

**AUTHORIZED FEDERAL ACQUISITION SERVICE  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE & SERVICES**

**SPECIAL ITEM NUMBERS 132-12, MAINTENANCE, REPAIR SERVICE AND REPAIR  
PARTS/SPARE PARTS**

Maintenance (FPDS Code J070 – Maintenance and Repair Service)

Repair Service (FPDS Code J070 – Maintenance and Repair Service)

Repair Parts/Spare Parts (FSC Class 7025 - Input/output and Storage Devices, FSC Class 7035

ADP Support Equipment, FSC Class 7042 - Mini and Micro Control Devices, and, FSC Class 7050 -  
ADP Components)

Third Party Maintenance

**SPECIAL ITEM NUMBERS 132-51, INFORMATION TECHNOLOGY (IT) PROFESSIONAL  
SERVICES**

IT Facility Operation and Maintenance (FPDS CODE D301)

IT Systems Development Services (FPDS CODE D302)

IT Systems Analysis Services (FPDS Code D306)

Automated Information Systems Design and Integration Services (FPDS Code D307)

Programming Services (FPDS Code D308)

IT Network Management Services (FPDS Code D316)

## PCB TECHNOLOGY CORPORATION

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**Contract Number: GS-35F-0772M**

**Period Covered by Contract:**

**SEPTEMBER 18, 2017 - SEPTEMBER 17, 2022**

General Services Administration  
Federal Acquisition Service

Pricelist current through Modification # **P005**, dated **June 19, 2017**

All IT Professional Services and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsadvantage.gov>).

# CUSTOMER INFORMATION

**1a. Awarded Special Item Number(s):**

SIN	Description
132-12	<b>Maintenance, Repair Service and Repair Parts</b>
132-51	<b>Information Technology (IT) Professional Services</b>

**1b.** Lowest Priced Model: See Pricing|Attached *Page 14*

**1c.** Professional Services Descriptions: Refer to below awarded GSA Schedule Contract Labor Categories and Pricelist *Page 22-23*

**2. Maximum Order:** (All dollar amounts are exclusive of any discounts for prompt payment.)

a. **Special Item 132-12 – Repair Parts/Spare Parts Only - \$10,000 Per Order**

*Note: Maximum Order does not apply to Special Item Number 132-12 Maintenance and Repair Service (except for Repair/Spare Parts)*

b. **Special Item 132-51 - Information Technology Professional Services - \$500,000 Per Order**

**2. Minimum Order:** \$200.00

**4. Geographic Scope of Coverage:** The Geographic Scope of Coverage is Domestic Delivery. This 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.

**5. Point(s) of production (city, county, and State or foreign country):** 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories.

**6. Discount from list prices or statement of net price:**

**PRICES SHOWN ARE NET PRICES; BASIC DISCOUNTS HAVE BEEN DEDUCTED.**

**7. Quantity Discount:** Discounts negotiated on a case-by case basis for any mix of equipment exceeding 50 units (same geographical site).

**8. Prompt Payment Terms:** One-quarter of one percent (1/4%) - Net 10 days from receipt of invoice or date of acceptance, whichever is later.

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

**9b.** Notification whether Government purchase cards are accepted above the micro-purchase threshold.

YES

10. **Foreign Items:** No foreign items are awarded under this contract.

11a. **Time of Delivery:**

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)

*132-12*

*As negotiated between PCB and the ordering activity*

*132-51*

*As negotiated between PCB and the ordering activity*

11b. **Expedited Delivery Terms:** As Negotiated between PCB Technology Corporation and the Ordering Activity

11c. **Overnight/2-Day Delivery Terms:** As Negotiated between PCB Technology Corporation and the Ordering Activity

11d. **Urgent Requirements:**

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

12. **FOB Point:** Destination

13a. **Ordering Address:** **PCB TECHNOLOGY CORPORATION**  
3865 Barcroft Lane, Lower Level  
Alexandria, Virginia 22312

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:** **PCB TECHNOLOGY CORPORATION**  
3865 Barcroft Lane, Lower Level  
Alexandria, Virginia 22312

15. **Warranty/Guarantee Provisions:** All services performed under this contract will be guaranteed to completed in a satisfactory workmanlike manner as delineated with this Authorized FSS IT Schedule Pricelist.

16. **Export Packing Charges:** Export Packing is available at extra cost outside the scope of this contract.
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). Government Purchase Cards accepted.
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 : As Negotiated between PCB Technology Corporation and the Ordering Activity
22. **List of Participating Dealers:** PCB Technology Corporation does not authorize any participating dealers under this contract.
23. **Preventive maintenance** – Not Applicable
- 24a. **Environmental Attributes** (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not Applicable
- 24b. **Section 508 Compliance:** If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: [www.pbcorp.com](http://www.pbcorp.com)  
  
Contact **PCB Technology Corporation** for Section 508 compliance information. The EIT standards can be found at: <http://www.section508.gov>
25. **Data Universal Numbering System (DUNS) Number: 62-437-4740**  
  
Taxpayer Identification Number (TIN): **54-1499657**  
Business Size: Small Disadvantage Business Concern  
CAGE Code: **05PR2**
26. **Notification regarding registration in Central Contractor Registration (CCR) database:**  
**PCB Technology Corporation** is currently registered and has an active registration within the System for Award Management (SAM) database.

