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

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

FPDS Code D301 IT Facility Operation and Maintenance
FPDS Code D302 IT Systems Development Services
FPDS Code D306 IT Systems Analysis Services
FPDS Code D307 Automated Information Systems Design and Integration Services
FPDS Code D308 Programming Services
FPDS Code D310 IT Backup and Security Services
FPDS Code D311 IT Data Conversion Services
FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316 IT Network Management Services
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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

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

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

OpTech, LLC
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Contract Number   **GS35F-0136S**

Period Covered by Contract: December 20, 2010 – December 19, 2015

General Services Administration Federal Supply Service

Pricelist current through Modification   Number PO-0013 Dated May 18, 2015

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

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INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

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

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

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

1.   Geographic Scope of Contract:

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

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

Offerors are requested to check one of the following boxes:

        [ ]   The Geographic Scope of Contract will be domestic and overseas delivery.
        [ ]   The Geographic Scope of Contract will be overseas delivery only.
        [X]   The Geographic Scope of Contract will be domestic delivery only.

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area: Not Applicable_____

2.   Contractor's Ordering Address and Payment Information:

The following is the address for ordering staffing services:

Sheffield Office Park, 3290 W. Big Beaver Rd., Suite 220, Troy, MI 48084

Please send payments to: 3290 W. Big Beaver Rd., Suite 220, Troy, MI 48084

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will not be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: (313) 962-9000

When Authorized Dealers are allowed by the Contractor to bill ordering activities and accept payment, the order and/or payment must be in the name of the Contractor, in care of the Authorized Dealer.

3.   LIABILITY FOR INJURY OR DAMAGE

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

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

   Block 9: G. Order/Modification Under Federal Schedule
   Block 16: Data Universal Numbering System (DUNS) Number: 12-7865447
   Block 30: Type of Contractor - __A_____

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

   Block 31: Woman-Owned Small Business - __YES_____
   Block 36: Contractor's Taxpayer Identification Number (TIN): ___38-3460326_____

4a.   CAGE Code: __3XZS4_____
4b.   Contractor has registered with the Central Contractor Registration Database.

5.   FOB Destination

6.   DELIVERY SCHEDULE

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

SPECIAL ITEM NUMBER   DELIVERY TIME (Days ARO)

   ___132-51_____   _30__ Days

   _____   _____ Days

_____
_____

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

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

   a.   Prompt Payment: 0% -N30 days from receipt of invoice or date of acceptance, whichever is later.
   b.   Quantity

  c.   Dollar Volume

  d.   Government Educational Institutions

  e.   Other

8.   Trade Agreements Act of 1979, as amended:

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

9.   Statement Concerning Availability of Export Packing:

10.   Small Requirements: The minimum dollar value of orders to be issued is $100.

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

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

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

b.   The Maximum Order value for the following Special Item Numbers (SINs) is $25,000:

   Special Item Number 132-50 - Training Courses

12.   ORDERING PROCEEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

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

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

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need not seek further competition, synopsize the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the Government s needs.

   a.   Orders placed at or below the micro-purchase threshold. Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

   b.   Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the supply or service offered under MAS contracts by using the GSA Advantage! on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the

agency s needs. In selecting the supply or service representing the best value, the ordering office may consider--

(1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;

(2) Trade-in considerations;

(3) Probable life of the item selected as compared with that of a comparable item;

(4) Warranty considerations;

(5) Maintenance availability;

(6) Past performance; and

(7) Environmental and energy efficiency considerations.

c. Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering office to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering offices shall--

- Review additional Schedule Contractors catalogs/pricelists or use the GSA Advantage! on-line shopping service;

(2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and

(3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

(1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);

(2) Offer the lowest price available under the contract; or

(3) Decline the order (orders must be returned in accordance with FAR 52.216-19).

d. Blanket purchase agreements (BPAs). The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

e. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering office finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering office the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual agency for a specific order.

f. Small business. For orders exceeding the micro-purchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

g. Documentation. Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an agency requirement in excess of the micro-purchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering office shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the agency s needs.

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

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

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

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

(a)   Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b)   Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

(c)   Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d)   Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e)   Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f)   Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

(g)   Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

(h)   Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

(i)   Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

(j)   Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

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

16.   GSA Advantage!

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

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

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

17.   PURCHASE OF OPEN MARKET ITEMS

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

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

(1)   All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));

(2)   The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;

(3)   The items are clearly labeled on the order as items not on the Federal Supply Schedule; and

(4)   All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18.   CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

(1)   Time of delivery/installation quotations for individual orders;

(2)   Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

(3)   Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

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

19.   OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, 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.

20.   BLANKET PURCHASE AGREEMENTS (BPAs)

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

21.   CONTRACTOR TEAM ARRANGEMENTS

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

22.   INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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

23.   SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

       www.optechus.com

The EIT standard can be found at: www.Section508.gov/.

24.   PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

> (a)   A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

> (b)   The following statement:

>> This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

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

(a)   The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b)   Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

> (1) For such period as the laws of the State in which this contract is to be performed prescribe; or

> (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c)   The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26.   SOFTWARE INTEROPERABILITY.

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

27.   ADVANCE PAYMENTS

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

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

1.   SCOPE

a.   The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC Services within the scope of this Information Technology Schedule.

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

2.   PERFORMANCE INCENTIVES

a.   Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.

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

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

3.   ORDER

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

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

4.   PERFORMANCE OF SERVICES

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

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

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

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

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

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

(1) Cancel the stop-work order; or

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

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

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

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

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

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

6.   INSPECTION OF SERVICES

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

7.   RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8.   RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/EC Services.

9.   INDEPENDENT CONTRACTOR

All IT/EC 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/EC services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12.   PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

13.   RESUMES

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

14.   INCIDENTAL SUPPORT COSTS

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

15.   APPROVAL OF SUBCONTRACTS

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

16.	DESCRIPTION OF IT SERVICES AND PRICING

GSA SERVICES PRICE LIST - EFFECTIVE: January 1, 2015

GSA Labor Category	FY2015
Program Manager	126.38
Software Engineering Manager	122.53
Technical Manager	116.07
Project Manager I	116.07
Principal Software Engineer	109.56
Senior Software Engineer	94.15
Software Engineer	83.83
Junior Software Engineer	65.07
QA Engineer	99.30
Help Desk Manager	70.94
Help Desk Specialist	51.59
Training Specialist	86.41
Senior IT Specialist	126.38
Lead Programmer Analyst	122.53
Programmer Analyst	94.15
Systems Engineering Manager	126.38
Systems Engineer	96.74
Systems Administrator I	94.15
Software Systems Architect	90.28
Network Specialist	93.94
Systems Analyst	96.74
BPR Analyst	96.74
BPR Specialist/Senior Analyst	103.17
Database Design Analyst	96.74
Principle Test Specialist	99.30
Senior Test Specialist	79.96
Technical Writer	43.85
Senior E-Commerce Specialist	90.28
Senior Technician	76.72
Junior Technician	63.62
Subject Matter Expert V	126.38
Senior Database Engineer/Developer	156.48

