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

**Note 2:** Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

**Note 3:** This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

**TechFlow, Inc.**  
**9889 Willow Creek Rd., Suite 100**  
**San Diego, CA 92131-1119**  
**Phone: (858) 412-8000**  
**[www.techflow.com](http://www.techflow.com)**

**Contract Number:**  
**47QTCA19D0048**  
**Period Covered by Contract: 1/10/19 through 1/9/24**

General Services Administration  
Federal Acquisition Service

Price List Current as of 1/10/19

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 Acquisition Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

## Table of Contents

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS .	1
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51/132-51RC) .....	9
USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS .....	13
BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE.....	14
BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS” .....	17
SIN 132-51/132-51RC GSA OFFERED IT SERVICES LABOR CATEGORY DESCRIPTIONS.....	18
SIN 132-51/132-51RC GSA OFFERED IT SERVICES LABOR CATEGORY RATES .....	28

**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 Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (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 AND PAYMENT INFORMATION:**

**CONTRACTOR’S ORDERING ADDRESS:**

TechFlow, Inc.  
9889 Willow Creek Road  
Suite 100  
San Diego CA 92131-1119

**CONTRACTOR’S PAYMENT ADDRESS:**

TechFlow, Inc.  
9889 Willow Creek Road  
Suite 100  
San Diego CA 92131-1119

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will not 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:

**858-412-8000**

**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: **014125442**

Block 30: Type of Contractor – **B. Other Small Business**

- A. Small Disadvantaged Business
- B. Other Small Business
- C. Large Business
- G. Other Nonprofit Organization
- L. Foreign Contractor

Block 31: Woman-Owned Small Business - **No**

Block 36: Contractor's Taxpayer Identification Number (TIN): **95-4620091**

4a. CAGE Code: **1HQF4**

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)
132-51/132-51RC	To be negotiated with ordering agency

SPECIAL ITEM NUMBER	EXPEDITED DELIVERY TIME (Days ARO)
132-51/132-51RC	To be negotiated with ordering agency

SPECIAL ITEM NUMBER	OVERNIGHT & 2- DAY DELIVERY TIME (Days ARO)
132-51/132-51RC	To be negotiated with ordering agency

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: **1% - Net 15 days** from receipt of invoice or date of acceptance, whichever is later.

b. Quantity: **1% on Orders Greater than \$350,000**; -0- % on BOAs.

c. Dollar Volume: **None**

d. Government Educational Institutions: **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: N/A**

10. **SMALL REQUIREMENTS:** The minimum dollar value of orders to be issued is **\$100.00**.

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

a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

Special Item Number 132-51/132-51RC - Information Technology (IT) Professional Services

12. **ORDERING PROCEEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

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

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

b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

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

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

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

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

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

### **14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)**

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

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

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

**16. GSA ADVANTAGE!**

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

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

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.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, except as indicated below: **None**

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 receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

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

## **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.techflow.com](http://www.techflow.com)

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

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51/132-51RC Information Technology Professional Services. 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 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

**4. PERFORMANCE OF SERVICES**

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

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

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

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

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

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

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

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

## **6. INSPECTION OF SERVICES**

The Inspection of Services—Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection—Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) 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 II – Feb 2002) (Deviation – May 2003) 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 – Feb 2002) (Deviation – May 2003)) 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 SERVICES AND PRICING**

Please refer to the information provided on page 18.

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

PREAMBLE

TechFlow, Inc. 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

Stephen Bivona

---

Phone: 703-567-7882 ext 408

---

E-mail: sbivona@techflow.com

---

Fax: 858-458-6877

---



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

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) 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

BPA NUMBER \_\_\_\_\_

(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT

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

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

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

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;

(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of Shipment.

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

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

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

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

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

Orders under a Team Arrangement are subject to terms and conditions of 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.

