



I-FSS-600 Contract Price Lists

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

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

GSA IT Schedule 70 SPECIAL ITEM No. 132-51 Information Technology (IT) Professional Services

Contract number: **47QTCA18D004Q**

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

Contract period: **12/28/2017 – 12/27/2022**

Contractor's name, address, and phone number (include toll-free WATS number and FAX number, if applicable)

Imagine One Technology & Management, Ltd.
47332 Thomas Rowe Lane
Lexington Park, MD 20653
Tel: 301-866-4098
Fax: 301-866-4099

Contractor's internet address/web site where schedule information *can* be found:
www.imagine-one.com

Contract administration source(s):
Patricia Trossbach, Sr. Vice President
Email: patricia.trossbach@imagine-one.com

Ann Wood, Director of Contracts
Email: ann.wood@imagine-one.com

Business size: **Large**



CUSTOMER INFORMATION:

1a. Table of awarded special item number(s) with appropriate cross- reference to item descriptions and awarded price(s). **SIN: 132-51**

135-51	Information Technology (IT) Professional Services
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1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price.. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

Lowest Priced Model Number and Unit Price –

IT Training Specialist I - \$59.50

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item.

SERVICE PROPOSED (e.g. Job Title/Task)	YEAR 1 PRICE OFFERED TO GSA (including IFF)	YEAR 2 PRICE OFFERED TO GSA (including IFF)	YEAR 3 PRICE OFFERED TO GSA (including IFF)	YEAR 4 PRICE OFFERED TO GSA (including IFF)	YEAR 5 PRICE OFFERED TO GSA (including IFF)
Applications Engineer II	n/a	\$107.71	\$111.05	\$114.49	\$118.04
Applications Engineer III	\$155.51	\$160.33	\$165.30	\$170.42	\$175.70
Applications Systems Analyst I	n/a	\$60.80	\$62.68	\$64.62	\$66.62
Applications Systems Analyst II	\$96.30	\$99.29	\$102.37	\$105.54	\$108.81
Computer Scientist I	n/a	\$90.34	\$93.14	\$96.03	\$99.01
Computer Scientist II	n/a	\$99.02	\$102.09	\$105.25	\$108.51
Computer Scientist III	\$112.13	\$115.61	\$119.19	\$122.88	\$126.69
Computer Scientist IV	\$136.93	\$141.17	\$145.55	\$150.06	\$154.71
Data Architect II	\$95.85	\$98.82	\$101.88	\$105.04	\$108.30
Hardware/ Software Installation Technician II	\$62.88	\$64.83	\$66.84	\$68.91	\$71.05
Help Desk Manager III	\$82.16	\$84.71	\$87.34	\$90.05	\$92.84
Help Desk Specialist III	\$65.04	\$67.06	\$69.14	\$71.28	\$73.49
Help Desk Specialist IV	\$94.14	\$97.06	\$100.07	\$103.17	\$106.37
IA/ Security Specialist I	n/a	\$71.23	\$73.44	\$75.72	\$78.07
IA/ Security Specialist II	\$106.12	\$109.41	\$112.80	\$116.30	\$119.91
Information/ Knowledge Engineer I	n/a	\$71.23	\$73.44	\$75.72	\$78.07
Information/ Knowledge Engineer II	\$95.85	\$98.82	\$101.88	\$105.04	\$108.30



SERVICE PROPOSED (e.g. Job Title/Task)	YEAR 1 PRICE OFFERED TO GSA (including IFF)	YEAR 2 PRICE OFFERED TO GSA (including IFF)	YEAR 3 PRICE OFFERED TO GSA (including IFF)	YEAR 4 PRICE OFFERED TO GSA (including IFF)	YEAR 5 PRICE OFFERED TO GSA (including IFF)
IT Technical Writer/ Editor I	n/a	\$62.54	\$64.48	\$66.48	\$68.54
IT Training Specialist I	\$59.90	\$61.76	\$63.67	\$65.64	\$67.67
IT Training Specialist II	n/a	\$79.92	\$82.40	\$84.95	\$87.58
IT Training Specialist III	\$92.19	\$95.05	\$98.00	\$101.04	\$104.17
Program Manager I	n/a	\$66.02	\$68.07	\$70.18	\$72.36
Program Manager III	\$105.09	\$108.35	\$111.71	\$115.17	\$118.74
Program Manager IV	\$158.76	\$163.68	\$168.75	\$173.98	\$179.37
Systems Administrator II	\$102.69	\$105.87	\$109.15	\$112.53	\$116.02
Systems Engineer I	\$80.68	\$83.18	\$85.76	\$88.42	\$91.16
Systems Engineer II	\$117.43	\$121.07	\$124.82	\$128.69	\$132.68
Systems Engineer III	\$148.99	\$153.61	\$158.37	\$163.28	\$168.34
Test Engineer I	n/a	\$76.44	\$78.81	\$81.25	\$83.77
Test Engineer II	\$84.84	\$87.47	\$90.18	\$92.98	\$95.86
Test Engineer III	\$149.91	\$154.56	\$159.35	\$164.29	\$169.38
Voice/Data Communications Engineer I	\$65.04	\$67.06	\$69.14	\$71.28	\$73.49
Web Content Analyst I	n/a	\$72.96	\$75.22	\$77.55	\$79.95
Web Content Analyst II	\$78.73	\$81.17	\$83.69	\$86.28	\$88.95