Program Manager

Summary: Plans, directs, and coordinates activities of technology projects to ensure that project goals are accomplished by performing the following duties personally or through subordinate supervisors.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Consults with management and reviews project/proposals to determine goals, timeframe, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of resources.
- Develops program plans specifying goals, strategy, staff, scheduling, identify of risks, contingency plans, and allocation of available resources.
- Formulates and defines scope and objectives of program.
- Identifies and schedules project deliverables, milestones, and required tasks.
- Coordinates recruitment or assignment of project managers and other senior personnel.
- Assigns duties, responsibilities, and scope of authority to project managers and other senior personnel.
- Directs and coordinates activities of project managers and other senior personnel to ensure projects progress on schedule and within budget.
- Establishes standards and procedures for project reporting and documentation.
- Reviews status reports prepared by project managers and modifies schedules and plans as required.
- Prepares program status reports and keeps management, clients, and others informed of project status and related issues.
- Confers with project managers to provide technical advice and to resolve problems.
- Monitors project results against technical specifications.
- Develops and maintains program documentation.

Qualifications: At least eight years of relevant managerial experience with progressive accomplishments and leadership skills. Must be able to plan, direct, and coordinate all technical and administrative activities and be able to supervise senior managers and technical personnel. Should also have excellent communication skills and be able to interface with customers, clients, and end-users.

Education: Advance degree in Engineering/ Management/Science or related field.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

Software Engineering Manager

Summary: Provides and maintains all software development processes. Manages the activities of all software engineers. Provides technical leadership. Has hands-on management with multiple roles including software development projects; develops project plans staffing; contributes to product development; software architecture; and interfaces with clients, marketing, sales, customer service, and other engineering groups.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Has responsibility for the career and personal development of all software engineering staff, including recruitment, training, and allocation to projects.
- Consults with hardware engineers and other engineering staff to evaluate interface between hardware and software, and operational and performance requirements of overall system.

- Works closely with software engineers and technical managers of all projects to provide advice and direction where necessary to ensure that all software being developed meets or exceeds SEI Level 3 within a continuous improvement program
- Responsible for the group s performance, schedule, target qualifications, and defining/implementing the standard processes for developing software.
- Meets adjusted cost targets and schedules.
- Maintains frequent contact with the client, both informally and through weekly/monthly meetings, in order to provide strong links between the company and the clients.
- Articulates a consistent vision of a professional Software Engineering group performing to the highest standards.

Qualifications: Minimum of seven to ten years of overall experience, including a minimum of five years management experience. Strong background in developing commercial software in C or C++ as well as Internet and communications experience. Knowledge and experience in TCP/IP protocols, Internet application protocols (SMTP, HTTP, HTML), or Java is preferred. Good communication and customer interface skills required.

Education and/or Experience: Bachelor s degree (BS) in Computer Science/Math/Engineering and a minimum of seven to ten years of overall experience. Minimum of five years management experience.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

Technical Manager

Job Description: In-depth knowledge of software engineering techniques and concepts. Management of software projects and technical staff. Liaison to client s project manager and contracting officer.

Education/Experience: Eight or more years of experience in a computer related field, two or more years of experience as a group leader of five or more software engineers with prime responsibility for design, programming and testing.

Project Manager I

Summary: Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the task order-level TMs, 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. Performs enterprise wide horizontal integration planning and interfaces to other functional systems
Essential Duties/Responsibilities:

- Assistance to Program Manager in working with various government representatives and with other Program and Task related activities.
- Task management to include timely delivery and implementation of scheduled deliverables.
- Project Planning and scheduling of tasks and resources.
- On-going project status reporting.

Qualifications: A total of five (5) years of demonstrated experience within the last ten (10) years is required for this position. Three (3) years must be specialized management experience as defined below. The remainder may be specialized or general experience. Must demonstrate experience for oral and

written communications with all levels of management; and demonstrate experience in each duty described above.

Supervision and management of information systems projects involving six (6) to eight (8) or more people. Should have experience with management of projects using a software engineering methodology such as Institute of Electrical and Electronics Engineers/Electronic Industries Association (IEEE/EIA) 12207.0, Industry Implementation of International Organization for Standardization/International Electro technical Commission (ISO/IEC) 12207, Standard for Information Technology--Software Life Cycle Processes.

Demonstrated progressively difficult information systems management experience.

Education/Experience: Bachelor s degree (BS) in Computer Science/Math/Engineering and a minimum of seven to ten years of overall experience. Minimum of five years management experience.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

Principle Software Engineer (Group Leader)

Job Description: In-depth knowledge of Mini and Micro systems, software engineering techniques and concepts. Performs analysis on design, implementation, and software performance, code review, testing and programming.

Education/Experience: Bachelor s Degree in Computer Science or related subject. Seven or more years of experience in computer related field. Strong communications skills. One or more years of experience in leading three or more software engineers. Experience in three of the following areas:

- C and/or C+, Pascal, Fortran COBOL Language
- Windows NT, UNIX, OpenVMS, MVS Operating Systems
- Knowledge of Computer data-structures and algorithms
- Software Quality Assurance, Setting & Managing SCM libraries & stalling SCM software (PVCS/CMS)
- CASE, VMS and MS Tools

Senior Software Engineer:

Job Description: Perform analysis, software development, testing and provide support in all phases of the software lifecycle. Review and evaluate software system requirements and design.

Education/Experience: Bachelor s Degree in Computer Science or related subject. Five or more years of experience in computer related field. In-depth knowledge of Mini and Micro systems, software engineering techniques and concepts. Experience in three of the following areas:

- C and/or C+, Pascal, Fortran COBOL Language
- Windows NT, UNIX, OpenVMS, MVS Operating Systems
- Knowledge of Computer data-structures and algorithms
- Software Quality Assurance, Setting & Managing SCM libraries & stalling SCM software (PVCS/CMS)
- CASE, VMS and MS Tools

Software Engineer

Job Description: Perform software development, testing and provide support in all phases of the software lifecycle.