**SIN 132-51/132-51RC GSA OFFERED IT SERVICES LABOR CATEGORY DESCRIPTIONS**

<b>Labor Category Title</b>
<b>Director</b>
<b>Description</b>
Provides administrative oversight, handles contractual matters and serves as a liaison between the Contracting Officer's Technical Representative (COTR), the Contracting Officer (CO), and corporate management. Manages substantial software development contract support operations involving multiple projects and personnel at diverse locations. Organizes, directs, and coordinates planning and production of all contract support activities. Must have demonstrated communications skills with all levels of management. Under stringent time frames, assembles and recruits personnel necessary to perform assigned projects and tasks. Establishes and alters (as necessary) management structure to effectively direct contract support activities. Assigns, schedules, and reviews work of subordinates. Ensures conformance to task specifications and contract provisions. Interprets policies, purposes, and goals of the organization for subordinates. Must be capable of negotiating and making binding decisions for the company.
<b>Years Experience</b>
Ten (10) years of progressively more complex IT software development and/or IT management experience. Eight (8) years in supervision and management of substantive IT projects involving software development and/or systems integration.
<b>Education</b>
Bachelors degree in a related field such as Business Administration, Information Systems Management, Engineering Management, or technical degree such as Computer Science or Engineering. Equivalent experience or training may be substituted for a degree. Advanced degree equates to 4 years of experience.

<b>Labor Category Title</b>
<b>Project Manager</b>
<b>Description</b>
Consults with Contracting Officer's Technical Representative (COTR) and users to reduce costs and maximize efficiency in achieving the stated requirements. Plans, organizes, and controls the overall activities of the project, i.e., project management, technical work, quality of work, schedule, and costs associated with various task orders issued under the contract. Ensures that all activities conform to the terms and conditions of the contract and task-ordering procedures. Coordinates activities and seeks resolution of contractual and technical problems while working

with the CO, the COTR and the Government project manager. Directs all financial management and project administrative support activities, such as budgeting, manpower and resource planning, and financial reporting. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems that would require a report and a solution recommendation. Develops work breakdown structures. Prepares charts, tables, graphs, and diagrams to assist in analyzing problems. May provide daily supervision and direction to other staff.

**Years Experience**

Six (6) years of progressively more complex IT software development and/or IT management experience. Three (3) years in supervision and management of substantive IT projects involving software development and/or systems integration.

**Education**

Bachelors degree in a related field such as Business Administration, Information Systems Management, Engineering Management, or technical degree such as Computer Science or Engineering. Equivalent experience may be substituted for a degree. Advanced degree equates to 4 years of experience.

**Labor Category Title**

**Sr. Systems Administrator**

**Description**

Directs the operation of the development site computer center. Provides service for specified organizational units through the provision of computing services. Manages the computer center and allocates resources to ensure smooth operation and problem resolution. Participates in the acquisition of information technology solutions and is responsible for installation, including installation planning and site preparation. Prepares recommendations for system improvement for management and user consideration. Acts as a consultant to the technical staff and user community.

**Years Experience**

Six (6) years of progressively more complex experience in computer systems operation, LAN and/or computer systems management.

**Education**

Bachelors degree in a related field such as Information Systems Management, Engineering Management, or technical degree such as Computer Science or Engineering. Equivalent experience or training may be substituted for a degree. Advanced degree equates to 4 years of experience.

<b>Labor Category Title</b>
<b>Systems Administrator</b>
<b>Description</b>
Manages computer system operations. Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provides management with computer reports and statistics. Supervises computer operations.
<b>Years Experience</b>
Four (4) years of experience managing computer systems.
<b>Education</b>
Bachelors degree in a related field such as Computer Science, Engineering, Information Systems, Data Processing, or Business. Equivalent experience or training may be substituted for a degree. Advanced degree equates to 4 years of experience.