**27. 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.

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

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

**29. Federal Information Technology Telecommunications 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.

**30. 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.

**31. 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.

**32. 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).

**33. 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)

**34. 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.gsaadvantage.gov>

**35. 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.

**36. 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.

**37. 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:

Not Applicable

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.

**38. 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).

**39. 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.

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

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



**41. 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.

**42. 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.

**43. 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>.

**44. 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 MAINTENANCE, REPAIR SERVICE AND REPAIR OF  
PARTS/SPARE PARTS FOR GOVERNMENT-OWNED GENERAL PURPOSE COMMERCIAL  
INFORMATION TECHNOLOGY EQUIPMENT (AFTER EXPIRATION OF GUARANTEE/WARRANTY  
PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT COVERED BY  
GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT**

**(SPECIAL ITEM NUMBER 132-12)**

**1. SERVICE AREAS**

a. The maintenance and repair service rates listed herein are applicable to any Government location within a fifty-mile (50) radius of the Contractor's service points. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.

**2. MAINTENANCE ORDER**

a. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. The Contractor shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item Number 132-12). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by the Contractor as prescribed by this paragraph, the order shall be considered to be confirmed by the Contractor.

b. The Contractor shall honor orders for maintenance for the duration of the contract period or a lesser period of time, for the equipment shown in the pricelist. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period.

c. Maintenance may be discontinued by the Government on thirty (30) calendar days written notice, or shorter notice when agreed to by the Contractor; such notice to become effective thirty (30) calendar days from the date on the notification. However, the Government may extend the original discontinuance date upon written notice to the Contractor, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.

d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.

e. Cross-year Funding Within Contract Period. Where an ordering office's specific appropriation authority provides for funds in excess of a 12 month, fiscal year period, the ordering office may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

f. Ordering offices should notify the Contractor in writing thirty (30) calendar days prior to the expiration of maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will be required if maintenance is to be continued during the subsequent period.

3. **SCOPE**

a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the Government Agency during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.

b. Equipment placed under maintenance service shall be in good operating condition.

(1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the Government.

(2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

(3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the Government, in accordance with the provisions of Special Item Number 132-12 (or outside the scope of this contract).

4. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**

a. Government personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.

b. Subject to security regulations, the Government shall permit access to the equipment which is to be maintained or repaired.

5. **RESPONSIBILITIES OF THE CONTRACTOR**

a. For equipment not covered by a maintenance contract or warranty, the Contractor's repair service personnel shall complete repairs as soon as possible after notification by the Government that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.

6. **INVOICE AND PAYMENTS**

a. MAINTENANCE SERVICE

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

(2) Payment for maintenance service of less than one month's duration shall be prorated at 1/30<sup>th</sup> of the monthly rate for each calendar day.

b. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS

Invoices for repair service and parts shall be submitted by the Contractor as soon as possible after completion of work. Payment under blanket purchase agreements will be made quarterly or monthly,

except where cash payment procedures are used. Invoices shall be submitted separately to each Government office ordering services under the contract. The cost of repair parts shall be shown as a separate item on the invoice, and shall be priced in accordance with paragraph #10, above. PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

#### MAINTENANCE RATE PROVISIONS

a. The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the Government.

b. REGULAR HOURS

The basic monthly rate for each make and model of equipment shall entitle the Government to maintenance service during a mutually agreed upon eight (8) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the Government location.

c. AFTER HOURS

Should the Government require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Periods of less than one hour will be prorated to the nearest quarter hour.

d. TRAVEL AND TRANSPORTATION

If any charge is to apply, over and above the regular maintenance rates, because of the distance between the Government location and the Contractor's service area, the charge will be:

**Travel to and from the Government Location to the Contractor's Service Center at the current per mile rate applicable in the Joint Travel Regulations.**

e. QUANTITY DISCOUNTS

Quantity discounts from listed maintenance service rates for multiple equipment owned and/or leased by a Government agency are indicated below:

***Quantity discounts shall be negotiated on a case-by-case basis with the Government. The number of geographically different sites, and the mix of equipment and number of units at each site for which service is required will determine size of the discounts (see paragraph I-8 in Part I)***

#### REPAIR SERVICE RATE PROVISIONS

a. CHARGES. Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.

b. MULTIPLE MACHINES. When repairs are ordered by a Government agency on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the Government, provided the time consumed in going between machines (or buildings) is reasonable.

c. TRAVEL OR TRANSPORTATION

(1) AT THE CONTRACTOR'S SHOP

(a) When equipment is returned to the Contractor's shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the Government location to the Contractor's plant, and return to the Government location, shall be borne by the Government.