Education/Experience: Bachelor s Degree in Computer Science or related subject. Three to four more years of experience in computer related field. Strong knowledge of Mini and Micro systems, software engineering techniques and concepts. Experience in three of the following areas:

- C and/or C+, Pascal, Fortran COBOL Language
- Windows NT, UNIX, OpenVMS, MVS Operating Systems
- Knowledge of Computer data-structures and algorithms
- Software Quality Assurance, Setting & Managing SCM libraries & stalling SCM software (PVCS/CMS)
- CASE, VMS and MS Tools

Junior Software Engineer

Job Description: Develop, test, maintain and document code using higher languages.

Education/Experience: Bachelor s Degree in Computer Science or related subject. Two or more years of experience in computer-related field or an advanced degree in computer related subject. Working knowledge of Microcomputers and COTS software. Experience in three of the following areas:

- C and/or C+, Pascal, Fortran COBOL Language
- Windows NT, UNIX, OpenVMS, MVS Operating Systems
- Knowledge of Computer data-structures and algorithms
- Software Quality Assurance, Setting & Managing SCM libraries & stalling SCM software (PVCS/CMS)
- CASE, VMS and MS Tools

Computer Operations Supervisor

Summary: Supervises and coordinates activities of workers operating computers and peripheral equipment by performing the following duties personally or through subordinate supervisors.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Assigns staff and schedule work to facilitate production.
- Directs training or trains workers to operate computer and peripheral equipment.
- Confers with programmers and operates computer to test new and modified programs.
- Directs operation of computer to execute program, and observes operation to detect error or failure in progress of program
- Reads monitor and enter commands to help computer operators identify and correct errors.
- Revises input data and program to continue operation of program.
- Notifies programming and maintenance personnel if unable to locate and correct cause of processing error or failure.
- Revises operation schedule to adjust for delays.
- Prepares or reviews production, operating, and down time records and reports.
- Recommends changes in programs, routines, and quality control standards to improve computer-operating efficiency.
- Consults with supervisor about problems such as equipment performance, output quality, and maintenance schedule.
- Coordinates flow of work between shifts to ensure continuity.
- Issues written and oral instructions.
- Maintains harmony among workers and resolves grievances.

- Adjusts errors and complaints.

Qualifications: At least three to five years experience in computer operation. Knowledge and domain specific (like in UNIX, Database-Oracle, VAX/VMS, PC and networking) experience preferred. Should be proactive and be able to work independently. Should have effective communication and good interpersonal skills.

Education and/or Experience: At least an associate s degree in Computer Studies or related field.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

Quality Assurance Engineer

Summary: Has responsibility for quality assurance-related activities, including but not limited to refining the quality assurance program for the software development lifecycle. Will be responsible for all initiatives related to product reliability and integrity. Will help further develop a strong, focused, and effective independent testing function; will institute software inspections and phase reviews, which will resolve problems early in the development cycle. Will use preventive techniques, such as defect root cause analysis and lessons learned sessions for continuous improvement.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Ensures that software developed is in satisfaction of and in compliance with established quality standards and cost and schedule requirements.
- Collaborates with and consults management on all quality-related issues.
- Will be involved with requirement analysis, design reviews, process evaluation, end-of-phase reviews, and acceptance.
- Ensures defined methodologies, processes (SEI/CMM) and procedures (SEI/CMM) are adhered to and that products satisfy customer requirements.
- Develops, applies, revises, and maintains quality standards for processing materials, solving complex quality problems in creative and effective ways.
- Has strong working knowledge of quality and reliability concepts in product software development.
- Interfaces with engineering personnel to ensure total customer satisfaction with respect to product reliability.
- Develops, organizes, and manages the implementation of quality programs to achieve the lowest defect rate for products.
- Creates, evaluates, and analyzes quality inspections and testing methods; recommends improvements;
- Ensures adherence to quality control procedures during various production phases.
- Evaluates quality for new designs as they relate to product performance and adherence to specifications.
- Maintains and updates quality control manuals.

Qualifications: Two years of QA experience is required. Should have knowledge of software development SEI CMM, TQM, and database management. Should be analytical, logical, structured, creative, innovative, and flexible. Should be proactive, have good judgment skills, good written and oral communication skills. Should be an excellent communicator and a persuasive speaker.

Education and/or Experience: A BA/BS degree is preferred in computer science or related field. Should have experience managing a testing/QA team, developing methodologies and standards.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Strong communication skills required to interact with company personnel, at all levels, vendors, and clients.

Configuration Management (CM) Manager

Summary: Develops configuration management plans and procedures to comply with SEI/CMM requirements and implements them on a day-to-day basis. Responsible for software version control and build management. Implement processes to identify, track, and manage source changes and builds.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Develops plans and procedures that are compliant with SEI/CMM requirements.
- Designs and develops support forms and databases, while configuring version management and defect tracking tools to meet specific project needs.
- Performs configuration identification, configuration control and release management, configuration status accounting, and configuration audit activities.
- Develops, maintains, and releases products, providing consistency and control throughout product life cycle.
- Implement processes to identify, track, and manage source changes and builds.
- Develops document change control procedures; distributes project documents, and communicates changes.
- Provides managerial direction to others, as needed.

Qualifications: Minimum of three years overall experience. Should have some team leading or other management experience. Should have experience in configuration management, programming, and systems administration. Experience writing Software CM procedures and standards. Database and QA experience helpful. Should have good interpersonal skills, teamwork and communication skills.

Education: Bachelor s degree (B.S.) and experience in Computer Science/Math/Engineering.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

Configuration Management Specialist

Summary: Preparing, tracking, documenting, and maintaining the hardware and software CM databases; generating reports; coordinating requirements; and supporting the development of new processes and procedures. Prepares, develops, tracks, and maintains technical documentation and materials

Essential Duties and Responsibilities: (Other duties may be assigned)

- Carries out CM plans and procedures on a day-to-day basis, particularly through administration and use of automated version management, defect tracing tools, and CM databases.
- Administers and maintains automated CM tools.
- Prepares and distributes configuration status accounting reports.
- Supplies troubleshooting and one-to-one training for project staff with respect to projects and CM tools.
- Performs administrative support for configuration control board.
- Prepares and delivers/installs releases to the customer or into the production environment.
- Supports the CM Manager in the development of CM Plans and procedures, support of forms and databases, and performance of CM audits.
- Prepares, develops, tracks, and maintains technical documentation and materials.