2. Maximum order. **\$500,000.00**

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

4. Geographic coverage (delivery area). **48 contiguous states, DC, Hawaii, Alaska, and Puerto Rico.**

5. Point(s) of production (city, county, and State or foreign country). **N/A**

6. Discount from list, prices or statement of net price. **Federal Government price is list price minus 2.5% discount.**

7. Quantity discounts. **Imagine One does not offer quantity volume discount. Imagine One is a labor hour service provider and does not realize a cost savings from delivering more hours, therefore, is not able to offer a quantity volume discount to the Government.**

8. Prompt payment terms. **Imagine One requests Net30 payment terms with no discount for prompt payment.**

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



threshold. **Government purchase cards are accepted at or below the micro-purchase threshold.**

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

10. Foreign items (list items by country of origin) **N/A**

11a. Time of delivery. **As agreed upon between the contractor and the ordering activity.**

11b. Expedited Delivery. **As agreed upon between the contractor and the ordering activity.**

11c. Overnight and 2-day delivery. **Overnight and 2-day delivery are not available.**

11d. Urgent Requirements. **As agreed upon between the contractor and the ordering activity.**

12. F.O.B. point(s). **Destination (CONUS – 48 Contiguous States, DC, Hawaii, and Puerto Rico)**

13a. Ordering address(es). **Imagine One Technology & Management, Ltd., 47332 Thomas Rowe Lane, Lexington Park, MD 20653**

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample EPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment address(es) **Imagine One Technology & Management, Ltd., 47332 Thomas Rowe Lane, Lexington Park, MD 20653**

15. Warranty provision. **N/A**

16. Export packing charges, if applicable. **N/A**

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level) **Imagine One accepts government terms and conditions.**

18. Terms and conditions of rental, maintenance, and repair (if applicable) **N/A**

19. Terms and conditions of installation (if applicable). **N/A**

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). **N/A**

20a. Terms and conditions for any other services (if applicable) **N/A**

21. List of service and distribution points (if applicable). **N/A**



22. List of participating dealers (if applicable). **N/A**

23. Preventive maintenance (if applicable). **N/A**

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants) **N/A**

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at www.Section508.gov/. **N/A**

25. Data Universal Number System (DUNS) number. **605928741**

26. Notification regarding registration in Central Contractor Registration (CCR) database. **Imagine One Technology & Management, Ltd's CCR (now known as SAM) registration is valid through 08/18/2018.**

Company Name: **Imagine One Technology & Management, Ltd.**
Website: **www.imagine-one.com**

Labor Category Descriptions

Job Title: Applications Engineer II

Experience: 3-8 years

Education: Technical Bachelor's Degree

Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks assignments. Functions as a technical resource on assigned projects. Researches, collects, and reports information on the ability and capacity of software products and IT equipment. Aids in the requirements development, design, development, and testing of software applications and systems. Works within specifications provided to meet programming assignment goals and objectives in a timely and accurate manner. Produces procedural documentation as required. Redesign of existing systems to fulfill the customer requirements. Responsibilities also include providing equipment functionality and capability reports to customer and project teams.

Job Title: Applications Engineer III

Experience: 8-15 years

Education: Technical Bachelor's Degree

Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Functions as a technical expert across multiple project assignments. Researches, collects, and reports information on the ability and capacity of software products and IT equipment. Aids in the requirements development, design, development, and testing of software applications and systems. Works within specifications provided to meet programming assignment goals and objectives in a timely and accurate manner. Produces procedural documentation as required. Redesign of existing systems to fulfill the needs of customers. Responsibilities also include providing equipment functionality and capability reports to customer other project teams.