- (b) The Government should not return defective equipment to the Contractor for adjustments and repairs or replacement without his prior consultation and instruction.
- (2) AT THE GOVERNMENT LOCATION (Within Established Service Areas)
  - (a) When equipment is repaired at the Government location, and repair service rates are established for service areas or zones, the listed rates are applicable to any Government location within such service areas or zones. No extra charge, time, or expense will be charged for travel or transportation of repairmen or machines to or from the Government office; such overhead is included in the repair service rates listed.
- (3) AT THE GOVERNMENT LOCATION (Outside Established Service Areas)
  - (a) The repair service rates listed for subparagraph (2) above apply, except that a travel charge per mile for repairmen will apply to the round-trip distance between the geographic limits of the applicable service area and the Government location. Such charge will apply as an additional charge, but it will be limited to one round trip for each request that is made by the ordering activity for repair service, regardless of whether repairs are performed at the Government location or at the Contractor's shop. The charge per mile will be computed using the amount stipulated in the most current Joint Travel Regulations.
  - (b) When the overall travel charge computed at the above mileage rate is unreasonable (considering the time required for travel, actual and necessary transportation costs, and the allowable Government per diem rate for each night the repairman is required to remain overnight at the Government location), the Government shall have the option of reimbursing the Contractor for actual costs, provided that the actual costs are reasonable and allowable. The Contractor shall furnish the Government with a report of travel performed and related expenses incurred. The report shall include departure and arrival dates, times, and the applicable mode of travel.

d. LABOR RATES

(1) REGULAR HOURS

The Regular Hours repair service rates listed herein shall entitle the Government to repair service during the period 8:00 a.m. to 4:30 p.m., Monday through Friday, exclusive of holidays observed at the Government location. There shall be no additional charge for repair service that was scheduled during Regular Hours, but performed outside the Regular Hours defined above, at the convenience of the Contractor.

(2) AFTER HOURS

When the Government requires that repair service be performed outside the Regular Hours defined above, except Saturdays, Sundays and Holidays observed at the Government location, the After Hours repair service rates listed herein apply. The Regular Hours rates defined above shall apply when repair service is requested during Regular Hours, but performed After Hours at the convenience of the Contractor.

(3) SATURDAY, SUNDAYS AND HOLIDAYS

When the Government requires that repair service be performed on Saturdays, Sundays and/or Holidays observed at the Government location, the Saturday, Sundays and Holidays repair service rates listed herein shall apply. When repair service is requested to be performed during Regular Hours and/or After Hours, but is performed at the convenience of the Contractor on Saturdays, Sundays or Holidays observed at the Government location, the Regular Hours and/or After Hours repair service rates, as applicable, shall apply.

## GSA SIN 132-12 MAINTENANCE & REPAIR SERVICE RATES

<b>MAINTENANCE AND REPAIR SERVICES</b>			
LOCATION	REGULAR HOURS	AFTER HOURS AND SATURDAYS	HOLIDAYS AND SUNDAYS
IT Repairman At Contractor's Facility	\$64.84	\$88.78	\$118.37
LOCATION	REGULAR HOURS	AFTER HOURS AND SATURDAYS	HOLIDAYS AND SUNDAYS
<b>IT Repairman At Contractor's Site within Service Area</b>	<b>\$74.81</b>	<b>\$102.43</b>	<b>\$136.58</b>
LOCATION	REGULAR HOURS	AFTER HOURS AND SATURDAYS	HOLIDAYS AND SUNDAYS
IT Repairman At Gov't Site Outside of Service Area	\$84.79	\$116.09	\$154.79

**Minimum charges include 1 full hour at the job site. Fractional hours will be prorated to the nearest quarter hour.**

### REPAIR PARTS/SPARE PARTS RATE PROVISIONS

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be new, standard parts manufactured by the equipment manufacturer. All parts shall be furnished at prices indicated in the Contractor's current commercial pricelist at a discount of **10%** from such listed prices.

### GUARANTEE/WARRANTY—REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS

- a. REPAIR SERVICE  
All repair work will be guaranteed/warranted for a period of 90 days.
- b. REPAIR PARTS/SPARE PARTS  
All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period of 90 days.

## **SALES AND AFTER SALES SERVICE PLAN**

PCB offers its maintenance and repair services throughout the 48 contiguous states, District of Columbia and Puerto Rico. Its organization, services, network of suppliers and quality assurance program are all geared to support customers' needs wherever they are. Since its inception in 1989 PCB Technology Corporation (PCB) has provided computer equipment repair and maintenance services for a multitude of complex, remote projects. For these projects, PCB is dedicated to resolving problems quickly and cost effectively focusing on the need for minimum downtime for any piece or collection of equipment. These projects are characterized by multiple concurrent tasks, broad disparity of technical requirements from task to task, fluctuating workload, diverse geographical sites and a variety of managerial factors that demand careful and thorough responsiveness by well-trained engineers and technicians, as well as by senior management.

Like the GSA schedule, these projects are task or delivery order contracts, with projects primarily conducted at the client's site, and they require on and off site personnel with significant specific technical experience and familiarity with the complex configurations of hardware that makes up a client's IT function. Over the years, experience gained in completing these projects has resulted in an approach to Quality Control that has proven to be very effective as measured by PCB's performance approval ratings. PCB depends on a lean corporate structure supported by a cadre of skilled engineers and technicians, thoroughly schooled in the aspects of Total Quality Management. This is reflected in the high degree of documentation implicit in the computer repair and maintenance business.

