



(i) 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

Schedule Title: **General Purpose Commercial Information Technology Equipment, Software and Services**

FSC Group, Part, and Section or Standard Industrial Group (as applicable): **Not applicable.**

FSC Class/Product code and/or Service Codes: **7010** and D304

Contract number: **47QTCA18D001A**

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

Contract period – November 8, 2017 through November 7, 2022

Highland Technology Services, Inc.

610 Professional Drive, Suite 205
Gaithersburg, MD 20879

240-683-8840 • 240-683-8847 Fax

www.asrcfederal.com/highlandtechnology

(ii) **CUSTOMER INFORMATION:**

- 1a. **Special Item No's. 132-100 Ancillary Supplies and/or Services** – see pages 17-20.

132-51 Information Technology Professional Services – see pages 4-16.

132-52 Electronic Commerce and Subscription Services – see pages 21-25.

- 1b. **Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.**

132-100 – Documentation Specialist for \$52.74 per hour.

132-51 - Jr. Groupware Developer for \$40.98 per hour.

132-52 – Items C2a-20 and C2a-21 for \$1.86 each.

- 1c. **A description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided** - see pages 7-15.

2. **Maximum order** - \$150,000 for SIN 132-100 and \$500,000 for 132-51 and 132-52.

3. **Minimum order** - \$100.00.

4. **Geographic coverage** (delivery area): *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.

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

5. **Point of production** - Gaithersburg, Montgomery County, Maryland.

6. **Discount from list prices or statement of net price** - Prices are net prices.

7. **Quantity discounts** – Additional 1% discount for orders over \$500,000.

8. **Prompt payment terms** - 1/2% - 20 days from receipt of invoice or date of acceptance, Net 30.

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

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

10. **Foreign items** – Not applicable.

- 11a. **Time of delivery** - To be negotiated with each authorized ordering activity.

- 11b. **Expedited Delivery** – Not Applicable.

- 11c. **Overnight and 2-day delivery** – Not Applicable.
- 11d. **Urgent Requirements** – Not Applicable.
12. **F.O.B. point:** DEST.
- 13a. **Ordering address:**
- Highland Technology Services, Inc.
610 Professional Drive, Suite 205
Gaithersburg, MD 20879
- 13b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. **Payment address:**
- Highland Technology Services, Inc
610 Professional Drive, Suite 205
Gaithersburg, MD 20879
15. **Warranty provision** – Workmanlike manner.
16. **Export packing charges** – Not Applicable.
17. **Terms and conditions of Government purchase card acceptance** (any thresholds above the micro-purchase level) – No restrictions.
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** – 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) - Not Applicable.
- 24b. **Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services -**
- The EIT standards can be found at: www.Section508.gov/ - Not Applicable.
25. **Data Universal Number System (DUNS) number** - 96-818-9746.
26. **Notification regarding registration in System for Award Management (SAM) database** – Yes.

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

1. SCOPE

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

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

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

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

period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

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

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

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

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

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

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

6. INSPECTION OF SERVICES

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/IAM 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/IAM 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

Program Manager

Minimum/General Experience: This position requires a minimum of fifteen years' experience, of which at least ten years must be specialized. Specialized experience includes: project development from inception to deployment, expertise in the management and control of funds and resources, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

Functional Responsibility: Serves as the contractor's contract manager, and is the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Is responsible for the overall contract performance.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Masters degree, twelve years general experience of which at least nine years must be specialized. With a Ph.D., ten years general experience of which at least seven years must be specialized.

Group Manager

Minimum/General Experience: This position requires a minimum of ten years' experience of which at least seven years must be specialized. Specialized experience includes: project development from inception to deployment, expertise in the management and control of resources, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

Functional Responsibility: Serves as the task manager for a large, complex task order (or a group of task orders). Assists the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Master's Degree, eight years of general experience of which at least five years must be specialized. With a Ph.D., six years of general experience of which at least three years must be specialized. With fifteen years general

Principal Groupware Consultant

Minimum/General Experience: This position requires a minimum of six years of general experience, of which at least three years must be groupware specific. Excellent presentation, writing and communication skills are required.

Functional Responsibility: Serves as a certified Principle System consultant on a project team for groupware development projects. May serve as a Team Leader. Works with project teams, and users to accomplish the objectives of projects that may include business process analysis and redesign, infrastructure design and deployment planning, application development, and legacy system integration. Leads Rapid Application Development tasks. Develops software using groupware development tools. Supervises groupware development staff.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With eight years' experience, of which five is groupware specific, no degree is required. Holds certification at the principal level in a nationally recognized groupware product.

Principal Groupware Developer

Minimum/General Experience: This position requires a minimum of five years of general experience of which four is groupware specific. Excellent presentation, writing and communication skills are required.

Functional Responsibility: Serves as the Principal Developer on a project team for groupware development projects. Works with project teams, and users on projects that may include business process analysis and redesign, infrastructure design and deployment planning, application development, and legacy system integration. Performs Rapid Application Development tasks including analysis, design, prototype, programming, testing, and configuration management. Develops software using groupware development tools.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With seven years' experience, of which five is groupware specific, no degree is required. Holds certification at the principal level in a nationally recognized groupware product.

Sr. Groupware Developer

Minimum/General Experience: This position requires a minimum of four years of generalized experience of which three is groupware specific. Experience includes systems integration, applications development, system architecture design, and business analysis. Good writing and communication skills are required.

