



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

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**Information Technology (IT)
FSC Group: 70
Contract Number: GS-35F-0229J**

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

SIN 132-51 INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
SIN 132-51(RC) INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
(RECOVERY PURCHASING)

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 D316	IT Network Management Services
FPDS Code D317	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

Contractor's Name: Encore Support Systems, L.P.
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Internet Address/Web Site: www.encoresupportsystems.com
Contract Number: GS-35F-0229J
Period Covered by Contract: 10 February 1999 through 09 February 2014

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Prices Shown Herein are Net (discount deducted)

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CUSTOMER INFORMATION

APPLICABLE TO ALL SPECIAL ITEM NUMBERS (SINs)

1a. Table of Awarded Special Item Numbers

SIN	Description
SIN 132-51	Information Technology (IT) Professional Services
SIN 132-51(RC)	Information Technology (IT) Professional (Recovery Purchasing)

Services (**Paragraph 27**) are priced at an hourly rate (**Paragraph 30**). SIN descriptions can be found at **Paragraph 27**.

1b. Identification of Lowest Priced Model Number & Lowest Unit Price

N/A

1c. Hourly Rates & Corresponding Commercial Job titles

Hourly rates can be found in **Paragraph 30** and descriptions of corresponding job titles, experience, functional responsibility, and education requirements for the employees performing the services are provided in **Paragraph 29**.

2. Maximum Order

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

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

- Special Item Number 132-51 - Information Technology (IT) Services
- Special Item Number 132-51(RC) - Information Technology (IT) Services (Recovery Purchasing)

3. Minimum Order

\$100.00

4. Geographic Coverage (Delivery Area)

FOB Domestic and Overseas

5. Point of Production

Encore Support Systems, L.P. Operational HQ

303 Clarence Tinker Drive, Suite 104B
San Antonio, TX 78226
Bexar County
US

Encore Support Systems. L.P. Regional Office

1364 Old Bridge Road, Suite 102
Woodbridge, VA 22192
Prince William County
US

6. Discount From List Prices or Statement of Net Price

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

7. Quantity Discounts

N/A

8. Prompt Payment Terms

0.5% - 20 days from receipt of invoice or date of acceptance, whichever is later.

9a. Notification Re. Acceptance of Government Purchase Cards at or Below Micro-Purchase Threshold

Government purchase cards will be accepted for payment equal to or less than the micro-purchase threshold (\$2,500.00).

9b. Notification Re. Acceptance of Government Purchase Cards Above Micro-Purchase Threshold

Government purchase cards **will** be accepted for payment above the micro-purchase threshold.

10. Foreign Items

None

11a. Time of Delivery

Specified on Task Order

11b Expedited Delivery

Items available for expedited delivery are noted in this price list – contact contractor.

11c. Overnight & 2-day Delivery

Contact Contractor

11d. 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.

12. FOB Point(s)

Destination

13a. Ordering Address(es)

Encore Support Systems, L.P.
303 Clarence Tinker Drive, Suite 104B
San Antonio, TX 78226

13b. Ordering Procedures

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in *Federal Acquisition Regulation (FAR) 8.405-3*.

14. Payment Address(es)

Encore Support Systems, L.P.
303 Clarence Tinker Drive, Suite 104B
San Antonio, TX 78226

15. Warranty Provision

Contractor's Standard Commercial Warranty

16. Export Packing Charges

N/A

17. Terms & Conditions of Government Purchase Card Acceptance

Contact Contractor

18. Terms & Condition of Rental, Maintenance, & Repair

N/A

19. Terms & Conditions of Installation

N/A

20a. Terms & Conditions of Repair Parts & Other Services

N/A

20b. Terms and conditions for any other services (if applicable)

N/A

21. List of Service & Distribution Points

N/A

22. List of Participating Dealers

N/A

23. Preventive Maintenance

N/A

24a. Special Attributes (Such as Environmental)

N/A

24b. Section 508 Compliance

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

Encore Support Systems, L.P. HQ
303 Clarence Tinker Drive, Suite 104B
San Antonio, TX 78226
Bexar County
US

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

25. Data Universal Numbering Systems (DUNS) Number

130889145

26. Central Contractor Registration

Encore Support Systems is a registered contractor in the Central Contractor Registration (CCR) database at: www.ccr.gov.