Qualifications: Has worked in a software development or maintenance environment where configuration management (particularly version control and defect tracking) have been implemented. Experience and facility with installing, configuring, learning, using, and explaining automated tools used in CM. Should have good people skills and a demonstrated ability to communicate well with customers and other team members. Comfortable working in Windows/Windows 95 environment; have ability to learn easily new skills for operating in other types of environments. Knowledge of SEI/CMM preferred.

Education and/or Experience: An associate s degree in Computer Science

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills

Help Desk Manager

Summary: Supervises and coordinates activities of workers who provide product, technical, and problem-solving support to computer users by performing the following duties.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Establishes help desk system for task management and tracking, and selects appropriate database and workflow tools.
- Creates systems for responding to customer inquiries via telephone, online networks, and mail.
- Communicates with programmers regarding bugs and follows up to ensure fixes are received and tested.
- Advises upper management on product development issues arising from product problems identified through technical support calls with customers.
- Advises technical writers on user documentation.
- Completes, maintains, and processes pertinent paperwork and records.
- Plans and schedules levels of support according to product release schedules.
- Assists in final testing of new products.
- Creates long-term strategies for growth and maintenance of help desk department, and makes budgetary recommendations to upper management.
- Trains help desk staff (or technical support specialists) to answer and resolve incoming calls.
- Solves, or assists help desk representatives in solving, non-routine or complex software, hardware, and procedure problems.
- Analyzes help desk activity and makes recommendations for changes in help desk procedures and systems to upper management.
- Confers with staff, computer users, supervisors, and managers to determine requirements for new or modified software and hardware.
- Writes recommendations for management review.
- Coordinates installation of hardware and software, and implementation of procedure changes.

Qualifications: At least five (5) years experience of relevant managerial experience with progressive accomplishments and leadership skills. Must be able to plan, direct, and coordinate all technical and administrative activities. Must have strong analytical and good interpersonal skills and telephone manner. Must be dedicated to quality service and be a team player.

Education and/or Experience: At least a bachelor s degree (B.S.) in Computer Science or related field or equivalent experience. Good writing and verbal skills to communicate well with personnel and clients.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment.

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Help Desk Specialist

Summary: Investigates and resolves software and hardware problems of computer users by performing the following duties.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Answers, evaluates, and prioritizes incoming telephone, voice mail, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies.
- Interviews user to collect information about problem and leads user through diagnostic procedures to determine source of error.
- Determines whether problem is caused by hardware such as modem, printer, cables, or telephone.
- Handles problem recognition, research, isolation, resolution and follow-up for routine user problems, referring more complex problems to supervisor or technical staff.
- Logs and tracks calls using problem management database, and maintain history records and related problem documentation.
- Prepares standard statistical reports, such as help desk incident reports.
- Analyzes and evaluates incident reports and makes recommendations to reduce help line incident rate.
- Consults with programmers to explain software errors or to recommend changes to programs.
- Calls software and hardware vendors to request service regarding defective products.
- Test software and hardware to evaluate ease of use and whether product will aid user in performing work.
- Writes software and hardware evaluation and recommendation for management review.
- Writes or revises user training manuals and procedures.
- Trains users on software and hardware on-site or in classroom, or recommends outside contractors to provide training.
- Installs personal computers, software, and peripheral equipment.

Qualifications: Must have strong, analytical, and good interpersonal skills and telephone manner. Must be dedicated to quality service, be a team player and a quick learner. Domain specific experience (VAX/DEC Alpha-VMS, Windows NT, UNIX) a plus.

Education and/or Experience: Bachelor s degree B.S. and/or a minimum of two years experience in Computer Science or related field.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

Training Specialist

Summary: Develops, writes, and edits computer-related technical training documents and publications. Provides training by performing the following duties.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Researches, develops, and writes software, and technical training procedures.
- Writes, organizes, enters, and compiles on line help files to support end users training.
- Prepares and maintains documentation and publications relating training the users on systems, programming, operations products, and services.
- Gathers and researches technical information, including engineering and development information, for use in training documentation.

- Interviews programmers, engineers, developers, and other technical personnel to become familiar with product technology and development methods and incorporate the relevant information in training material.
- Maintains understanding of applications and levels of user proficiency.
- Prepares written documents following standard guideline for technical training.
- Coordinates layout and organization of documentation.
- Reviews and revises previously created documentation.
- Creates graphical images, flow charts, and diagrams for inclusion in documentation.

Qualifications: Minimum of two years experience in training and documentation. Strong written and oral communication skills required. Knowledge of RoboHELP, MS Word, and HTML preferred. Knowledge of Visio, Paint Shop Pro, or other graphics packages preferred. Prior experience in academics preferred.

Education and/or Experience: Bachelor s degree in English and/or computer science with emphasis on communications, education and training.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment.

Administrative Assistant

Summary: Responsible for all general office activities, including but not limited to administration, accounting, database management, mailings, production, and shipping. Supervises office space equipment, purchasing, telephone and voice mail systems, accounts receivable and payable, and coordinates payroll.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Organizes office operations and procedures in an expeditious manner.
- Maintains inventory of office supplies and makes purchases as necessary.
- Secures qualified and capable staff to achieve company goals.
- Plans and implements office systems, layouts, and equipment procurement.
- Processes all new employees and all change of status forms. Monitors unemployment claims and assists departments with appeals.
- Coordinates performance appraisal programs.
- Monitors Worker s Compensation claims.
- Improves efficiency and effectiveness of office operations.
- Manages facility upkeep, security, fire protection, safety, and maintenance of plant equipment.
- Plans and coordinates all company parties.
- Performs miscellaneous duties as assigned by the President.

Qualifications: Three to five years experience in office environment. Must be computer literate. Experience with MSOffice 97 and an office network system are preferred. Must have basic accounting experience. Must have good organization skills and the ability to perform multiple duties in a pressured but friendly environment. Must have positive attitude, strong interpersonal skills, be energetic and adaptable, and have excellent follow-through skills.

Education: At least a High School Diploma

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients, vendors, and colleagues in work environment. Strong interpersonal skills required.

Senior Information Technology Specialist

Summary: Provides the highest level of information resources expertise. Leads the development, analysis, and implementation of information technology strategies, architectures, program planning and assessment, and risk, trade-off, requirements, alternatives, and feasibility studies to advance the goals and objectives of the enterprise.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Assume leadership role in the planning, designing, and implementation of a complete information processing system to solve business information problems at the enterprise level
- Conduct or lead major requirements studies and deliver recommendations
- Conduct technology studies, reviews, and investigations and provide project planning and management support
- Provide technical consulting in support of projects and planning efforts with objective of delivering cost-effective solutions with sound, industry-standard approaches
- Examine and review designs, processes, standards, and technologies for improvement and innovation, providing appropriate written/oral feedback and recommendations
- Apply multidisciplinary skills (telecommunications/ networking, database) to resolve enterprise wide IT problems

Qualifications: Broad technical and analytical background of knowledge and experience to support integration and optimization of information technologies and applications. Need to have knowledge of characteristics, capacities, and capabilities of the entire rage of currently available ADP and communications equipment.