Functional Responsibility: Works at the direction of the Principle Groupware Developer on groupware development projects. Performs Rapid Application Development tasks including analysis, design, prototype, programming, testing, and configuration management. Develops software groupware development tools.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With five years' experience, of which four is groupware specific, no degree is required.

Jr. Groupware Developer

Minimum/General Experience: This position requires a minimum of two years of generalized experience. Experience includes systems integration, applications development, system architecture design, and business analysis. Good writing and communication skills are required.

Functional Responsibility: Works at the direction of the Principle Groupware Developer on groupware development projects. Performs Rapid Application Development tasks including analysis, design, prototype, programming, testing, and configuration management. Develops software groupware development tools.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With three years' experience, of which one is groupware specific, no degree is required.

Groupware Analyst

Minimum/General Experience: This position requires a minimum of five years of general experience of which three is groupware specific. Experience includes systems integration, system architecture design, Notes deployment, network designs and business analysis, management of LAN/WAN/Telecommunication systems. Excellent presentation, writing and communication skills required.

Functional Responsibility: Serves as customer liaison to provide planning, reviewing and scheduling for groupware development, deployment, technical approach and architecture/ infrastructure administration plans. Reviews system architecture and infrastructure designs for the deployment of groupware application systems to ensure functional and quality standards are met. Resolves software problems, identifies recommended software modifications, develops project plans, and deployment schedules.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With seven years' experience, of which four is groupware specific, no degree is required.

Application Training Specialist

Minimum/General Experience: this position requires three years of related experience applying comprehensive knowledge to develop and conduct technical training courses on system and software applications. Must be familiar with the principals of creating teaching outline in accordance with established guidelines.

Functional Responsibilities: Under minimum supervision, performs technical training in field of expertise. Creates teaching outlines where established guidelines may not exist. Selects and/or develops instructional aids, such as handouts, reference materials, or audio/visual supports. Maintains records and statistical information on employee/customer training; monitors training program by reviewing and analyzing student course evaluations; and makes recommendations to management on course improvement and customer training needs. Understands and has implemented WEB technology.

Minimum Education: Bachelor's Degree in Science or Engineering or other related discipline. With five years' experience, no degree is required.

Principal Performance Measurement Analyst

Minimum/General Experience: This position requires a minimum of ten years' experience, of which at least eight years must be specialized. Specialized experience includes supervision of system architects, use of structured analysis, design methodologies and design tools, techniques, object-oriented principles, and experience with the logical and physical functional, operational, and technical architecture of information systems.

Functional Responsibility: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures. Evaluates problems of workflow, organization, and planning, and develops appropriate corrective action. Provides daily supervision and direction to staff.

Minimum Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Master's Degree, eight years of general experience, of which at least six years must be specialized. With a Ph.D., six years of general experience, of which at least five years must be specialized. With thirteen years of general experience of which at least eleven years must be specialized experience, a degree is not required.

Performance Measurement Analyst

Minimum/General Experience: This position requires a minimum of ten years' experience, of which at least eight years must be specialized. Specialized experience includes analysis and design of business applications on complex systems for large-scale computers, data base management, and use of programming languages. General experience includes increasing responsibilities in assignments of a technical nature.

Functional Responsibility: Performs as a Task Leader and provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Prepares status reports. Supervises staff.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With a Master's Degree, eight years general experience of which at least six years must be specialized. With a Ph.D., a minimum six years of general experience is required of which at least five years must be specialized. With thirteen years of general experience of which at least eleven years must be specialized experience, a degree is not required.

IT Process Analyst

Minimum/General Experience: This position requires a minimum of five years' experience, of which at least three years must be specialized. Specialized experience includes analysis and design of business applications, database management, and programming. General experience includes increasing responsibilities in information systems design and management.

Functional Responsibility: Assists in the analysis and development of computer software. Participates in the development of plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintains hardware and software performance tuning, analyzes workload and computer usage, maintains interfaces with outside systems, analyzes downtimes, analyzes proposed system modifications, upgrades and new COTS products. Works with programmers to ensure proper implementation of program and system specifications.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With a Master's Degree, three years general experience of which at least one year must be specialized. With seven years of general experience of which at least four years must be specialized experience, a degree is not required.

Subject Matter Expert (IT Architecture and Security)

Minimum/General Experience: Twelve years general experience of which at least nine must be specialized. Specialized experience includes supervision of system architects, use of structured analysis, design methodologies and design tools, object oriented principles, and experience with the logical and physical, functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering.

Functional Responsibility: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with standards for open systems architectures; and for network and application security. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, or Engineering. With a Master's degree, ten years' experience of which at least seven years must be specialized. With a Ph.D., eight years of general experience is required of which at least six years must be specialized.

Principle Software Engineer

Minimum/General Experience: This position requires a minimum of 6 years' experience, of which at least 4 years must be specialized. Provides daily technical supervision and direction to software engineers and other staff members including mentoring of junior members. Analyzes functional business requirements and lead software life cycle activities from requirement analysis using structured or object-oriented technique, through design, implementation, testing, and final acceptance. Translates requirements into detailed design specifications. Tests, debugs, and refines the computer software to produce the required product. Provides technical direction to software engineers to ensure products meet the technical baselines through the life cycle of software development.