27. DESCRIPTION OF IT SERVICES

SIN 132-51 INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
SIN 132-51(RC) INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
(RECOVERY PURCHASING)

a) FPDS Code D301 IT Facility Operation and Maintenance

Furnish project delineation and formulation as required for facilities coordination with regard to design, construction, equipment, communication equipment, maintenance and operations. Include facilities, customer and energy surveys, engineering documentation and drawings, development specifications, design selection, laboratory and facility equipment installation, integration and testing, cable plant design and requirements analysis, cable plant material acquisition and installation, integration and testing, cable plant documentation and drawings, acquisition support and documentation.

b) FPDS Code D302 IT Systems Development Services

Furnish personnel, equipment, and facilities to accomplish database planning and design. Include requirement analysis, comparative study and evaluation of available database engineers, concept development, hardware specifications, database specifications, internet and intranet design, data warehousing application, database compatibility assessments, recommendations, acquisition support and documentation.

c) FPDS Code D306 IT Systems Analysis Services

Furnish personnel, equipment and facilities accomplish systems analysis and design. Include mission requirements analysis, concept development, systems requirements analyses and Information engineering, systems specifications, database specifications, business process re-engineering, requirements modeling and prototyping, user-oriented design, coding, unit testing and integration testing, test plans and test analysis reports, hardware specifications, acquisition support and documentation.

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

Furnish technical support required from delivery of product through installation and integration to a fully functioning system. Including site preparation, network analysis and design. Commercial – Off – The –Shelf (COTS) product evaluation and selection, migration plan, network configuration management plans, communication interface analyses, LAN/WAN installation and integration, equipment acquisition, receipt, unpacking, relocation and inventory, assembly of system components, loading of software, testing and evaluation, customer training, acquisition support and documentation.

e) FPDS Code D308 Programming Services

Furnish software development of tailored programs and modification and enhancement of existing and, or COTS programs. Including, design specifications, code generation, interoperability studies, prototype development, migration to match platform requirements, testing, debugging, verification and validation,

source code management, user interface design, internet and multimedia development, firewalls/security, and acquisition support.

f) FPDS Code D310 IT Backup and Security Services

Develop and implement multiple levels of back-up procedures for its data center operations. Define security and disaster recovery plans and offer the following services, including, security requirements determination, development of security plans, development of back-up procedures, development of recovery and disaster recover plans, operation and management of off-site back-up data centers and data storage facilities, and development of system security plans.

g) FPDS Code D311 IT Data Conversion Services

Furnish facilities design, media conversion to digital format, systems deployment and transition/re-hosting, systems reengineering, cabling/system installation, training, acquisition support and documentation.

h) FPDS Code D316 IT Network Management Services

Furnish project management personnel and services, including, project management, personnel support services, personnel management, integrated logistics support, total cost of ownership analysis and modeling, program control, monitoring, scheduling, cost oversight, acquisition planning, financial management/budgeting services, status reviews, customer interface, quality assurance/independent verification and validation support, administrative assistance, acquisition support and documentation.

i) FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)

Furnish data input/export, data/records analysis, error identification and resolution, acquisition support and documentation.

j) FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

Provide the following services for integration of all current and future hardware and software products: Organization development, IT management, performance measurements, engineering assessment of new technologies, analyses of hardware and software requirements to implement requirements, migration planning, development of architectures, software design evaluations, interface requirements definition, design support, facilities management and upgrade analysis, asset management, network management, help desk operations, testing support, acquisition support, documentation and financial management/budgeting services.

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

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

1. Scope

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

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

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

3. Order

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

4. Performance of Services

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

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

5. Stop Work Order (FAR 52.242-15) (AUG 1989)

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

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

6. Inspection of Services

In accordance with *FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007)* for Firm-Fixed Price orders and *FAR 52.212-4 CONTRACT TERMS AND CONDITIONS~COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I~OCT 2008) (DEVIATION I – FEB 2007)* applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. Responsibilities of the Contractor

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

8. Responsibilities of the Ordering Activity

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

9. Independent Contractor

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

10. Organizational Conflicts of Interest

- a. Definitions.

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

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

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

- b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief

executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with *FAR 9.505* and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at *FAR 9.508*.

11. Invoices

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

12. Payments

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

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

13. Resumes

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

14. Incidental Support Costs

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

15. Approval of Subcontracts

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

16. Description of IT Professional Services & Pricing

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Number 132-51. IT 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 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.