Job Title: Applications Systems Analyst I

Experience: <3 years

Education: Technical Associate Degree

Functional Responsibility: Applies fundamental software application concepts, processes, practices, and procedures on technical assignments. Work is performed under supervision. Assignments are generally specific in nature in determining how to accomplish tasks. Formulates/defines system scope, objectives, and specifications for operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Responds to customer IT system issues and problems with technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Prepares draft specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements. Support project team efforts to design, code, test, debug, document and/or install modified and new programs. Uses coding methods for specific programming language to enhance or initiate efficient program execution and performance and to reach optimum hardware use.



Job Title: Applications Systems Analyst II

Experience: 3-8 years

Education: Technical Bachelor's Degree

Functional Responsibility: Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Formulates/defines system scope, objectives, and specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements. Designs, codes, tests, debugs, documents and installs modified and new programs. Uses coding methods for specific programming language to enhance or initiate efficient program execution and performance and to reach optimum hardware use. Monitors production programs for expected performance and responds to errors and emergency problems.

Job Title: Computer Scientist I

Experience: <3 years

Education: Technical Associate Degree

Functional Responsibility: Applies fundamental computer science concepts, processes, practices, and procedures on technical assignments. Work is performed under supervision. Possesses and applies knowledge across tasks assignments. Assists/ Supports on complex client system/operational requirements including troubleshooting IT system issues and problems.. Performs or assists in technology analysis and assessment, design definition, development of systems specification, systems analysis, systems architecture development, systems/equipment integration, IT system test & evaluation, and detailed IT training. Supports tasking to develop, modify, and apply computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participates in all phases of scientific and engineering projects such as research, design, development, testing, modeling, simulating, training, and documentation.

Job Title: Computer Scientist II

Experience: 3-7 years

Education: Technical Bachelor's Degree

Functional Responsibility: Applies fundamental computer science concepts, processes, practices, and procedures on technical assignments. May work independently on less complex tasks and under technical and/or project supervision on more complex assignments. Possesses and applies a knowledge across key tasks and high impact assignments. Consultant in complex or mission critical client system/operational requirements. Performs technology analysis and assessment, design definition, development of systems specification, systems analysis, systems architecture development, systems/equipment integration, IT system test & evaluation, and detailed IT training. Develops, modifies, and applies computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participates in all phases of scientific and engineering projects such as research, design, development, testing, modeling, simulating, training, and documentation.



Job Title: Computer Scientist III

Experience: 7-12 years

Education: Technical Bachelor's Degree

Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Consultant in complex or mission critical client system/operational requirements. Performs technology analysis and assessment, design definition, development of systems specification, systems analysis, systems architecture development, systems/equipment integration, IT system test & evaluation, and detailed IT training. Develops, modifies, and applies computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participates in all phases of scientific and engineering projects such as research, design, development, testing, modeling, simulating, training, and documentation.

Job Title: Computer Scientist IV

Experience: 12-20 years

Education: Bachelor's Degree

Functional Responsibility: Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Consultant in complex or mission critical client system/operational requirements. Performs technology analysis and assessment, design definition, development of systems specification, systems analysis, systems architecture development, systems/equipment integration, IT system test & evaluation, and detailed IT training. Develops, modifies, and applies computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participates in all phases of scientific and engineering projects such as research, design, development, testing, modeling, simulating, training, and documentation.

Job Title: Data Architect II

Experience: 5-10 years

Education: Technical Bachelor's Degree

Functional Responsibility: Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Designs and builds relational databases. Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. May works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds structured and unstructured databases. Evaluates hardware and software platforms and integrates systems. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.

Job Title: Hardware/ Software Installation Technician II

Experience: 3-8 years

Education: Technical Associate Degree

Functional Responsibility: Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Conducts sites surveys; assesses and documents current



configuration and user requirements. Analyzes requirements and prepares specifications for hardware/ software acquisitions. Prepares plans, schedules, and site installation packages for development, test/laboratory, and/or production environments. Installs and configures hardware/software and peripheral equipment. First line support for service interruptions such as printer routings, power outages, wiring problems, and malfunctioning servers. Escalates unresolved problems to expedite resolution.

Job Title: Help Desk Manager III

Experience: 5-10 years

Education: Technical Associate Degree

Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Functions as a technical expert across multiple project assignments. Manager for helpdesk operations. Monitors, supports and performs computer processing. Coordinates responses to trouble reports. Supervises helpdesk operations. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution.