### **PCB's standard performance procedures upon award of a purchase/Task order under this contract are as follows:**

- A.** Upon award, PCB engineers perform an audit of a client's equipment to determine whether or not each item is in maintainable condition. If it is not, the client's contract representative is notified in writing within the first ten days. A list of such equipment is then developed which specifies the reason why the equipment is not maintainable. All other client specified equipment is then assumed to be maintainable. During this audit, PCB also verifies that all EC levels of the equipment are acceptable in accordance with the manufacturer's technical documentation. In the event that any equipment maintenance is discontinued, PCB provides the client with a certificate stating that the equipment has been maintained to the specifications of the manufacturer's technical documentation and is in proper operating condition.
- B.** Multi-vendor hardware maintenance services are available to the client 24 hours a day, 7 days a week and 365 days a year. In emergency situations, notification is given to PCB's central dispatch that service is required (using PCB's toll free 800 number). Upon receiving a request for maintenance services, PCB's ADPE engineers respond within 2 hours after notification. These engineers remain on-site until the necessary repairs are completed and the equipment is returned to normal operation, or until the client's representative agrees to defer the request for service. This type of remedial (or unscheduled) maintenance is performed at rates negotiated with the client.
- C.** PCB clients may request on-site service via the PCB website: [www.PCBCorp.com](http://www.PCBCorp.com) (select On-Line Service Request) or by placing a call directly to either the local number (703-642-0383) or by using the toll free 800-722-2744. Once basic data is obtained, the dispatch operator enters the information in the PCB database (Service Plus Software) and submits a service call number via e-mail. PCB prepares a preventive maintenance schedule that includes all of the information detailed below as part of the Field Service Report. Preventive maintenance will be scheduled and performed in order to prevent equipment malfunctions or component failure from occurring. The preventive maintenance schedule will meet or exceed the requirements of the equipment's manufacturers. This schedule is submitted to the client for acceptance prior to performance.
- D.** When maintenance is performed, PCB provides the client a field service report to the client prior to PCB's ADPE engineer leaving the site and will include: equipment/nomenclature, model and serial

number; status prior to maintenance and status after maintenance; problems detected, problems corrected, and problems identified but not isolated and a description of any parts replaced; non-problem maintenance performed; dates and times of notification, arrival of repairman, and completion of repairs; printed name and signature of person completing repairs; serial numbers of any equipment replaced; time spent for repair; and time expended in acquiring replacement parts. The client=s representative is asked to sign this report and verify and accept the equipment as being repaired or as an acceptance of the corrective action taken by the PCB ADPE engineer.

- E. PCB acquires parts from equipment sources throughout the U.S. and Canada. Whether these parts are new or parts that are warranted by the manufacturers of the products as new (often required for older equipment reconditioned parts), they will be certified prior to being placed on-site for use in effecting repair to any equipment listed by the client. PCB certifies that any parts that are utilized on a client=s specified equipment will be of an equivalent model and type already utilized on the equipment. Depending on the extent of a client=s equipment base, PCB ensures that sufficient critical parts are placed on-site so that equipment can be restored to service within specified times. Parts are tested and certified to ensure their reliability. This also ensures that the manufacturer has provided new or equal to new parts products. PCB standard ordering procedure is as follows:
- ▶ PCB provides a quote that includes pricing, availability, and schedule delivery date.
  - ▶ Once the order is received, the order is placed with a vendor, all equipment is sent to PCB from vendor and PCB insures that all equipment and parts are in working order and meet it Quality Assurance standards.
  - ▶ PCB issues an invoice including all data needed for the contracting officer and/or accounting department to process payment.
  - ▶ A copy of the invoice labeled “packing list” will be sent with the equipment to ensure that the client can check the items in the packaging prior to opening.
  - ▶ PCB offers the alternative to ship items via US Mail, Federal Express, or UPS, depending on a client=s preference.
  - ▶ An e-mail will be sent to the client containing information about when the package was sent out, expected arrival date, carrier and tracking number. PCB tracks the package until it has a confirmed arrival.
- F. PCB utilizes diagnostics available on the hardware at each client site, both on-line and off-line, in order to localize a particular maintenance problem. The diagnostics will be kept at a sufficient release level to support the era of technology in order to provide support to the equipment being diagnosed. In addition, PCB relies on a comprehensive database compiled over an extended period from its many government and private industry contracts. This data base details the various models of different equipment manufacturers, maintenance or service problems, actions taken, failure analysis and rates, performance under warranty, costs and parts availability, among other entries. PCB also uses automated tools to the maximum extent practicable to increase accuracy of data collection and information tracking.
- G. All PCB ADPE engineers have received formal training in maintaining the equipment listed by each client. Each ADPE engineer has a minimum of two years experience maintaining the hardware items, or a like or similar type of hardware item. In the event equipment has not been in the commercial market place for a four-year period, the individual will have experience equivalent to 50% of the time that the hardware items have been available. PCB is fully staffed with certified technicians with a combined experience of 45 years in the component level repair industry. Due to the dynamic nature of the IT universe, PCB tracks and provides appropriate training geared to new introductions of equipment or equipment updates. Using the most advanced troubleshooting equipment available today, PCB offers the technology of advanced surface mount soldering and desoldering capabilities.