Functional Responsibility: Specialized experience includes but is not limited to: experience as an applications programmer in languages such as C, C++, Java, VB, Basic or Fortran; database programmer using RDBMS such as Oracle, Informix, Sybase, DB2 or MS SQL server, and knowledge of computer systems and ability to develop complex software to satisfy design and user requirements. Demonstrated ability to work independently and provide technical leadership.

Minimum Education: A Bachelor's degree Computer Science, Information Systems, or Engineering, With 8 years of general experience of which at least 6 years must be specialized experience, a degree is not required.

Software Engineer

Minimum/General Experience: This position requires a minimum of 3 years' experience, of which at least 2 years must be specialized. Analyses functional business requirements and lead software life cycle activities from requirement analysis using structured or object-oriented technique, through design, implementation, testing and final acceptance. Translates requirements into detailed design specifications. Tests, debugs, and refines the computer software to produce the required product. Provides technical direction to software engineers to ensure products meet the technical baselines through the life cycle of software development.

Functional Responsibility: Specialized experience includes but is not limited to: experience as an applications programmer in languages such as C, C++, Java, VB, Basic or Fortran; database programmer using RDBMS such as Oracle, Informix, Sybase, DB2 or MS SQL server, and knowledge of computer systems and ability to develop complex software to satisfy design and user requirements. Demonstrated ability to work independently and meet deadlines.

Minimum Education: A Bachelor's degree Computer Science, Information Systems, or Engineering, with 6 years of general experience of which at least 4 years must be specialized experience, a degree is not required.

Groupware Developer

Minimum/General Experience: This position requires a minimum of 3 years generalized experience of which one is groupware specific. Experience includes systems integration, applications development, system architecture design, and business analysis. Good writing and communications skills are required.

Functional Responsibility: Works at the direction of the Principle Groupware developer on groupware development projects. Performs Rapid Application Development tasks including design, prototype, programming and testing. Develops groupware software development tools and demonstrates ability to work independently.

Minimum Education: A Bachelor's degree Computer Science, Information Systems, or Engineering, or other related discipline. With 4 years of general experience of which 2 are groupware specific, a degree is not required.

Principle Network Engineer

Minimum/General Experience: This position requires a minimum of nine years' experience in planning, configuring, and maintaining LAN and WAN communications facilities, networks administration, Internet services, building Web servers, using HTML and various tools to prepare documents for publication on the WWW. Requires experience writing Common Gateway Interface (CGI) scripts in C, Perl, and Unix shell languages. Must have experience programming using C, Visual Basic and DOS batch languages as they relate to network administration.

Functional Responsibility: Performs general LAN and WAN administration, and provides technical leadership in the integration and testing of complex computer-integrated networks. Schedules computer system conversions and cut-overs, and performs telecommunications problem management and resolution. Collects network performance statistics for load balancing and network optimization. Supervises maintenance of systems and coordinates with other department components to configure changes to the network infrastructure. Supervises network support staff.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, or Engineering. With 12 years' experience no degree is required.

Senior Applications Training Specialist

Minimum/General Experience: This position requires five years of related experience applying comprehensive knowledge to develop and conduct technical training courses on system and software applications. Must have experience creating teaching outlines and course material in accordance with established guidelines.

Functional Responsibility: Creates and performs technical training courses in field of expertise. Creates teaching outlines, elects or develops instructional aids, such as handouts, reference materials, or audio/visual aids. Evaluates computer-based training (CBT) and videotape training materials. Maintains and evaluates records and statistical information on customer training; Maintains and evaluates records and statistical information on customer training; monitors training program by reviewing and analyzing student course evaluations; and makes recommendations to management on course improvement and customer training needs. Understands and provides training for web-based applications.

Minimum Education: Bachelor's Degree in Science, Engineering or Computer Science. With seven years' experience no degree is required.

Program Consultant I

Minimum/General Experience: Nine years general experience of which at least six must be specialized. Specialized experience includes specific client organization/program knowledge, including management organization, process workflows, and IT infrastructure requirements. General experience includes increasing responsibilities in IT consulting and IT systems development.

Functional Responsibility: Provides overall IT management and software development support to include providing online access to federally mandated information, federal records management, and development of web-based solutions for organizational information dissemination. Works with multiple client organizations/staff to determine web-based information requirements and to design appropriate internal and external IT solutions.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, or Engineering. With a Master's degree, seven years' experience of which at least five years must be specialized.

Program Consultant II

Minimum/General Experience: Twelve years general experience of which at least nine must be specialized. Specialized experience includes specific client organization/program knowledge, including management organization, process workflows, and IT infrastructure requirements. General experience includes increasing responsibilities in management consulting and IT systems integration.

Functional Responsibility: Provides overall IT management and consulting support to include new technology assessment, federal records management, and coordination of these IT functions in multiple locations. Works with multiple client organizations/staff and other designated contractor staff to insure continuity of IT operations and timely problem resolution. Evaluates analytically and systematically client requirements and develops appropriate technical solutions.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, or Engineering. With a Master's degree, ten years' experience of which at least seven years must be specialized. With a Ph.D., eight years of general experience is required of which at least six years must be specialized.

Program Consultant III

Minimum General Experience: Fourteen years general experience of which at least ten must be specialized. Specialized experience includes specific client organization/program knowledge, including management organization, process workflows, and IT infrastructure requirements including and records management compliance. General experience includes increasing responsibilities in management consulting and IT systems integration in large federal organizations.