Education and/or Experience: Position requires a minimum of ten years' experience (of which five must be specialized), a Bachelor's degree in Computer Science, Information Systems, or Engineering. Need eight years of specialized experience in lieu of degree.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication, presentation, and customer interface skills.

Lead Programmer Analyst

Summary: Codes, maintains, unit tests, documents and analyzes requirements from detailed specifications using company methodologies. Oversees algorithm design, object-oriented client-server design, analysis, and development. Prioritizes, distributes, and delegates work to others by performing the following duties:

Essential Duties and Responsibilities: (Other duties may be assigned)

- Creates detailed specifications from which programs are written.
- Instructs, directs, and monitors the work of others.
- Leads a group of three to five programmers/analysts and meet challenging schedules.
- Resolves critical programming and design issues such as those that have an immediate client impact.
- Develops estimates and timelines.
- Regularly trains co-workers.
- Possesses ability to motivate others
- Communicates with and supports all client areas.
- Holds project team meetings.
- Operates projects within a pre-defined budget.
- Assists with project staffing and conducts interviews.
- Writes and administers performance appraisals and transfer reviews.

- Guards confidential information regarding personnel and corporate issues.

Qualifications: Bachelor s degree in Computer Science or equivalent technical training and/or experience. Has six years minimum work experience. Should have a minimum of five years hands-on experience as a technical lead in programming in a UNIX /Windows/VMS environment for product development. Should be a logical thinker, possess good problem-solving skills, have good written and oral communication skills, have ability to handle multiple tasks simultaneously, and be willing to travel. Prior knowledge and experience in software full lifecycle and SEI/CMM practices preferred.

Education and/or Experience: Bachelor s degree in Computer Science or related field.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment.

Programmer Analyst

Summary: Analyzes requirements and develops computer programs by performing the following duties:

Essential Duties and Responsibilities: (Other duties may be assigned)

- Consults with clients to gather information about program needs, objectives, functions, features, and input and output requirements
- Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environments, interfaces with other systems, internal and external checks and controls, and outputs.
- Writes and maintains technical specifications.
- Analyzes and estimates feasibility, cost, time, compatibility with hardware and other programs.
- Researches and evaluates software and hardware to assist in programming or to use as program platforms.
- Converts designs and specifications into computer code.
- Designs and codes screen layouts, graphical user interfaces, printed outputs, and interfaces with other systems.
- Compiles code into programs and correct errors detected in compile process.
- Creates test transactions and runs tests to find errors and confirm program meets specifications.
- Analyzes codes to find causes of errors and revises programs.
- Consults with client to prototype, refine, test, and debug programs to meet needs.
- Writes and maintains documentation to describe program development, logic, coding, testing, changes, and corrections.
- Writes documentation or reviews documentation, written by others, that describes installation and operating procedures.
- Provides technical assistance by responding to inquiries regarding errors, problems, or questions about programs.
- Trains end-users or technical support staff to use programs.
- Installs and tests programs at client site.
- Monitors performance of programs after implementation.

Qualifications: Bachelor s degree in computer science or a related field. Knowledge and experience in software full life- practices.

Depending on project, experience may include:

- Visual C++ or Oracle Db Programmer/Analysts (Windows NT): 2 years experience in Visual C/C++ or Oracle Db programming in a Windows NT environment.
- For Visual C++: should be proficient in design and implementation of Graphical User Interfaces in Windows NT environment using Visual C++/MFC. Can coordinate the design, implementation, and

configuration efforts of various subsystems for end-product integration. Familiarity with networking (TCP/IP) preferred.
- For Oracle DB: should be proficient in designing data models, implementation and tuning of complex relational databases in Oracle and back-end processing in Windows NT environment.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment.

Systems Engineering Manager

Summary: Has overall responsibility for provision of all systems engineering processes, as well as the specification of the supporting infrastructure used within the group business units and projects. Manages the systems engineering group.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Responsible for the requirements, architecture and design of IT systems.
- Has responsibility for the career and personal development of all software engineering staff, including recruitment, training, and allocation to projects.
- Consults with hardware engineers and other engineering staff to evaluate interface between hardware and software, and operational and performance requirements of overall system.
- Works closely with software engineers and technical managers of all projects to provide advice and direction where necessary to ensure that all software being developed meets or exceeds SEI Level 3 within a continuous improvement program
- Responsible for the group s performance, schedule, target qualifications, and defining/implementing the standard processes for developing software.
- Meets adjusted cost targets and schedules.
- Maintains frequent contact with the client, both informally and through weekly/monthly meetings, in order to provide strong links between the company and the clients.
- Articulates a consistent vision of a professional Systems Engineering group performing to the highest standards.
- Responsible for all personnel issues within the Systems Engineering group, including recruiting, hiring, compensation decisions, performance evaluation, task assignment and prioritization.
- Builds and manages the Systems Engineering departmental budget. Purchasing decisions include all systems hardware (servers and desktops), applications and site licenses, contracting relationships, and materials.
- Provides technical mentoring and support to the engineers within the Systems Engineering group. Encourages growth of technical expertise within the group by example and collaboration.

Qualifications: Minimum of seven to ten years of overall experience, including a minimum of five years management experience. Strong background in designing commercial software.

A Bachelor s or advanced degree is preferred, especially in computer science, mathematics, the sciences, engineering, or other related technical fields. Excellent leadership skills with a demonstrated ability to motivate a talented engineering staff. Administrative capabilities include personnel management experience, budget management, and excellent communication and organizational skills.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

Systems Engineer

Summary: Has responsibility for provision of all systems engineering processes, as well as the specification of the supporting infrastructure used within the group business units and projects.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Responsible for the requirements, architecture and design of IT systems.
- Consults with hardware engineers and other engineering staff to evaluate interface between hardware and software, and operational and performance requirements of overall system.
- Works closely with software engineers and technical managers of all projects to provide advice and direction where necessary to ensure that all software being developed meets or exceeds SEI Level 3 within a continuous improvement program
- Articulates a consistent vision of a professional Systems Engineering group performing to the highest standards.