Job Title: Help Desk Specialist III

Experience: 8-15 years

Education: Technical Associate Degree

Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Functions as a technical expert across multiple project assignments. Provides all aspects of managing customer relationships to include customer satisfaction, escalation management, customer communications, performance objectives and metrics and customer requirements management. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution.

Job Title: Help Desk Specialist IV

Experience: >15 years

Education: Technical Bachelor's Degree

Functional Responsibility: Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Consultant in complex or mission critical client system/operational requirements. Provides all aspects of managing customer relationships to include customer satisfaction, escalation management, customer communications, performance objectives and metrics and customer requirements management. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution.

Job Title: IA/ Security Specialist I

Experience: <3 years

Education: Technical Associate Degree

Functional Responsibility: Applies fundamental information assurance/cyber security concepts, processes, practices, and procedures on technical assignments. Work is performed under supervision. Possesses and applies knowledge on work assignments. Assignments are specific and descriptive on how to accomplish tasks. Supports tasks or technology assignments. Supports and/or participates with project teams to: Develop and implement information assurance/security standards and procedures; Coordinate, develop, and evaluate security programs; Recommend information assurance/security solutions; Identify, report, and resolve security violations; Establish and satisfy information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands; Design, develop, engineer, and implement solutions meeting security requirements; Provide integration and implementation of the computer system security solutions; Provide security operations and threat monitoring; and Perform vulnerability/ risk analyses of systems and applications during system life cycle.

Job Title: IA/ Security Specialist II

Experience: 3-8 years

Education: Technical Associate Degree

Functional Responsibility: Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Provides IA/ Security leadership on major tasks or technology assignments. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs. Recommends information assurance/security solutions. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Performs analysis, design, and development of security features for system architectures. Designs, develops, engineers, and implements solutions meeting security requirements. Provides integration and implementation of the computer system security solutions. Provides security operations and threat monitoring. Performs vulnerability/ risk analyses of systems and applications during system life cycle. Ensures all information systems are functional and secure.

Job Title: Information/ Knowledge Engineer I

Experience: <3 years

Education: Technical Associate Degree

Functional Responsibility: Possesses and applies knowledge on work assignments. Work is generally performed under supervision. Assignments may be broad in nature, requiring the application of knowledge and experience in determining how to accomplish tasks. Develops information retrieval solutions meeting requirements for specified domain subjects, using information retrieval software languages and automated text analysis and extraction techniques. Familiar with and applies general best industry policies, standards, and procedures to ensure data accuracy and security. Utilize organizational models and a sound architectural based approach to plan, analyze, design, and implement enterprise-wide information system applications. Analyzes information needs driving hardware, software, service, or business implementations.



Job Title: Information/ Knowledge Engineer II

Experience: 3-8 years

Education: Technical Bachelor's Degree

Functional Responsibility: Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Develops information retrieval solutions meeting requirements for specified domain subjects, using information retrieval software languages and automated text analysis and extraction techniques. Familiar with and applies applicable industry policies, standards, and procedures to ensure data accuracy, security, and regulatory compliance. Utilize organizational models and a sound architectural based approach to plan, analyze, design, and implement enterprise-wide information system applications. Analyzes information needs driving hardware, software, service, or business implementations.

Job Title: IT Technical Writer/Editor I

Experience: 0-3 years

Education: Associate Degree

Functional Responsibility: Supports project, engineering and analytical staff to author and/or edit a variety of Software and IT system documentation including requirements specifications, design documents, test document, user's manuals, etc. Performs a variety of administrative functions supporting IT projects including QA support and scheduling and coordination of IT project activities.

Job Title: IT Training Specialist I

Experience: <3 years

Education: Technical Associate Degree

Functional Responsibility: Applies fundamental concepts, processes, practices, and procedures on technical assignments. Work is performed under supervision. Identify application and IT system training needs and translates requirements into training content. Develops or oversees the actual production of IT/application training material. Coordinates and conducts training programs. Monitors and reports the effectiveness of training.

Job Title: IT Training Specialist II

Experience: 3-8 years

Education: Technical Associate Degree

Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and assignments. Plans and supports major technology assignments. Supports program/ project as a technical specialist across project assignments. Identify application and IT system training needs and translates requirements into training content. Develops or oversees the actual production of IT/application training material and instructional systems. Coordinates and conducts training programs. Monitors and reports the effectiveness of training.