Functional Responsibility: Provides overall IT management and consulting support to include new technology assessment, federal records management, and coordination of these IT functions in multiple locations. Works with multiple client organizations/staff and other designated contractor staff to insure continuity of IT operations and timely problem resolution. Evaluates analytically and systematically client requirements and develops appropriate technical solutions.

Minimum Education: Bachelor's degree Bachelor's Degree in Science or Engineering or other related discipline. With a Master's degree, ten years' experience of which at least seven years must be specialized. With a Ph-D., eight years of general experience is required of which at least six years must be specialized.

Business Applications Analyst

Minimum General Experience: Five years' experience providing business analysis services to client organizations for business applications, including information technology (IT) requirements and interfaces.

Functional Responsibility: Prepares financial and business-related analysis and research in such areas as financial and expense performance, rate of return, depreciation, working capital, and investments. Assists in the development of business policies, application requirements, and performs analysis and documentation of IT services costs and return on investment. May provide customized training to customer organization on business application utilization.

Minimum Education: Bachelor's Degree in Science or Engineering or other related discipline or applicable training certification in Business Analytics or Solutions Development with increasing complexity in the last five years.

Enterprise Architect I

Minimum General Experience: Five years' experience providing business or IT consulting support to customer management.

Functional Responsibility: Acts independently to provide business and/or technical IT consulting support to strategic units and customer enterprises. Works with managers in the customer organization to formulate enterprise-wide business and/or technical IT product and/or service strategies. Develops and applies consulting methodologies, business models and organizational behavior models to conceptualize methods to apply business and/or technical IT products and services as strategic assets.

Minimum Education: Bachelor's Degree in Science or Engineering or other related discipline. With a Master's degree, three years general experience of which at least two must be specialized.

Enterprise Architect II

Minimum General Experience: Seven years' experience providing business or technical IT consulting support to customer management.

Functional Responsibility: Acts independently to provide business and/or technical IT consulting support to strategic units and customer enterprises. Works with executives in the customer organization to formulate enterprise-wide business and/or technical IT product and/or service strategies. Develops and applies consulting methodologies, business models and organizational behavior models to conceptualize methods to apply business and/or technical IT products and services as strategic assets. Supports and participates in the conceptualization and development of technology policy, methodologies, models, techniques and strategies.

Minimum Education: Bachelor's degree Bachelor's Degree in Science or Engineering or other related discipline. With a Master's degree, seven years of general experience of which at least four must be specialized.

Senior Software Engineer

Minimum General Experience: This position requires a minimum of 4 years' experience, of which at least 3 years must be specialized IT experience. Provides technical supervision and direction to software developers, or providing software system design. Analyzes functional business requirements and leads software life cycle activities from requirement analysis using structured or object-oriented technique, through design, implementation, testing and final acceptance. Translates requirements into detailed design specifications. Tests, debugs, and refines the computer software to produce the required product. Provides technical direction to software engineers to ensure products meet the technical baselines through the life cycle of software development.

Functional Responsibility: Specialized experience includes but is not limited to: experience as an applications programmer in languages such as C, C++, Java, VB, Basic; database programmer using RDBMS such as Oracle, Informix, Sybase, DB2 or MS SQL server, and knowledge of computer systems and ability to develop complex software to satisfy design and user requirements. Demonstrated ability to work independently, meet deadlines and provide technical supervision.

Minimum Education: Bachelor's degree Bachelor's Degree in Science or Engineering or other related discipline. With 7 years of general experience of which at least 5 years must be specialized IT experience, a degree is not required.

Information Technology Support Analyst II

Minimum General Experience: This position requires a minimum of five years' experience in operational support and maintenance of LAN and WAN communication facilities, network administration support, Internet services, standalone PC installation, maintenance and support including preparation for system certification and general end-user support.

Functional Responsibility: Prepares system certification and accreditation documents for classified and unclassified information processing systems and maintains all documentation for these systems and tracks all dates to comply with continuous monitoring requirements, password changes and reaccreditations. Performs system problem resolution and coordinates system changes with both internal and external IT Teams. Installs, configures and maintains hardware and peripheral equipment. Collects performance statistics, and works with other departments to configure and coordinate changes to the systems for which they are responsible. Performs other information processing systems related tasks such as, retirement of obsolete or no-longer required systems; storage and tracking of information system media; and relocation of hardware to support office installation requirements.

Minimum Education: Bachelor's degree Bachelor's Degree in Science or Engineering or other related discipline. With a Master's Degree, three additional years of related experience, of which at least one year must be specialized. With seven years of related experience, of which at least four years must be specialized experience, a degree is not required.

Information Technology Support Analyst

Minimum General Experience: This position requires a minimum of three years' experience in operational support and maintenance of LAN and WAN communication facilities, network administration support, Internet services, standalone PC installation, maintenance and support including preparation for system certification and general end-user support.

Functional Responsibility: Assists in the development of system certification and accreditation documents for classified and unclassified information processing systems and maintains all documentation for these systems and tracks all dates to comply with continuous monitoring requirements, password changes and reaccreditations. Assists with system problem resolution and coordinates system changes with both internal and external IT Teams. Installs, configures and maintains hardware and peripheral equipment. Collects performance statistics, and works with other departments to configure and coordinate changes to the systems for which they are responsible. Performs other information processing systems related tasks such as, retirement of obsolete or no-longer required systems; storage and tracking of information system media; and relocation of hardware to support office installation requirements.