Qualifications: Minimum of two to four years of overall experience. Strong background in requirement analysis and software design. A Bachelor s or advanced degree is preferred, especially in computer science, mathematics, engineering, or other related technical fields.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

Systems Administrator I

Summary: Develops, plans and performs/supervises assignments of substantial variety and complexity. Senior System Administrator requires knowledge of written and oral communication skills.

Understands Microsoft technology relationships with Novell/Banyan Vines/DEC environments. Applies knowledge to support customer, management, and technical and budget requirements.

Essential Duties/Responsibilities:

- Senior Systems Administrator, provides required technical assistance and training to lower level Contractor personnel to resolve end user problems
- Provide System administrative functions for OI resources. MS Exchange, LAN, File and Print Servers.
- Maintain Inventory of spare parts and identify when appropriate purchase should be made.
- Develops local Internal Operations procedures
- Answer PC trouble calls and attempt to resolve over the phone
- Load software
- Provide LAN/WAN system tape backups
- Develop and establish training for CLIENT staff
- Research new product availability as directed by the CLIENT Project Manager
- Act as liaison between THE CLIENT and vendor to resolve related warranty problems
- Travel, as approved by the CLIENT Project Manager, to assist on special projects and provide backup for other sites
- Provide project status reports to CLIENT management
- Participate in weekly project conference calls

Qualifications: Has a minimum of five years experience in Server in the use or adaptation of computer application support and one year managerial experience. Understand client/server relationship, mainframe and peripheral equipment associated with complete system integration.

Education/Experience: Bachelor degree desirable. Degree shall be related to the computer field.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment.

Software Systems Architect

Job Description: Analyzes requirements to define the required functionality of the application. Uses automated development tools and CASE tools to design and implement complex systems level solutions to meet the required system functionality. Ensures that the design implementation is optimized to provide the most efficient use of systems resources, including data structure development, application development, and database tuning. Analyzes existing infrastructure, systems, policies, and procedures to ensure that the proposed solution will be functional as part of the overall environment in which it must perform. Works with a team of application developers to implement the solution. Serves as the development team s subject matter expert on issues related to system level design, design implementation, and system performance. Ensures the development of other team members by providing constructive feedback and assessment of abilities and performance. Provides feedback to managers on technical progress and implementation issues.

Education/Experience: BS in Engineering, Computer Science or Information Systems and 7- 10 years experience in database / software development. 3-5 years experience in systems level design and architecture in a multi-tier or enterprise level environment. Experienced with at least one Relational Database Management System (RDBMS) and multiple operating systems and network environments.

Network Specialist

Summary: Directs and coordinates local area computer network activities by performing the following duties personally or through subordinate supervisors.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Designs, specifies, configures, installs, and maintains local area network hardware, software, and telecommunications services such as personal computers, system software, software applications, printers, servers, routers, bridges, switches, modems, cabling, and Internet service providers.
- Develops and implements policies and procedures related to network hardware and software acquisition, use, support, security, and backup.
- Establishes and maintains network users, user environment, directories, and security.
- Trains users on software and equipment usage.
- Responds to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs.
- Develops and communicates standards for use, operations, and security of network, personal computers, and data.
- Communicates with other departments to report and resolve software, hardware, and operations problems.
- Consults with department managers to develop system solutions consistent with organizational objectives.
- Researches and evaluates new technologies.
- Negotiates contracts with and coordinates activities of hardware, software, telecommunications, support, and training vendors.
- Installs and tests software upgrades.
- Collects and analyzes network and memory utilization.
- Develops and implements disaster recovery procedures.

Qualifications: Knowledge and at least five years experience in network engineering, which may include installation and configuration of Windows NT Server, Windows 95, TCP/IP bridging and routing, SMS 1.2, MS SQL Server 6.5, MS Exchange Server 3.5, IIS Server 3.0, DHCP, and other support for heterogeneous network platforms

Education and/or Experience: At least a bachelor s degree (B.S.) in Computer Science or a related field.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

Systems Analyst

Summary: Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system by performing the following duties.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Confers with personnel of organizational units involved to analyze the current operational procedures, identify problems, and learn specific input and output requirements such as forms of data input, how data are to be summarized, and formats for reports.
- Writes detailed description of user needs, program functions, and steps required for developing or modifying computer programs.
- Reviews computer system capabilities, workflow, and scheduling limitations to determine if requested program or program change is possible within existing system.
- Studies existing information processing systems to evaluate effectiveness and develops new systems to improve production or workflow as required
- Prepares workflow charts and diagrams to specify in detail operations to be performed by equipment and computer programs and operations to be performed by personnel in system.
- Conducts studies pertaining to development of new information systems to meet current and projected needs
- Plans and prepares technical reports, memoranda, and instructional manuals as documentation of program development.
- Upgrades system and corrects errors to maintain system after implementation.
- Assists programmers in resolution of work problems related to flow charts, project specifications, or programming.
- Prepares time and cost estimates for completing projects.
- Directs and coordinates work of others to develop, test, install, and modify programs.

Qualifications: Knowledge and experience in SW full-lifecycle and SEI/CMM practices. Skills may include two years experience in C/C++ programming, requirements analysis and design (OOD/OOA), implementation and testing in Windows NT/Unix/VMS.

Education and/or Experience: Bachelor s degree (BS) in Computer Science/Math/Engineering and a minimum of four years overall experience.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

BPR Analyst

Summary: Develop the project framework; gather an understanding of business objectives and processes; identify opportunities for improvement; analyze selected processes; redesign selected processes; and implement the changes.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Administer and maintain the BPR GroupWare databases.
- Analyze the results of the Joint Application Design (JAD) Sessions.
- Perform data model review and integration; establish and maintain baselines; and coordinate communication.
- Perform functional reviews and formal (cross-functional) reviews of data models.
- Follow a structured/methodical approach to BPR, process modeling and benchmarking.
- Effective client sessions include Activity Modeling; Process Modeling; Data Modeling; and an Examination of Existing Interfaces.

Qualifications: Experienced in business process reengineering, process modeling and benchmarking. Integrate BPR concepts to the overall change management portion of a project. Identify areas of the business that require change and conduct JAD Sessions to efficiently coordinate user requirements.

Education and/or Experience: A Bachelor s degree and three plus years of analyst experience. Knowledge of Joint Application Design (JAD) Sessions and related software and CASE tools.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

BPR Specialist / Senior Analyst

Summary: Review existing programs, projects, initiatives, and assist the client in interpreting the data for effective results and movement to the planning stage, with special emphasis on human resource management practices and behaviors.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Meet with key management to review and ascertain the current operation and outline the approach.
- Evaluate internal controls, standards and procedures to establish management goals and objectives.
- Conduct on-site interviews to establish performance measurements.
- Create the functional approach for improving organizational effectiveness.
- Redirect work across traditional departmental boundaries in order to accomplish work more efficiently in cross-functional team.