H. PCB has experience with such manufactures as:

- **HP**
- **Lexmark**
- **IBM**
- **Dell**
- **Asus**
- **Acer**
- **Samsung**
- **Texas Instruments**
- **Xerox**
- **Apple**
- **Lenovo**
- **NEC**
- **Compaq**
- **Toshiba**
- **Epson**
- **Canon**
- **Fujitsu**
- **MicroSoft**

Repairs are performed both on-site and at PCB=s state-of-the-art depot facility in Alexandria, Virginia.

I. In order to meet all client=s requirements and needs, wherever they are located, PCB utilizes a vast network of subcontractors in the IT repair and service field. PCB makes a management determination, based on cost effectiveness, time and degree of emergency, as to whether to dispatch an engineer or technician from its depot or to engage a fully qualified individual selected from a variety of sources. Small businesses or individuals are gathered from:

- ▶ Local Departments of Commerce or Better Business Bureau.
- ▶ OEM=s, whose equipment is past the warranty period, to serve as subcontractors.
- ▶ Word of mouth from past contracts on which PCB served as either prime or sub.
- ▶ Third party vendors, distributors and suppliers gleaned from the PCB database.
- ▶ Advertisements in local media, trade publications, and newsletters.
- ▶ First hand references from OEMs.

J. In addition to the steps outlined above, PCB utilizes a series of quality control measures to ensure that all contracts are performed in a uniform and consistent fashion and that all work is performed using industry accepted practices and standards.

This is accomplished by:

- ▶ The use of the PCB troubleshooting database.
- ▶ The establishment of a project specific quality control plan tailored to the needs of the customer and their specific equipment configurations.
- ▶ The use of a set of clearly defined procedures, milestones and performance criteria in the execution of each step of a given project that adheres to established industry standards and practices.
- ▶ Constantly updating personnel/technician training with product updates, introductions, and the latest repair/maintenance techniques.

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

*\*NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.*

**1. SCOPE**

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

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

**10. ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

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

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

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

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

**11. INVOICES**

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

**12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4

(MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

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

**13. RESUMES**

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

**14. INCIDENTAL SUPPORT COSTS**

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

**15. APPROVAL OF SUBCONTRACTS**

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

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

Continues on the next page

## IT PROFESSIONAL SERVICES RATES

### SIN 132-51

### GSA PRICING

Figure 1, and continued on the following pages, contains PCB GSA Schedule pricing.

Figure 1 GSA SCHEDULE PRICE LIST SIN 132-51

SIN 132-51 - IT PROFESSIONAL SERVICES - WORK PERFORMED AT THE CONTRACTOR'S FACILITY - GOVERNMENT PRICING	
Position Description	PRICE PER HOUR
Project Manager	\$142.92
Technical Manager	\$128.63
Quality Assurance Specialist	\$89.32
Program Management Support Specialist	\$71.47
Senior Network Design Engineer	\$142.92
Intermediate Network Design Engineer	\$125.04
Network Design Engineer	\$94.68
Communications Engineer	\$116.09
VTC Engineer	\$75.04
Senior Systems Engineer	\$130.43
Intermediate Systems Engineer	\$117.89
Systems Engineer	\$62.55
Principal Software Engineer	\$130.43
Senior Software Engineer	\$98.25
Intermediate Software Engineer	\$73.24
Software Engineer	\$55.37
Senior Programmer	\$126.81
Programmer	\$121.48
Senior Hardware Design Engineer	\$123.25
Intermediate Hardware Design Engineer	\$105.38
Hardware Technician	\$60.75
Web Site Developer	\$116.12
Help Desk Tier I Support	\$66.09
Help Desk Tier II Support	\$82.17
Help Desk Tier III Support	\$91.11
Technical Writer	\$75.04
Training Instructor	\$80.37
Training Specialist	\$92.91
Administrative Assistance	\$53.60

Figure 2 GSA SCHEDULE PRICE LIST SIN 132-51 CONTINUED

<b>SIN 132-51 - IT PROFESSIONAL SERVICES - WORK PERFORMED AT THE GOVERNMENT'S FACILITY - GOVERNMENT PRICING</b>	
<b>Position Description</b>	<b>PRICE PER HOUR</b>
<b>Project Manager</b>	<b>\$109.35</b>
<b>Technical Manager</b>	<b>\$98.42</b>
<b>Quality Assurance Specialist</b>	<b>\$68.34</b>
<b>Program Management Support Specialist</b>	<b>\$54.68</b>
<b>Senior Network Design Engineer</b>	<b>\$109.35</b>
<b>Intermediate Network Design Engineer</b>	<b>\$95.67</b>
<b>Network Design Engineer</b>	<b>\$72.44</b>
<b>Communications Engineer</b>	<b>\$88.82</b>
<b>VTC Engineer</b>	<b>\$57.41</b>
<b>Senior Systems Engineer</b>	<b>\$99.79</b>
<b>Intermediate Systems Engineer</b>	<b>\$90.20</b>
<b>Systems Engineer</b>	<b>\$47.85</b>
<b>Principal Software Engineer</b>	<b>\$99.79</b>
<b>Senior Software Engineer</b>	<b>\$75.17</b>
<b>Intermediate Software Engineer</b>	<b>\$56.04</b>
<b>Software Engineer</b>	<b>\$42.36</b>
<b>Senior Programmer</b>	<b>\$97.03</b>
<b>Programmer</b>	<b>\$92.94</b>
<b>Senior Hardware Design Engineer</b>	<b>\$94.30</b>
<b>Intermediate Hardware Design Engineer</b>	<b>\$80.62</b>
<b>Hardware Technician</b>	<b>\$46.48</b>
<b>Web Site Developer</b>	<b>\$88.84</b>
<b>Help Desk Tier I Support</b>	<b>\$50.56</b>
<b>Help Desk Tier II Support</b>	<b>\$62.87</b>
<b>Help Desk Tier III Support</b>	<b>\$69.71</b>
<b>Technical Writer</b>	<b>\$57.41</b>
<b>Traning Instructor</b>	<b>\$61.49</b>
<b>Training Specialist</b>	<b>\$71.09</b>
<b>Administrative Assistance</b>	<b>\$41.01</b>