Minimum Education: Associates Degree in Computer Science or other related discipline. With five years of related experience, of which at least three years must be specialized experience, a degree is not required.

Software Developer

Minimum/General Experience: This position requires a minimum of four years of general experience of which three is Microsoft specific. Excellent presentation, writing and communication skills are required.

Functional Responsibility: Serves as the Lead Developer on a project team for software development projects. Works with project teams, and users on projects that may include business process analysis and redesign, infrastructure design and deployment planning, application development, and legacy system integration. Performs Rapid Application Development tasks including analysis, design, prototype, programming, testing, and configuration management. Develops software using state-of-the-art development tools.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With seven years' development experience, no degree is required. Holds applicable certifications as a software designer and developer

SIN	Labor Category	Rates from Nov 8, 2017 To Nov 7, 2018	Rates from Nov 8, 2018 To Nov 7, 2019	Rates from Nov 8, 2019 To Nov 7, 2020	Rates from Nov 8, 2020 To Nov 7, 2021	Rates from Nov 8, 2021 To Nov 7, 2022
132-51	Program Manager	\$119.13	\$121.40	\$123.70	\$126.05	\$128.45
132-51	Group Manager	\$100.32	\$102.23	\$104.17	\$106.15	\$108.17
132-51	Principal Groupware Consultant	\$107.32	\$109.36	\$111.44	\$113.56	\$115.71
132-51	Principal Groupware Developer	\$78.47	\$79.96	\$81.48	\$83.02	\$84.60
132-51	Sr. Groupware Developer	\$74.70	\$76.12	\$77.56	\$79.04	\$80.54
132-51	Jr. Groupware Developer	\$40.98	\$41.76	\$42.55	\$43.36	\$44.19
132-51	Groupware Analyst	\$76.90	\$78.36	\$79.85	\$81.36	\$82.91
132-51	Application Training Specialist	\$58.50	\$59.61	\$60.74	\$61.90	\$63.07
132-51	Principal Performance Measurement Analyst	\$99.16	\$101.05	\$102.97	\$104.92	\$106.92
132-51	Performance Measurement Analyst	\$68.68	\$69.98	\$71.31	\$72.67	\$74.05
132-51	IT Process Analyst	\$42.56	\$43.37	\$44.19	\$45.03	\$45.89
132-51	Subject Matter Expert (IT Architecture and Security)	\$167.36	\$170.54	\$173.78	\$177.08	\$180.44
132-51	Principal Software Engineer	\$115.07	\$117.26	\$119.49	\$121.76	\$124.07
132-51	Software Engineer	\$94.12	\$95.91	\$97.73	\$99.59	\$101.48
132-51	Groupware Developer	\$48.44	\$49.36	\$50.30	\$51.25	\$52.23
132-51	Principal Network Engineer	\$99.96	\$101.85	\$103.79	\$105.76	\$107.77
132-51	Senior Application Training Specialist	\$65.79	\$67.04	\$68.31	\$69.61	\$70.93
132-51	Program Consultant I	\$118.73	\$120.98	\$123.28	\$125.63	\$128.01
132-51	Program Consultant II	\$133.43	\$135.96	\$138.55	\$141.18	\$143.86
132-51	Program Consultant III	\$189.51	\$193.11	\$196.78	\$200.52	\$204.33
132-51	Business Applications Analyst	\$83.35	\$84.94	\$86.55	\$88.20	\$89.87
132-51	Enterprise Architect I	\$133.32	\$135.85	\$138.43	\$141.06	\$143.74
132-51	Enterprise Architect II	\$151.22	\$154.10	\$157.02	\$160.01	\$163.05
132-51	Senior Software Engineer	\$102.34	\$104.29	\$106.27	\$108.29	\$110.35
132-51	Information Technology Support Analyst II	\$95.35	\$97.16	\$99.01	\$100.89	\$102.80
132-51	Information Technology Support Analyst	\$65.48	\$66.73	\$67.99	\$69.29	\$70.60
132-51	Software Developer	\$40.99	\$41.77	\$42.56	\$43.37	\$44.20

**TERMS AND CONDITIONS APPLICABLE TO ANCILLARY SUPPLIES AND /OR SERVICES
(SPECIAL ITEM NUMBER 132-100)**

Non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be offered or purchased separately. Further, non-professional labor categories shall be offered under SIN 132-100 only and must be offered in conjunction with professional service SINS.

The Service Contract Labor Standards (SCLS) may be applicable to services offered under SIN 132 100. The following language shall be included at the end or beginning of each detailed position description. "Non- professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.

Ancillary supplies and/or services are support supplies and services which are not within the scope of any other SIN under schedule 70.

Note: Commercially available products under this solicitation may be covered by the Energy Star or Electronic Product Environmental Assessment Tool (EPEAT) programs. For applicable products, offerors are encouraged to offer Energy Star-qualified products and EPEAT-registered products, at the Bronze level or higher. If offerors opt to offer Energy Star or Electronic Product Environmental Assessment Tool (EPEAT) products then they shall identify by model which products offered are Energy Star-qualified and EPEAT-registered, broken out by registration level of bronze, silver, or gold. Visit the Green Procurement Compilation, sftool.gov/green procurement for a complete list of products covered by these programs.