Qualifications: Functional expertise, business analysis, systems analysis and communications skills to develop recommendations to modernize and leverage initiatives. This is accomplished through program-related strategy planning sessions, formal and informal documents, training curriculum, etc.

Education and/or Experience: A Bachelor s degree and five plus years of analyst experience. Demonstrated ability to analyze data to ensure an accurate reflection of the organization, the increasing involvement of the client, and assistance in the development of organizational goals that articulate strategy.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

Database Design Analyst

Summary: Designs logical and physical databases and coordinates database development as part of project team by performing the following duties

Essential Duties and Responsibilities: (Other duties may be assigned)

- Reviews project request describing database user needs.
- Estimate time and cost required accomplishing project.
- Determines if project requires creating series of new programs or modifying existing programs that access data stored in databases.
- Attends specification meeting with project team workers to determine scope and limitations of project.
- Reviews workflow chart developed by Programmer Analyst to understand tasks computer will perform, such as updating records in the database.
- Reviews procedures in database management system manuals for making changes to database such as defining, creating, revising, and controlling database.
- Revises definition of data as defined in data dictionary (information about data, including name, description, source of data item, and key words for categorizing and searching for data item descriptions.
- Determines and enters changes to data dictionary descriptions, including type, structure, and intended use of data within system.
- Develops data model describing data elements and how they are used.
- Creates description to enable Programmer Analyst to understand how programs should access data.
- Writes description of how user accesses data, referred to as logical database.
- Writes physical database description such as location, space requirements, and access method, to protect company data resources against unauthorized access and accidental destruction.

Qualifications: Three years minimum experience in Database Design and programming. Should be an expert in design and analysis of data models, implementation and tuning of complex relational databases, and back-end processing in Client/Server environment.

Education and/or Experience: At least a Bachelor s degree (BS) and a minimum of three years experience in Computer Science or related field.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

Principle Test Specialist (IV&V)

Summary: 8 years of general and progressively responsible experience performing computer systems testing, development or maintenance. Experience in independent testing and assessment of large complex computer systems. At least 4 years experience supervising personnel.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Provides competent leadership, and highly specialized and technical guidance in the testing and assessment of complex systems.
- Plans, manages and provides technical oversight for independent testing and assessment activities.
- Ensures tested components are compliant with standards and requirements.
- Directs completion of tasks within estimated time frames and budget constraints.
- Schedules and assigns duties to subordinates, and formulates and enforces work standards.

- Coordinates with customer management and technical personnel to ensure problem resolution and customer satisfaction.
- Prepares, develops, tracks, and maintains technical documentation and materials.

Education and/or Experience: A bachelors degree in Computer Science, Computer Engineering, Electrical Engineering, Operations Research, Information Systems, or related degree.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

Senior Test Specialist (IV&V)

Summary: 6 years of general and progressively responsible experience performing computer systems testing, development or maintenance. Experience in independent testing and assessment of large complex computer systems. Proven ability to work independently or under only general direction.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Provides highly specialized and technical guidance in the testing and assessment of complex systems.
- Plans, manages and conducts independent testing and assessment activities.
- Ensures tested components are compliant with standards and requirements.
- May work as a team leader and direct the work of junior test specialists.
- Interfaces with customer technical personnel to ensure problem resolution and customer satisfaction.
- Prepares, develops, tracks, and maintains technical documentation and materials.

Education and/or Experience: A bachelors degree in Computer Science, Computer Engineering, Electrical Engineering, Operations Research, Information Systems, or related.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

Technical Writer

Job Description: Under general supervision, is responsible for preparation of operation and maintenance manuals and technical publications. Gathers technical information, prepares written text, and coordinates layout and final publication.

Education/Experience: Bachelor s Degree and excellent command of the English language. Experience using MS Word and other graphics packages. Two or more years of experience in technical writing in area of software/hardware documentation.

Senior Electronic Commerce Specialist

Summary: Provides technical leadership for projects that involve Electronic Commerce and Electronic Data Interchange system strategy, design, implementation, integration, and technology upgrade.

Essential Duties and Responsibilities:

- Provide technical consulting in support of projects and planning efforts with objective of delivering cost-effective solutions with sound, industry-standard approaches
- Evaluate emerging EC-related Internet technologies for possible use, such as EDI-INT and XML
- Create prototype/proof-of-concept EC systems and conduct demonstrations
- Evaluate and recommend EC-related hardware and software for integration and deployment
- Oversee junior engineers in the deployment of EC systems
- Establish implementation schedules and testing processes
- Develop plans for upgrading existing EC systems to newer and more compatible technology
- Define business interface requirements with prospective trading partners
- Conduct analysis of specific customer interface problems and develop solutions for each

Qualifications: Knowledge and experience in EDI, X.12, EDI INT, XML, EDI-based WANs and WWW-enabled commerce systems and products is required. Needs hands-on experience selecting, installing, configuring and integrating EDI COTS products.

Education and/or Experience: Position requires a minimum of ten years' experience (of which four must be specialized), a Bachelor's degree in Computer Science, Information Systems, or Business. Need eight years of specialized experience in lieu of degree.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication, presentation, and customer interface skills.

Senior Technician

Summary: Develops, plans and performs/supervises assignments of substantial variety and complexity. Technicians require knowledge of written and oral communication skills. Understands Microsoft technology relationships with Novell/Banyan Vines/DEC environments. Applies knowledge to support customer, management, and technical and budget requirements.

Essential Duties/Responsibilities:

- Provide required technical assistance and training to lower level Contractor personnel to resolve end user problems
- Work with THE CLIENT Operations Manager to take daily direction and provide pervious day status
- Answer PC trouble calls and attempt to resolve over the phone
- Load software
- Provide LAN/WAN system tape backups
- Assist in the development of local Internal Operations procedures
- Assist with the development and training for CLIENT staff
- Research new product availability as directed by the THE CLIENT Project Manager
- Act as liaison between THE CLIENT and vendor to resolve related warranty problems
- Travel as approved by THE CLIENT Project Manager to assist on special projects and provide backup for other sites
- Assist in developing required project status reports to be submitted to CLIENT management
- Participate in weekly project conference calls
- Plans

Qualifications: Minimum/General Experience: Has a minimum of three years experience in desktop technology and has passed at least two Microsoft Certified Exams in Windows NT or Windows 2000. Shall have experience with Windows NT, Windows 2000, Microsoft Office, and Microsoft Exchange. Understands client/server relationship, mainframe and peripheral equipment associated with complete system integration.