# LABOR CATEGORY DESCRIPTIONS FOR SIN 132-51

## DESCRIPTION OF SERVICES

### MANAGEMENT

#### 1. **Project Manager**

##### Minimum/General Experience

Participate in the definition and coordination of projects in varying stages of development. Provides support from the Project Initiation phase through the Implementation and follow-on production support phase of a project. Within the project phases, understand and support project methodology to ensure the successful development of solutions for new and revised business applications. Assist with development and implementation of project plans for business systems and application development. Provide interdependent project links via the Network. Provide graphic representations needed for project support in Gnat, Pert, or other resource specific formats. Define, validate and balance dependencies within projects, communicate the alternatives and balance resources to facilitate the goals and objectives established by senior management. Projects will include development, enhancement or production support of, but are not limited to, UNIX, Windows, LAN, and mainframe related systems. Assist with contingency planning and execution of implementation plans specific to project objectives.

Relevant experience includes, but is not limited to, experience in managing projects, contracts, funds, and resources.

##### Functional Responsibility

Duties may include contract management, large project management, and interface with the customer.

##### Qualifications

BS in Computer Science, Computer Engineering, Information Technology, or equivalent - MBS or MS in Computer Science/Project Management preferred. Very strong oral and written communications skills; excellent analytical skills; proven project management and organizational skills; excellent requirements definition and design skills; expert knowledge in one or more of the following: MS-Project, Excel, Lotus Notes, MS-Office, Lotus 1-2-3, Novell LAN Security or Contingency, Sun/UNIX, data communications, or Sybase; proven customer/client service expertise. Certified Project Manager Certificate or two + years of project management experience and three + years of UNIX client server or LAN client server experience.

#### 2. **Technical Manager**

##### Minimum/General Experience

Relevant experience includes, but is not limited to, progressive hardware/software development experience and management of contracts.

##### Functional Responsibility

Duties may include managing technical areas of projects and serving as the focal point for questions about projects.



Qualifications

Requires a Bachelor's degree and five years of experience (or equivalent combination of education and experience).

**3. Quality Assurance Specialist**

Minimum/General Experience

Develops and implements plans ensuring that work processes, systems, and products are tested, error free and meet stated requirements and specifications before implementation. Must be adept at quality control procedures, problem definition and resolution and capable of documenting problems, and preparing recommendations for their solution. Demonstrated ability to perform and coordinate quality assurance activities such as the design and development of test plans, criteria and procedures, to assemble test data information, and to conduct, evaluate and verify test results. Relevant experience includes, but is not limited to, configuration management, software testing, application of metrics to software quality assessment, and team leader responsibilities.

Functional Responsibility

Duties may include establishing and maintaining a process for evaluating software and associated documentation, and providing daily supervision and direction to support staff.

Qualifications

Requires a Bachelor's degree and three years experience (or equivalent combination of education and experience).

**4. Program Management Support Specialist**

Minimum/General Experience

Relevant experience may include, but is not limited to, graphics, report preparation, and experience in contract administration.

Functional Responsibility

Duties may include assisting in the preparation of management and financial reports and presentations.

Qualifications

Requires a Bachelor's degree and two years experience (or equivalent combination of education and experience).

**DESIGN ENGINEERS**

**5. Senior Network Design Engineer**

Minimum/General Experience

Relevant experience includes, but is not limited to, expert knowledge of system analysis, design methodologies and tools, and experience with large and complex networks.

Functional Responsibility

Duties may include performing, leading, and coordinating the analysis and design of system architectures to include software, hardware, and communications, system development, integration, and migration.

Qualifications

Requires a Bachelor's degree and seven years experience (or equivalent combination of education and experience).

**6. Intermediate Network Design Engineer**

Minimum/General Experience

Relevant experience includes, but is not limited to, knowledge of system analysis and design methodologies and tools, and experience with industry standard networks.

Functional Responsibility

Duties may include performing and sometimes leading architecture analysis and design; system development, integration, and migration.

Qualifications

Requires a Bachelor's degree and five years of experience (or equivalent combination of education and experience).

**7. Network Design Engineer**

Minimum/General Experience

Two years of relevant experience includes, but is not limited to, knowledge of system analysis, tools, and industry standard networks.