Sr. Network Operations Engineer

Minimum/General Experience: This position requires a minimum of seven years' experience in planning, configuring and maintaining LAN and WAN communication facilities, network administration, Internet services, building Web servers, using HTML and various tools to create and convert documents for publication on the WWW. Must also have experience writing Common Gateway Interface (CGI) scripts in C, Perl and Unix shell languages. Must have experience programming using C, Visual Basic and DOS batch languages as they relate to network administration.

Functional Responsibility: Develops system configuration and planning. Develops system configuration documentation. Performs telecommunication problem management and resolution, Coordinates system changes with other members of the systems group. Installs, configures and maintains routers, multiplexers, modems and other Local and Wide Area Network (WAN) hardware. Performs monitoring of communications systems to locate potential problems. Collects performance statistics to be used for load balancing and network optimization. Evaluates new hardware and software to determine impact on network and servers, configures and maintains software and hardware used to provide internet services. Works with other department components to configure and coordinate changes to the WAN system. Performs other communications related tasks.

Minimum Education: High School Diploma or GED Certificate.

Network Operations Engineer

Minimum/General Experience: This position requires a minimum of five years' experience in planning, configuring and maintaining LAN and WAN communication facilities, network administration, Internet services, building Web servers, using HTML and various tools to create and convert documents for publication on the WWW. Must also have experience writing Common Gateway Interface (CGI) scripts in C, Perl and Unix shell languages. Must have experience programming using C, Visual Basic and DOS batch languages as they relate to network administration.

Functional Responsibility: Develops system configuration documentation. Performs telecommunication problem resolution and coordinates system changes. Installs, configures and maintains routers, multiplexers, modems and other Local and Wide Area Network (WAN) hardware. Performs monitoring of communications systems to locate potential problems. Collects performance statistics, and works with other departments to configure and coordinate changes to the network systems. Performs other communications related tasks.

Minimum Education: High School Diploma or GED Certificate.

Network Baseline Analyst

Minimum/General Experience: This position requires a minimum of four years' experience designing, installing, upgrading and debugging local area network systems, hardware troubleshooting and repair, operating system installations and upgrades, and configuration management. Must have experience as a team member for triage troubleshooting both network servers and network nodes, including PCs, printers, and other peripherals. Must have experience in designing test environments for new applications against existing network environments and topologies

Functional Responsibility: Configures and installs LAN hardware and software. Optimizes performance. Conducts new products evaluations. Trains staff in systems use. Develops LAN systems documentation. Coordinates systems changes and upgrades. Writes systems applications and utilities. Troubleshoots problems on the network. Provides technical support for Wide Area Networks and connectivity standards. Performs other systems related tasks.

Minimum Education: High School Diploma or GED Certificate.

Documentation Specialist

Minimum/General Experience: Requires a minimum of three years' experience in developing technical documentation, for hardware and software installation and use, troubleshooting and repair, operating system installations and upgrades, configuration management design and development of test plans.

Functional Responsibility: Plans, develops and maintains technical documentation. Conducts system reviews (hardware and software) to validate associated documentation. Coordinates documentation changes with systems changes and upgrades. No Degree is required.

Minimum Education: High School Diploma or GED Certificate.

Video Teleconferencing (VTC) Support Engineer

Minimum/General Experience: This position requires a minimum of three years' engineering experience in operational support and maintenance of Video Teleconferencing communication networks, facilities, hardware, and software including end-user support.

Functional Responsibility: Develops video teleconferencing system configuration documentation. Performs video telecommunication problem management and resolution. Installs, configures and maintains video teleconferencing hardware. Performs monitoring of video teleconferencing systems to locate potential problems. Collects performance statistics to be used for load balancing and video teleconferencing network optimization. Configures and maintains video teleconferencing software and hardware and works with other department components to coordinate changes to the video teleconferencing system. Performs other video teleconferencing related tasks.

Minimum Education: An Associate's degree in any discipline. With five years of related experience, of which at least three years must be specialized experience, a degree is not required.

Video Teleconferencing (VTC) Support Engineer II

Minimum/General Experience: This position requires a minimum of five years' engineering experience in operational support and maintenance of Video Teleconferencing communication networks, facilities, hardware, and software including end-user support.

Functional Responsibility: Develops system configuration and planning. Develops video teleconferencing system configuration documentation. Performs video telecommunication problem management and resolution. Coordinates system changes with other members of the systems group. Installs, configures and maintains video teleconferencing hardware. Performs monitoring of video teleconferencing systems to locate potential problems. Collects performance statistics to be used for load balancing and video teleconferencing network optimization. Evaluates new hardware and software to determine impact on video teleconferencing networks, configures and maintains video teleconferencing software and hardware. Works with other department components to configure and coordinate changes to the video teleconferencing system. Performs other video teleconferencing related tasks.

Minimum Education: A Bachelor's degree in any discipline. With seven years of related experience, of which at least four years must be specialized experience, a degree is not required.

Video Teleconferencing (VTC) Administrator

Minimum/General Experience: This position requires a minimum of three years' experience in managing and administrating Video Teleconferencing communication networks, facilities, and software.

Functional Responsibility: Develops video teleconferencing system operations and configuration documentation. Manages the day-to-day operations of video telecommunication networks and systems including problem resolution management. Performs monitoring of video teleconferencing systems to locate potential problems. Collects performance statistics to be used for load balancing and video teleconferencing network optimization by support engineers. Operates video teleconferencing software and hardware and supports end users. Performs other video teleconferencing related tasks.