Job Title: IT Training Specialist III

Experience: 8-15 years

Education: Bachelor's Degree

Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks



and high impact assignments. Plans and leads major technology assignments. Functions as a technical expert across multiple project assignments. Identify application and IT system training needs and translates requirements into training content. Develops or oversees the actual production of IT/application training material and instructional systems. Coordinates and conducts training programs. Monitors and reports the effectiveness of training.

Job Title: Program Manager I

Experience: <5 years

Education: Associate Degree

Functional Responsibility: Working under supervision, monitors and manages IT project performance baselines (cost and schedule) to ensure projects are completed on time and within the specified budget. Responsible for IT project data collection, analysis, and overall management, and tasks to improve processes. Supports the development and tracking of project schedules and integrated master schedules. Track and analyze financial data, budgets, and produce reports (project actuals and forecasts (Estimates to Complete)). Communicate changes to the technical leads and Program/Project Manager. Responsible for quality, completeness, and timeliness of IT project customer deliverables.

Job Title: Program Manager III

Experience: 5-10 years

Education: Technical Bachelor's Degree

Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments including design, development, production, installation, and test & evaluation. Functions as a technical expert across multiple project assignments. Organizes and coordinates day-to-day activities of a portfolio of IT systems and projects. Supervises project/program personnel. Formulate, organize, schedule, and monitor interconnected project; decide on strategies and objectives; coordinate portfolio activities and lead and evaluate project staff; develop and control project baselines; and apply change, risk and resource management practices.

Job Title: Program Manager IV

Experience: 10-20 years

Education: Technical Bachelor's Degree

Functional Responsibility: Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge including design, development, production, installation, and test & evaluation of IT systems. Functions as a technical expert across multiple project assignments. Organizes and coordinates day-to-day activities of a portfolio of IT systems and projects. Supervises project/program personnel. Formulate, organize, schedule, and monitor interconnected project; decide on strategies and objectives; coordinate portfolio activities and lead and evaluate project staff; develop and control project baselines; and apply change, risk and resource management practices.

Job Title: Systems Administrator II

Experience: 3-8 years

Education: Technical Bachelor's Degree

Functional Responsibility: Possesses and applies expertise on multiple complex work



assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Sets up, configures, and supports computer systems and applications. Develops and maintains all systems, applications, security, and system configurations. Troubleshoots systems performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users.

Job Title: Systems Engineer I

Experience: <3 years

Education: Technical Associate Degree

Functional Responsibility: Applies fundamental concepts, processes, practices, and procedures on technical assignments. Work is performed under supervision. Responsible for the planning and engineering of software/ applications, security, and IT system infrastructures. Design, modify, develop, write and implement software programming applications, security, and large IT systems. Develop, install, configure, test and maintain operating systems, application software and system management tools. Prepares and document standard operating procedures and protocols. Engineers, implements and monitors security measures for the protection of computer systems, networks and information. Manage and monitor all installed systems and infrastructure. Responsibilities also include providing equipment functionality and capability reports to customer other project teams. Ensure the highest levels of systems and infrastructure availability. Participates in the testing process through test review and analysis, test witnessing and certification of software. Writes comprehensive studies and reports including assessment-based findings, outcomes and propositions for further IT system and IT security enhancements.

Job Title: Systems Engineer II

Experience: 3-8 years

Education: Technical Bachelor's Degree

Functional Responsibility: Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Responsible for the planning and engineering of software/ applications, security, and IT system infrastructures. Design, modify, develop, write and implement software programming applications, security, and large IT systems. Develop, install, configure, test and maintain operating systems, application software and system management tools. Prepares and document standard operating procedures and protocols. Engineers, implements and monitors security measures for the protection of computer systems, networks and information. Manage and monitor all installed systems and infrastructure. Responsibilities also include providing equipment functionality and capability reports to customer other project teams. Ensure the highest levels of systems and infrastructure availability. Participates in the testing process through test review and analysis, test witnessing and certification of software.

Writes comprehensive studies and reports including assessment-based findings, outcomes and propositions for further IT system and IT security enhancements.