Education/Experience: Bachelor degree desirable. Degree shall be related to the computer field.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment.

Junior Technician

Summary: Performs well-defined technical assignments in support of senior personnel. Gathers, organizes and examines data for completeness and accuracy. Generates, revises and updates various documentation and reports. Interfaces with middle management level personnel associated with software, telecommunications, vendors, suppliers and equipment manufactures, Government agencies and other entities to carry our responsibilities of this contract. Technicians require knowledge of written and oral communications skills.

Essential Duties/Responsibilities: Assist senior technicians in resolving end user PC hardware and related peripheral and software problems to include loading of required software by:

- Respond to user PC problems for resolution
- Assist in the writing of local Internal Operations procedures
- Assist in the researching of product for purchasing as directed by the site Operations manager
- Answer PC trouble calls and attempt to resolve over the phone
- Load software
- Develop and establish training for client staff
- Research new product availability as directed by the client Project Manager
- Act as liaison between client and vendor to resolve related warranty problems
- Travel, as approved by the client Project Manager, to assist on special projects and provide backup for other sites
- Assist with development of project status reports for client management
- Participate in weekly project conference calls

Qualifications: A degree in the computer field and a minimum of one-year experience in desktop technology and has passed at least one Microsoft Certified Exam in Windows NT or Windows 2000.

Education/Experience: Associate degree desirable. Degree shall be related to the computer field.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment.

Subject Matter Expert V

Summary: Provides the highest level of Technical, Functional, Business, Management, or related expertise. Leads the development, analysis, and implementation of information technology strategies, architectures, program planning and assessment, risk, trade-off, requirements, alternatives, and feasibility studies to advance the goals and objectives of the enterprise. May also provide leadership, management and specific expert consulting support to meet client functional and/or business requirements.

Essential Duties/Responsibilities:

- Assumes leadership role in the planning, designing, and implementation of a complete information processing system to solve business information problems at the enterprise level.
- Conducts or leads major requirements studies and deliver recommendations.
- Provides specific Technical, Functional, Business or related expertise to satisfy TO deliverables

- Acts as an expert consultant providing the appropriate guidance to client management and Senior client representatives.
- Conducts technology studies, reviews, and investigations and provide project planning and management support.
- Provides technical consulting in support of projects and planning efforts with objective of delivering cost-effective solutions with sound, industry-standard approaches.
- Examines and reviews designs, processes, standards, and technologies for improvement and innovation, providing appropriate written/oral feedback and recommendations.
- Applies multidisciplinary skills (telecommunications/ networking, database) to resolve enterprise wide IT problems.

Qualifications: At least twelve years of relevant Technical, Functional, Business, Management, or related experience (of which eight or more must be specialized) and able to direct small to medium size teams. Broad technical and analytical background of knowledge and experience to support integration and optimization of information technologies and applications. Must be able to plan, direct, and coordinate all technical and administrative activities and be able to supervise senior managers, technical, functional, or business personnel. Should have excellent communication skills and be able to interface with customers, clients, and end-users.

Education/Experience: A minimum of a four year degree in Computer Science, Information Engineering, Scientific, Business or related field including at least eight years of specific Technical, Functional, Business or related expertise.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

Senior Database Engineer/Developer

Summary: Designs logical and physical databases and coordinates database development as part of project team by performing the following duties

Essential Duties and Responsibilities: (Other duties may be assigned)

- Provides expert-level consulting services in the identification and resolution of highly complex database design issues.
- Reviews project request describing database user needs.
- Estimate time and cost required accomplishing project.
- Determines if project requires creating series of new programs or modifying existing programs that access data stored in databases.
- Recognized as an internal expert on database structure issues.
- Provides direction and guidance to less experienced staff.
- Attends specification meeting with project team workers to determine scope and limitations of project.
- Reviews workflow chart developed by Programmer Analyst to understand tasks computer will perform, such as updating records in the database.
- Reviews procedures in database management system manuals for making changes to database such as defining, creating, revising, and controlling database.
- Revises definition of data as defined in data dictionary (information about data, including name, description, source of data item, and key words for categorizing and searching for data item descriptions.
- Determines and enters changes to data dictionary descriptions, including type, structure, and intended use of data within system.
- Develops data model describing data elements and how they are used.
- Creates description to enable Programmer Analyst to understand how programs should access data.

- Writes description of how user accesses data, referred to as logical database.
- Writes physical database description such as location, space requirements, and access method, to protect company data resources against unauthorized access and accidental destruction.

Qualifications: Twelve years minimum experience in Database Design and development. Should be an expert in design and analysis of data models, implementation and tuning of complex relational databases, and back-end processing in Client/Server environment.

Education and/or Experience: At least a Bachelor s degree (BS) and a minimum of twelve years experience in Computer Science or related field. Demonstrated experience in database engineering.

Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment. Must have good communication and customer interface skills.

LOCATIONS

Guardian Building	1655 North Fort Myer Drive
500 Griswold, Suite 1690	Suite 700
Detroit, Michigan 48226	Arlington, VA 22209
Phone: 313-962-9000	Phone: 703-875-8708
Fax: 313-962-9001	Fax: 703-525-8841
sales@optechus.com	sales@optechus.com
www.optechus.com	www.optechus.com

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact:

Scott Goodwin, Tel: (313) 962-9000
Email: sgoodwin@optechus.com**,**
Fax: (313) 962-9001.

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

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

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

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

Signatures

Ordering Activity	Date	Contractor	Date

BPA NUMBER_____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

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

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

MODEL NUMBER/PART NUMBER   *SPECIAL BPA DISCOUNT/PRICE

_____   _____
_____   _____
_____   _____

(2)   Delivery:

DESTINATION   DELIVERY SCHEDULES / DATES

_____   _____
_____   _____
_____   _____

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

(4)   This BPA does not obligate any funds.

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

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

OFFICE   POINT OF CONTACT

_____   _____
_____   _____
_____   _____

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

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

      (a)   Name of Contractor;

      (b)   Contract Number;

      (c)   BPA Number;

      (d)   Model Number or National Stock Number (NSN);

      (e)   Purchase Order Number;

      (f)   Date of Purchase;

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

(h)   Date of Shipment.

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

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

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BASIC GUIDELINES FOR USING
"CONTRACTOR TEAM ARRANGEMENTS"

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

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

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

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

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

Here is a general outline on how it works:

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