Minimum Education: An Associate's degree in any discipline. With five years of related experience, of which at least three years must be specialized experience, a degree is not required.

SIN	Labor Category	Rates from Nov 8, 2017 To Nov 7, 2018	Rates from Nov 8, 2018 To Nov 7, 2019	Rates from Nov 8, 2019 To Nov 7, 2020	Rates from Nov 8, 2020 To Nov 7, 2021	Rates from Nov 8, 2021 To Nov 7, 2022
132-100	Sr. Network Operations Engineer	\$76.14	\$77.59	\$79.06	\$80.57	\$82.10
132-100	Network Operations Engineer	\$70.19	\$71.53	\$72.89	\$74.27	\$75.68
132-100	Network Baseline Analyst	\$52.74	\$53.74	\$54.77	\$55.81	\$56.87
132-100	Documentation Specialist	\$52.74	\$53.74	\$54.77	\$55.81	\$56.87
132-100	Video Teleconferencing (VTC) Support Engineer	\$62.51	\$63.70	\$64.91	\$66.14	\$67.40
132-100	Video Teleconferencing (VTC) Support Engineer II	\$91.03	\$92.75	\$94.52	\$96.31	\$98.14
132-100	Video Teleconferencing (VTC) Administrator	\$72.96	\$74.35	\$75.76	\$77.20	\$78.67

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

1. SCOPE

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

2. ELECTRONIC COMMERCE CAPACITY AND COVERAGE

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

3. INFORMATION ASSURANCE

a. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA)

b. The Ordering Activity shall assign an impact level (per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, "Standards for Security Categorization of Federal Information and Information Systems") (FIPS 200, "Minimum Security Requirements for Federal Information and Information Systems") prior to issuing the initial statement of work. Evaluations shall consider the extent to which each proposed service accommodates the necessary security controls based upon the assigned impact level. The Contractor awarded SIN 132-52 is capable of meeting at least the minimum security requirements assigned against a low-impact information system (per FIPS 200).

c. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Electronic Commerce services. All FISMA certification, accreditation, and evaluation activities are the responsibility of the ordering activity.

4. DELIVERY SCHEDULE.

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

5. INTEROPERABILITY

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

6. ORDER

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

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

7. PERFORMANCE OF ELECTRONIC SERVICES

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

8. RESPONSIBILITIES OF THE CONTRACTOR

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

9. RIGHTS IN DATA

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

10. ACCEPTANCE TESTING

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

11. WARRANTY

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

Warranty Statement for 132-52

Highland Technology Services, Inc. ("Highland") warrants that for the term of the task order or contract from the Start Date, Highland Wired and Wireless Lifecycle Managed Services ("W2LMS") purchased by customer shall be free of defects in material and workmanship under normal authorized use consistent with normal operating instructions. This service warranty extends only to the original purchaser. In the event that Highland receives notice during the warranty period that any MMS does not conform to its warranty, Customer's sole and exclusive remedy, and Highland's sole and exclusive liability, shall be for at its sole option, to either repair or replace the non-conforming service in accordance with this limited warranty.

The warranty shall commence upon the later of the following:

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

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

12. MANAGEMENT AND OPERATIONS PRICING

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

13. TRAINING

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

14. MONTHLY REPORTS

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

15. ELECTRONIC COMMERCE SERVICE PLAN

- a. Describe the electronic service plan and eligibility requirements.

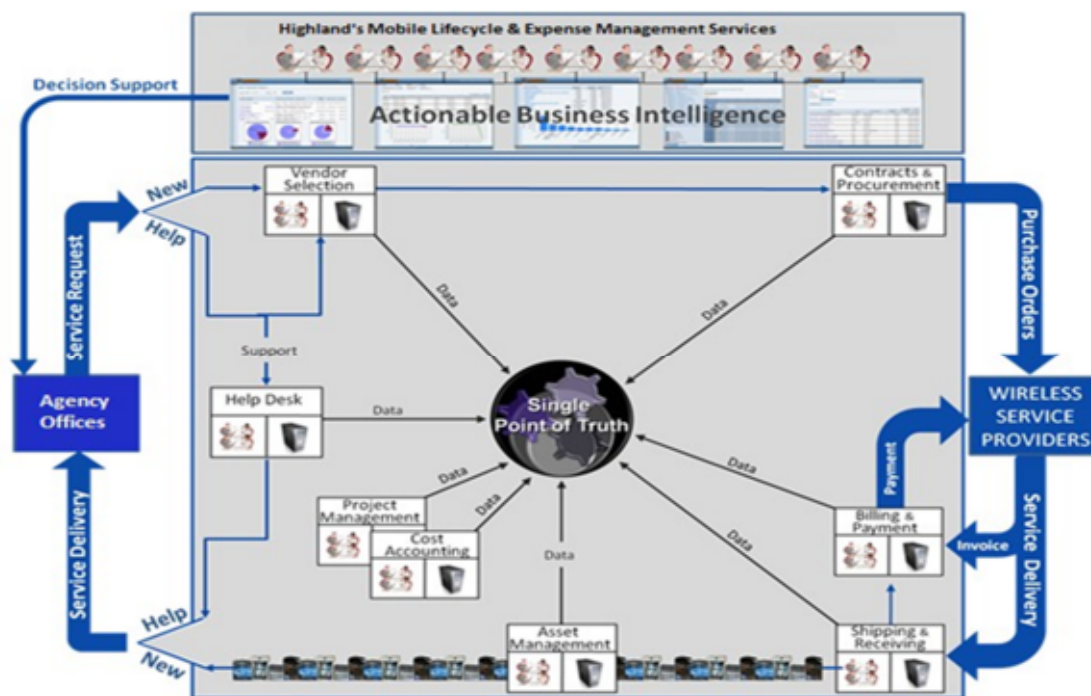
Mobile Lifecycle and Expense Management Services