<b>Labor Category Title</b>
<b>Senior Application Developer</b>
<b>Description</b>
Consults with clients to learn and define their business requirements or problem areas and use technical expertise to provide solutions to clients' needs. Develops plans for major systems analyses/ programming projects. Prepares program specifications, helps with preparation of user documentation and with system implementation. Analyzes, designs, develops, implements and maintains client server applications over distributed networks and related protocols for various systems. Converts and/or ports fully developed code over to other platforms using different processor architectures or operating systems. Provides independent services and leadership in specialized technical areas. Applies this leadership to any phase of System Life Cycle Support as task requirements dictate. Provides expert advice and assistance in state-of-the-art software/hardware solutions involving hardware of various capacities, multiple operating environments, database management systems, specialized software, data communications facilities, fourth generation technologies, and complex software tools or packages. Performs analyses and studies, enhances or implements system software solutions, performs test and acceptance phases. May guide programmer/analysts at a lower level and other technical personnel on assigned work.
<b>Years Experience</b>



Six (6) years of systems analysis/programming experience in all phases of the software development life-cycle.

**Education**

Bachelors degree in a related field such as Computer Science, Engineering, Information Systems, Data Processing, or Business. Equivalent experience or training may be substituted for a degree. Advanced degree equates to 4 years of experience.

**Labor Category Title**

**Application Developer**

**Description**

Develops and modifies software programs for the operating system. Develops logic for and encodes, tests, modifies and debugs software packages to suit the operating environment. Assists in the design, coding, testing, and implementation of systems related routine modifications. Installs and maintains software products on the computer system. Analyzes and fixes problems associated with the software packages and forwards them to appropriate vendor for problem resolution. Monitors system and corrects any errors or inconsistencies. Independently develops computer programs in accordance with program and system design specifications. Develops block diagrams and logic flow charts. Translates detailed design into computer program-coded instructions. Tests, debugs, and refines the programs to produce desired results. Develops necessary program documentation including operational procedures. Revises programs to make refinements, reduce operating time, or improve efficiency.

**Years Experience**

Four (4) years of general experience in systems engineering.

**Education**

Bachelors degree in a related field, such as Computer Science, Engineering, or Mathematics. Equivalent experience or training may be substituted for a degree. Advanced degree equates to 4 years of experience.

**Labor Category Title**

**Technical Writer**

**Description**

Plans, manages and coordinates documentation of all aspects of the system engineering life

cycle for projects. Writes, edits and rewrites material of a technical nature. Prepares manuals, user guides, and other technical documentation for presentations. Possesses excellent writing skills. Interprets technical documentation standards and prepares documentation accordingly.

**Years Experience**

Four (4) years of technical writing experience. Must have documentation experience pertaining to all aspects of information technology.

**Education**

Bachelors degree in English or related field. Equivalent experience or training may be substituted for a degree. Advanced degree equates to 4 years of experience.

**Labor Category Title**

**Technical Support Supervisor**

**Description**

Monitors each task, and keeps the Project Manager abreast of all problems and accomplishments. Anticipates problems, and works to mitigate the anticipated problems. Provides technical direction for the complete systems development and maintenance effort. May serve as a technical authority for a design area. Resolves unique and unyielding systems problems using new technology. Can complete tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates. Interacts with government management personnel. Reports in writing and orally to Contractor management and government representatives, including the government contracting officer.

**Years Experience**

Four (4) years experience with information systems development or systems integration including two (2) years of direct supervisory experience.

**Education**

Bachelors degree in a related field such as Computer Science, Engineering, or Mathematics. Equivalent experience or training may be substituted for a degree. Advanced degree equates to 4 years of experience.

**Labor Category Title**

**Technical Support Analyst**

<b>Description</b>
Develops and modifies software programs. Develops logic for and encodes, tests, modifies and debugs software packages and custom applications. Assists in the design, coding, testing, and implementation of software related routine modifications. Installs and maintains software products on computer systems. Analyzes and fixes problems associated with custom software packages. Works with client for problem resolution. Monitors system and corrects any errors or inconsistencies.
<b>Years Experience</b>
Two (2) years of general experience in systems engineering.
<b>Education</b>
Bachelors degree in a related field such as Computer Science, Engineering, or Mathematics. Equivalent experience or training may be substituted for a degree. Advanced degree equates to 4 years of experience.