Job Title: Systems Engineer III

Experience: 8-15 years

Education: Technical Bachelor's Degree

Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks



and high impact assignments. Plans and leads major technology assignments. Functions as a technical expert across multiple project assignments. Responsible for the planning and engineering of software/ applications, security, and IT system infrastructures. Design, modify, develop, write and implement software programming applications, security, and large IT systems. Develop, install, configure, test and maintain operating systems, application software and system management tools. Prepares and document standard operating procedures and protocols. Engineers, implements and monitors security measures for the protection of computer systems, networks and information. Manage and monitor all installed systems and infrastructure. Responsibilities also include providing equipment functionality and capability reports to customer other project teams. Ensure the highest levels of systems and infrastructure availability. Participates in the testing process through test review and analysis, test witnessing and certification of software. Writes comprehensive studies and reports including assessment-based findings, outcomes and propositions for further IT system and IT security enhancements.

Job Title: Test Engineer I

Experience: <3 years

Education: Associate Degree

Functional Responsibility: Possesses and applies knowledge and instruction on work assignments. Assignments may be broad in nature requiring test team supervision in determining how to accomplish tasks. General work assignments entail: Define testable IT/software functional and operational requirements; Monitor IT/software development relating to test & evaluation; Document, analyze, and perform tests for IT and software products, systems, components, or modifications. Identifies functional problems and suggests resolutions. Assists in the definition of internal quality control standards and the maintenance of reliability programs. Analyzes test cases and provides input on progress reports.

Job Title: Test Engineer II

Experience: 3-8 years

Education: Associate Degree

Functional Responsibility: Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Define testable IT/software functional and operational requirements. Monitor IT/software development relating to test & evaluation. Document, analyze, perform, and interpret tests for IT and software products, systems, components, or modifications. Identifies functional problems and suggests resolutions. Assists in the definition of internal quality control standards and the maintenance of reliability programs. Analyzes test cases and provides regular progress reports.

Job Title: Test Engineer III

Experience: 8-15 years

Education: Bachelor's Degree

Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Functions as a technical expert across multiple project assignments. Define testable IT/software functional and operational requirements. Monitor IT/software development relating to test & evaluation. Document, analyze, perform, and interpret tests for IT and software products, systems, components, or modifications. Identifies functional problems and suggests resolutions. Assists in



the definition of internal quality control standards and the maintenance of reliability programs. Analyzes test cases and provides regular progress reports.

Job Title: Voice/Data Communications Engineer I

Experience: <3 years

Education: Technical Associate Degree

Functional Responsibility: Applies fundamental concepts, processes, practices, and procedures on technical assignments. Work is performed under supervision. Provides technical direction and engineering knowledge for voice/ data communications activities including planning, designing, developing, testing, installing and maintaining large communications networks. Develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the voice/ data communications function. Specialized experience may also include design, implementation, and assessing voice/ data systems for implementation of call center and AV/ VTC as examples. Identifies potential problems and solutions through analysis identifying recommended solutions.

Job Title: Web Content Analyst I

Experience: <3 years

Education: Associate Degree

Functional Responsibility: Applies fundamental concepts, processes, practices, and procedures on work assignments. Work is performed under supervision with assignments being specific in nature on how to accomplish tasks. Provides development and website content addressing the requirements for information, workflow, processes and decision-making. Performs website editorial activities including gathering and researching information enhancing the value of the site. Responsible for planning, designing, installing, troubleshooting, and providing day-to-day support for the business collaboration application (e.g. SharePoint). Sets up, configures, and maintains the business collaboration application environment.

Job Title: Web Content Analyst II

Experience: 3-8 years

Education: Associate Degree

Functional Responsibility: Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Provides for development and website content meeting the requirements for information, workflow, processes and decision-making. Manages and performs website editorial activities including gathering and researching information that enhances the value of the site. Responsible for planning, designing, installing, troubleshooting, and providing day-to-day support for the business collaboration application (e.g. SharePoint). Sets up, configures, and maintains the business collaboration application environment.



TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51) AND IDENTITY ACCESS MANAGEMENT PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-60F)

****The phrase, “Information Technology (IT) Professional Services/Identity Access Management (IAM) Professional Services” in the following paragraphs may need to be revised in order to be consistent with the Offeror’s proposal; e.g., if only IT Professional Services are offered, all references to IAM Services should be deleted.****

*****NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately. Further, non-professional labor categories shall be offered under SIN 132 100 only.**

1. SCOPE

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

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

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

3. ORDER

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



4. PERFORMANCE OF SERVICES

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

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

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.



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

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize,



or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

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

12. PAYMENTS

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

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS



Critical Information Specific to Schedule # 70– Information Technology, Software & Services Solicitation FCIS-JB-980001B

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/IAM PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

Print Name: Nancie Lumpkins

Title/Company: CEO/President / Imagine One Technology & Management, Ltd.

Date: 27 February 2019