Highland Technology Services Inc. (Highland) optimizes the full life cycle management of mobile services with exceptional people, a proven workflow process, and an advanced governance and business intelligence framework. We are capable of implementing the integration necessary for high quality Mobile Lifecycle & Expense Management (ML&EM) services and delivery of vital information, while maintaining a low cost, highly-efficient, and indirect support structure. Our approach to ML&EM is centered on our web based Mobile Lifecycle Management System (MLMS) portal that serves as a single access control point for the complete management of the service. To accomplish this, the portal is composed of several modules to include Inventory (Asset) Management, Knowledge Management, Service Catalog and Management Reporting. Together, these modules are a complete mobile lifecycle management framework. Leveraging Cloud technology as the basis of the portal and our solution is Section 508 compliant and has received a FISMA Moderate Authority to Operate (ATO) from the General Services Administration (GSA). Based upon a modular architecture, our solution is extremely configurable and customizable to suit the various needs of the customer.

Key Features to our ML&EM Approach

Our Cloud based ML&EM service techniques reduce operator processing time while streamlining transfer and integration times. Our experience allows for rapid transition with low risk for Agencies. ML&EM services benefits provide the advantages that Government agencies will realize from allowing Highland to partner with them.

Our framework integrates the deployment of Highland's wireless supply chain expertise, proven functional process methodologies, and proprietary tools to develop optimal end-to-end delivery of ML&ME services and decision support for Federal Government Agencies.



- b. Describe charges, if any, for additional usage guidelines.
- c. Describe corporate volume discounts and eligibility requirements, if any.

Features
Account consolidation for various wireless means of communication (i.e. Blackberries, Cellular Phones, Cellular Network Cards, PDAs, PEDs, etc)
Rate plan optimization services
Requisitioning and provisioning support, including tagging, help desk support, vendor invoicing, dynamic plan adjustments, decommissioning, and de-tagging.
Invoice and expense management, including audit services for vendor reconciliation.
Wireless/service contract agreement administration services
Inventory management services with total transactional visibility for asset accountability.
Management reporting services for total visibility into usage patterns
Exception reporting for transactions which are non-compliant with the policies and procedures of CBP's mission.
Actionable Catalog to fulfill the various needs of employee requests.
Customizable work flows to accommodate current processes.
Modular solution providing the use of current Agency assets.
Solution has the ability to interface with Agencies' current IT Infrastructure.
Solution provides an extensible architecture
Cloud-based service.
Wireless Management Services engine provides a wide range of APIs to import and export data.

Highland Technology Services, Inc 132-52 Offerings

SIN	Part #	Description	GSA
132-52	C3-1	Expense Management Services C3-1-Unit Quantities 100 to 600	\$5.40
132-52	C3-2	Expense Management Services C3-2-Unit Quantities 601 to 1,200	\$5.36
132-52	C3-3	Expense Management Services C3-3-Unit Quantities 1,201 to 1,800	\$5.32
132-52	C3-4	Expense Management Services C3-4-Unit Quantities 1,801 to 2,400	\$5.28
132-52	C3-5	Expense Management Services C3-5-Unit Quantities 2,400 to 3,000	\$5.24
132-52	C3-6	Expense Management Services C3-6-Unit Quantities 3,001 to 3,600	\$5.20
132-52	C3-7	Expense Management Services C3-7-Unit Quantities 3,601 to 4,200	\$5.16
132-52	C3-8	Expense Management Services C3-8-Unit Quantities 4,201 to 4,800	\$5.12
132-52	C3-9	Expense Management Services C3-9-Unit Quantities 4,801 to 5,400	\$5.08
132-52	C3-10	Expense Management Services C3-10-Unit Quantities 5,401 to 6,000	\$5.04
132-52	C3-11	Expense Management Services C3-11-Unit Quantities 6,001 to 6,600	\$5.00
132-52	C3-12	Expense Management Services C3-12-Unit Quantities 6,601 to 7,200	\$4.96
132-52	C3-13	Expense Management Services C3-13-Unit Quantities 7,201 to 7,800	\$4.92
132-52	C3-14	Expense Management Services C3-14-Unit Quantities 7,801 to 8,400	\$4.88
132-52	C3-15	Expense Management Services C3-15-Unit Quantities 8,401 to 9,000	\$4.84
132-52	C3-16	Expense Management Services C3-16-Unit Quantities 9,001 to 9,600	\$4.80
132-52	C3-17	Expense Management Services C3-17-Unit Quantities 9,601 to 10,600	\$4.76
132-52	C3-18	Expense Management Services C3-18-Unit Quantities 10,601 to 11,200	\$4.72
132-52	C3-19	Expense Management Services C3-19-Unit Quantities 11,201 to 11,800	\$4.68

SIN	Part #	Description	GSA
132-52	C3-20	Expense Management Services C3-20-Unit Quantities 11,801 to 12,400	\$4.63
132-52	C3-21	Expense Management Services C3-21-Unit Quantities 12,401 and Over	\$4.59