Functional Responsibility

Duties may include performing system analysis, design, and development tasks, usually under the guidance of a more senior leader or manager.

Qualifications

Requires a Bachelor's degree (or equivalent combination of education and experience).

**8. Communications Engineer**

Minimum/General Experience

Relevant experience includes, but is not limited to, supervisory experience; planning, designing, installing, and supporting communications networks; knowledge of communications engineering principles; and network analysis.

Functional Responsibility

Duties may include providing technical direction for communications activities, evaluation of communications systems, and supervision of network maintenance and staff.

Qualifications

Requires a Bachelor's degree and ten years experience (or equivalent combination of education, certification, and experience).

**VIDEO TELE CONFERENCING OPERATIONS**

**9. VTC Technician**

Minimum/General Experience

Minimum two years of relevant experience in setting up, scheduling and initiating point-to-point and multi-point VTC sessions.

Functional Responsibility

Responsibilities include but not limited to Configuring, initiating, setting up, schedule, monitor and troubleshoot VTC sessions. Fully document VTC procedures for inclusion in the Standard Operating Procedures.

Qualifications

Two years of college education with at least two years of relevant experience. (or equivalent combination of education, certification, and experience).

**SYSTEMS ENGINEERS**

**10. Senior Systems Engineers**

Minimum/General Experience

Seven years of experience in an area of specialization associated with the requirement. Experience with government or industry standards, processes, procedures, methodologies, or tools that support analysis as relative to the requirement.

Functional Responsibility

Duties include, but are not limited to, performing hardware and software analyses to provide comparative data or performance characteristics and suitability within the existing environment. Monitoring network operations ensures properly set configuration options and provides technical expertise and technical direction in integration and testing of LAN/WANs.

Qualifications

Requires a Bachelor's degree (or equivalent combination of education and experience).

**11. Intermediate Systems Engineer**

Minimum/General Experience

Five years of experience in an area of specialization associated with the requirement. Experience with government or industry standards, processes, procedures, methodologies, or tools that support analysis as relative to the requirement.

Functional Responsibility

Duties include, but are not limited to, analyzing, identifying and resolving routine network hardware, circuit and transmission of logic problems. Also assess and analyzes network transmission applications to resolve reported malfunctions.

Qualifications

Requires a Bachelor's degree (or equivalent combination of education and experience).

**12. Systems Engineer**

Minimum/General Experience

Two years of experience in an area of specialization associated with the requirement. Experience with government or industry standards, processes, procedures, methodologies, or tools that support analysis as relative to the requirement.

Functional Responsibility

Duties include, but are not limited to, analyzing, identifying and resolving routine network hardware, circuit and transmission of logic problems. Also assess and analyzes network transmission applications to resolve reported malfunctions. Works under the supervision of Senior or Systems Engineer.

Qualifications

Requires Associate's degree (or equivalent combination of education and experience).

**PROGRAMMING**

**13. Principal Software Engineer**

Minimum/General Experience

Relevant experience includes, but is not limited to, analysis and design of applications on complex systems, use of programming languages, and knowledge of storage and retrieval methods.

Functional Responsibility

Duties may include providing leadership services in the application of software to solve scientific, engineering, database, and other technical problems.

Qualifications

Requires a Master's degree and ten years experience (or equivalent combination of education and experience).

**14. Senior Software Engineer**

Minimum/General Experience

Relevant experience includes, but is not limited to, use of programming languages, knowledge of database management systems, and software development management experience.

Functional Responsibility

Duties may include performing, leading, and coordinating activities in one or more of the following areas: requirement analysis, design analysis, design, programming, software integration, documentation, test and evaluation, and other technical tasks.

Qualifications

Requires a Bachelor's degree and ten years experience (or equivalent combination of education and experience).

**15. Intermediate Software Engineer**

Minimum/General Experience

Relevant experience includes, but is not limited to, use of programming languages and knowledge of database management systems.

Functional Responsibility

Duties may include requirement analysis, design analysis, design, programming, software integration, documentation, test and evaluation, and other technical tasks.

Qualifications

Requires a Bachelor's degree and three years experience (or equivalent combination of education and experience).

**16. Software Engineer**

Minimum/General Experience

Relevant experience includes, but is not limited to, use of programming languages.

Functional Responsibility

Duties may include analysis, design, programming, and documentation tasks, usually under the guidance of a more senior leader or manager.

Qualifications

Requires a Bachelor's degree (or equivalent combination of education and experience).

**17. Senior Programmer**

Minimum/General Experience

Relevant experience includes, but is not limited to, knowledge of management information systems and ADP system concepts, and experience as a programming team leader. Y2k year 2000 programming experience is important but not necessary.

Functional Responsibility

Duties may include designing, programming, documenting, and implementing software applications.

Qualifications

Requires a Bachelor's degree and three years experience (or equivalent combination of education and experience).

**18. Programmer**

Minimum/General Experience

Relevant experience includes, but is not limited to, knowledge of management information systems, familiarity with structured system development. . Y2k year 2000 programming experience is important but not necessary.

Functional Responsibility

Responsible for writing, testing, debugging and documenting computer programs.

Qualifications

Requires a Bachelor's degree (or equivalent combination of education and experience).