<b>Labor Category Title</b>
<b>Support Analyst Supervisor</b>
<b>Description</b>
Monitors each task, and keeps the Technical Support Supervisor abreast of all problems and accomplishments. Anticipates problems, and works to mitigate the anticipated problems. Provides technical direction for the complete systems development and maintenance effort. Can complete tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates. Interacts with government management personnel. Reports in writing and orally to Contractor management and government representatives, including the government contracting officer.
<b>Years Experience</b>
Two (2) years experience with information systems development or systems integration including one (1) year of direct supervisory experience.
<b>Education</b>
Bachelors degree in a related field such as Computer Science, Data Processing, or Information Systems. Equivalent experience or training may be substituted for a degree. Advanced degree equates to 4 years of experience.

<b>Labor Category Title</b>
<b>Support Analyst Level 1</b>
<b>Description</b>
Receives incoming calls and emails from users needing training or reporting problems. Works under the immediate direction of the manager and senior help desk personnel. Includes problem recognition, preliminary research, isolation and resolution steps. Typically is able to resolve less complex issues immediately, while more complex problems are assigned to second level support, senior analysts or supervisor.
<b>Years Experience</b>
No experience required.
<b>Education</b>
High school diploma or equivalency.

<b>Labor Category Title</b>
<b>Support Analyst</b>
<b>Description</b>
Operates an alphanumeric keyboard requiring an understanding of transcribing procedures and relevant state-of-the-art data entry/computer equipment. Exercises experience and judgment in selecting procedures to be followed and in searching for, interpreting, selecting, or coding items to be entered from a variety of source documents. Occasionally performs repetitive entry of data from standardized source documents. Works independently & interacts positively with a variety of clients. Supervises junior staff members and interfaces with client management.
<b>Years Experience</b>
One (1) year of general data management experience.
<b>Education</b>
Bachelors degree in a related field such as Computer Science, Data Processing, or Information Systems. Equivalent experience or training may be substituted for a degree. Advanced degree equates to 4 years of experience.

<b>Labor Category Title</b>
<b>Senior Graphic Artist</b>
<b>Description</b>
Provides technical and artistic direction for the artistic effort. May serve as a technical authority for a graphical design area. Creates visual graphics, illustrations, graphs and images for program illustrations, newspaper and magazine publications, or for any client need. Provides creativity, taste, and design for aesthetic interests (may be for hard copy, slides, web sites, etc.). Plans, lays out, and execute illustrations in black and white or color, and illustrates technical or scientific materials in one or more of the commonly-used art media, using applicable COTS computer tools to support client's requirement. Uses artistic ability to create and select attractive and effective graphics and color choice.
<b>Years Experience</b>
Technical certification and two (2) years related experience with graphic art production, using both manual and computer generation technology.
<b>Education</b>
Bachelors degree in a related field such as Computer Graphics, Desktop Publishing, and/or graphics-related hardware. Equivalent experience or training may be substituted for a degree. Advanced degree equates to 4 years of experience.

<b>Labor Category Title</b>
<b>Graphic Artist</b>
<b>Description</b>
Creates visual graphics, illustrations, graphs and images for program illustrations, newspaper and magazine publications, or for any client need. Provides creativity, taste, and design for aesthetic interests (may be for hard copy, slides, web sites, etc.). Plans, lays out, and execute illustrations in black and white or color, and illustrates technical or scientific materials in one or more of the commonly-used art media, using applicable COTS computer tools to support client's requirement. Uses artistic ability to create and select attractive and effective graphics and color choice.
<b>Years Experience</b>
Technical certification or one (1) year related experience with graphic art production, using both manual and computer generation technology.
<b>Education</b>

Bachelors degree in a related field such as Computer Graphics, Desktop Publishing, and/or graphics-related hardware. Equivalent experience or training may be substituted for a degree. Advanced degree equates to 4 years of experience.

<b>Labor Category Title</b>
<b>Quality Assurance Manager</b>
<b>Description</b>
Maintains quality assurance practices and procedures and ensures that software is in accordance with approved QA practices and procedures. Addresses QA policies and issues, and reports on quality-related issues and problems. Makes recommendations for procedural changes when necessary to ensure software releases meet quality standards. Reviews applications and documentation to ensure all information system products and services meet minimum company and/or client standards and end-user requirements. Analyzes methods of operation and participates in decision making with management and staff in early planning and implementation stages. Tests and validates computer software programs and end-user interface layout.
<b>Years Experience</b>
Three (3) years of experience working in a quality assurance (QA) environment involving computer data. Two (2) years of experience with software metrics and performance monitoring tools.
<b>Education</b>
Bachelors degree. Equivalent experience or training may be substituted for a degree. Advanced degree equates to 4 years of experience.

<b>Labor Category Title</b>
<b>Quality Assurance Coordinator</b>
<b>Description</b>
Maintains quality assurance practices and procedures and ensures that software is in accordance with approved QA practices and procedures. Addresses QA policies and issues, and reports on quality-related issues and problems. Makes recommendations for procedural changes when necessary to ensure software releases meet quality standards. Reviews applications and documentation to ensure all information system products and services meet minimum company and/or client standards and end-user requirements. Tests and validates computer software programs and end-user interface layout.

<b>Years Experience</b>
One (1) year of experience working in a quality assurance (QA) environment involving computer data with software metrics and performance monitoring tools.
<b>Education</b>
Bachelors degree. Equivalent experience or training may be substituted for a degree. Advanced degree equates to 4 years of experience.

<b>Labor Category Title</b>
<b>Administrative Specialist</b>
<b>Description</b>
Assists management in all business, cost containment and accounting activities. Assists management in office administration, contract administration and facility operation activities. Responsible for providing cost control advice to other managers. Supervises subordinate administrative and office staff.
<b>Years Experience</b>
Four (4) years of administrative experience.
<b>Education</b>
Bachelors degree. Equivalent experience or training may be substituted for a degree. Advanced degree equates to 4 years of experience.



**SIN 132-51/132-51RC GSA OFFERED IT SERVICES  
LABOR CATEGORY RATES**

LABOR CATEGORY	PRICE OFFERED TO GSA (including IFF)				
	Year 1	Year 2	Year 3	Year 4	Year 5
	1/9/19 - 1/8/20	1/9/20 - 1/8/21	1/9/21 - 1/8/22	1/9/22 - 1/8/23	1/9/23 - 1/8/24
Director	\$228.05	\$233.75	\$239.59	\$245.58	\$251.72
Project Manager	\$190.03	\$194.78	\$199.65	\$204.64	\$209.76
Sr. Systems Administrator	\$228.05	\$233.75	\$239.59	\$245.58	\$251.72
Systems Administrator	\$114.03	\$116.88	\$119.80	\$122.80	\$125.87
Sr. Applications Developer	\$228.05	\$233.75	\$239.59	\$245.58	\$251.72
Applications Developer	\$136.84	\$140.26	\$143.77	\$147.36	\$151.04
Technical Writer	\$136.84	\$140.26	\$143.77	\$147.36	\$151.04
Technical Support Supervisor	\$190.03	\$194.78	\$199.65	\$204.64	\$209.76
Technical Support Analyst	\$114.03	\$116.88	\$119.80	\$122.80	\$125.87
Support Analyst Supervisor	\$190.03	\$194.78	\$199.65	\$204.64	\$209.76
Support Analyst Level 1	\$99.38	\$101.86	\$104.41	\$107.02	\$109.70
Support Analyst	\$114.03	\$116.88	\$119.80	\$122.80	\$125.87
Senior Graphic Artist	\$140.54	\$144.05	\$147.65	\$151.34	\$155.12
Graphic Artist	\$106.47	\$109.13	\$111.86	\$114.66	\$117.53
Quality Assurance Manager	\$190.03	\$194.78	\$199.65	\$204.64	\$209.76
Quality Assurance Coordinator	\$140.54	\$144.05	\$147.65	\$151.34	\$155.12
Administrative Specialist	\$106.47	\$109.13	\$111.86	\$114.66	\$117.53