**HARDWARE ENGINEERING**

**19. Senior Hardware Design Engineer**

Minimum/General Experience

Minimum eight years of relevant experience in design, developments and debug of digital circuits build prototypes and follow up to production releases.

Functional Responsibility

Responsibilities include but not limited to starting from defining specifications, designing in state of art technology, knowledge of components, producing functioning prototype, and follow up to ultimate production releases.

Qualifications

Four years of college education with at least eight years of relevant experience. (or equivalent combination of education, certification, and experience).

**20. Intermediate Design Engineer**

Minimum/General Experience

Minimum four years of relevant experience in design, developments and debug of digital circuits, build prototypes and follow up to production releases.

Functional Responsibility

Responsibilities include but not limited to designing digital circuits in state of art technology, knowledge of components, producing functioning prototype, and follow up to ultimate production releases.

Qualifications

Two years of college education with at least four years of relevant experience. (or equivalent combination of education, certification, and experience.

**21. Hardware Technician**

Minimum/General Experience

Minimum three years of relevant experience in development and debug of digital circuits at the component level.

Functional Responsibility

Responsibilities include but not limited to wire wrapping digital circuits in state of art technology, knowledge of components, producing functioning prototype, and follow up to ultimate production releases.

Qualifications

Two years of college education with at least two years of relevant experience. (or equivalent combination of education, certification, and experience.

**INTERNET/INTRANET**

**22. WEB Site Developer**

Minimum/General Experience

Experience with developing and implementing Internet solutions in a Windows-NT environment and demonstrated efficiency using Web Internet development and integration tools in server-based APIs, HTML and JAVA.

Functional Responsibilities

Responsible for WEB page development for both the Internet and Enterprise Intranets. Will apply Internet/Intranet technology to support mission-critical business applications.

Qualifications

The position requires BS/BA in CS, EE, or IS/IT-related field. A minimum of one-year recent experience developing and implementing Internet solutions in Windows-NT environment.

**HELP DESK SUPPORT**

**23. Help Desk Tier I Support**

Minimum/General Experience

Minimum two years of relevant experience in trouble shooting Tier I calls resolving problems on the phone.

Functional Responsibility

Responsibilities include but not limited to providing a single “point-of-contact” for all action requests. The individual should view the 'action request process', as a “closed loop” mechanism that assures that each request is tracked through completion.

Qualifications

High School graduate with at least two years of relevant experience. (or equivalent combination of education, certification, and experience).

**24. Help Desk Tier II Support**

Minimum/General Experience

Minimum four years of relevant experience in trouble shooting Tier II level support Must be Hardware and software trained professional who respond to action requests generated by tier I personnel.

Functional Responsibility

Responsibilities include but not limited to trouble shooting hardware and software; hardware and software installation, upgrades, and setup; evaluate and test hardware and software on existing equipment. Provide immediate, real-time assistance in response to end-user questions and trouble reports.

Qualifications

Two years of college education with at least four years of relevant experience. (or equivalent combination of education, certification, and experience).

**25. Help Desk Tier III Support**

Minimum/General Experience

Minimum six years of relevant experience in trouble-shooting Tier III level support. Must be specialized-trained professional who responds to action requests that cannot be handled by tier I and tier II professionals.

Functional Responsibility

Responsibilities include but not limited to providing “desk-side” assistance to the end-user community in those situations where a question or problem cannot be adequately answered at the Tier I or Tier II level. Provide support in developing special application projects to assist the end-user. Provide network administrative support to the end user.

Qualifications

Four years of college education with at least eight years of relevant experience. (or equivalent combination of education, certification, and experience).

**TRAINING AND TECH WRITING**

**26. Technical Writer**

Minimum/General Experience

Previous work experience in documenting technical guidelines and procedures. Superior written communications skills and familiarity with terms and techniques of technology is essential.

Functional Responsibility

Duties include analyzing, organizing, developing, preparing, writing, editing and printing manuals, presentations, technical systems specifications, and documentation and process/data flow diagrams in an information environment.

Qualifications

Two years of college education.

**27. Training Instructor**

Minimum/General Experience

Five years of general experience, including three years of specialized experience as an instructor.

Functional Responsibility

Responsible for but not limited to developing and conducting courses with prepared or developed instructional materials to educate technical and non-technical personnel.

Qualifications

Requires two years of associated degree and three years of experience as an instructor.

**28. Training Specialist**

Minimum/General Experience

Eight years general experience, including five years of specialized experience as an instructor.

Functional Responsibility

Responsibilities include, but are not limited to developing and conducting classes with prepared or developed instructional materials to educate technical and non-technical personnel as well as gathering and assimilating information on subject matter, organize and condense material and prepare course outlines.

Qualifications

Requires a Bachelor's degree.

**29. Administrative Assistant**

Minimum/General Experience

Relevant experience includes, but is not limited to supporting program office in travel, keeping calendar, copying, and other office work. Must have some computer knowledge in MS office suite or equivalent other off the shelf software products.

Functional Responsibility

Duties may include assistance with the general office work including making travel arrangements, type up reports, take minutes in the organization meetings, produce spreadsheets, and create word processor documents.

Qualifications

Requires high school diploma and one year experience.



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