29. LABOR CATEGORIES

01 Technical Expert

Minimum/General Experience: Fifteen years experience, of which at least twelve years must be specialized. Specialized experience includes: superior functional knowledge of task order specific requirements, or developing functional requirements for complex integrated systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Provide expert, independent services and leadership in specialized technical areas. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and Government personnel to ensure that the problem has been properly defined and that the solution will satisfy Government requirements. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

Minimum Education: Advanced degree in Computer Science, Information Systems, Engineering, Business, or other task related discipline. One (1) degree level can be satisfied by four (4) years equivalent experience.

02 Functional Expert

Minimum/General Experience: Ten years of progressive experience in the field of expertise. At least four (4) years of the experience is concentrated, hands-on experience in the specific discipline of the field of expertise.

Functional Responsibility: Performs as an expert in highly specialized, leading edge information technologies and methodologies. Provides highly technical and specialized guidance concerning automated solutions to complex information processing problems. Performs elaborate analyses and studies. Works independently or as member of a team.

Minimum Education: Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related. One (1) degree level can be satisfied by four years equivalent experience.

03 Database Operator

Minimum/General Experience: Four (4) years of experience, of which at least two (2) years must be specialized. Specialized experience includes: Demonstrated knowledge of terminology, usage, and operating concepts of data administration, data dictionaries, and repositories that support re-use of information systems objects related to business information systems. Demonstrated ability to maintain data dictionaries and repositories, including synchronization of corporate, center, and project dictionary hierarchy.

Functional Responsibility: Performs data administration for information systems in conformance with relevant data policy, procedures, standards, and guidelines. Conducts impact assessments on information systems to determine application integration potential and compatibility with the corporate architecture. Works with customer and other personnel to ensure quick responses to customer inquiries as to data

standards, identification, availability, and location. Provides technical assistance related to data administration.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One (1) degree level can be satisfied by four years equivalent experience.

04 Engineer I

Minimum/General Experience: Five (5) years of experience, of which at least five (5) years must be specialized. Specialized experience, in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming using CASE and IE tools and methods, systems planning, business information planning, and business analysis. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database managing systems. Constructs sound, logical business improvement opportunities consistent with corporate savings, and open system architecture objectives. Provides daily supervision and direction to staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One (1) degree level can be satisfied by four (4) years equivalent experience.

05 Engineer II

Minimum/General Experience: Ten (10) years experience in information systems development, functional and data requirement analysis, systems analysis and design, programming, program design and documentation preparation. Of the ten (10) years general experience, a minimum of eight (8) years specialized experience is required in the following: demonstrated experience in managing the implementation of information engineering projects and experience in systems analysis, design and programming using CASE and IE tools and methods, e.g., Oracle CASE, IEF CASE, I-CASE. Demonstrated experience in the client/server environment. Proven managerial and supervisory skills. Demonstrated exceptional written and oral communications skills, including giving formal presentations to different audiences. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of the information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise-wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse

engineering and reengineering disciplines to develop migration strategic and planning documents. Has experience with such methodologies as IDEF 0 process modeling and IDEF 1X data modeling. Provides technical guidance in software engineering techniques and automated support tools.

Minimum Education: Master's Degree in Computer Science, Information Systems, Engineering, or other related discipline. One (1) degree level can be satisfied by four (4) years equivalent experience.

06 Webmaster

Minimum/General Experience: Five (5) years experience in information systems development, functional and data requirement analysis, systems analysis and design, programming or program design. Of the five (5) years general experience, a minimum of two (2) years specialized experience is required in the following: Design, development, and support of Internet based information management/distribution systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of Internet based information distributions systems.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related discipline. One (1) degree level can be satisfied by four (4) years equivalent experience.

07 Database Administrator

Minimum/General Experience: Three (3) years DBA experience with multiple years of related data processing experience.

Functional Responsibility: Applies high level of skills in database design, installations, and conversions. Responsible for database backup and recovery procedures, access security, and database integrity, physical data storage design, and data storage management. Participates in DBMS selection and maintains database performance. Applies expertise in specific DBMS. Applies knowledge of various DBMS products.

Minimum Education: Bachelor's Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics or equivalent technical studies.

08 Network Administrator

Minimum/General Experience: Ten (10) years of experience, of which at least five (5) years must be specialized. Specialized experience, in planning, design, implementation and support of local and wide area networks. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Develops and applies organization-wide network management principles. Provides daily supervision and direction to staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One (1) degree level can be satisfied by four (4) years equivalent experience.

09 System Administrator

Minimum/General Experience: Five (5) years with more than three (3) years specialized experience.

Functional Responsibility: Apply advanced computer skills. Apply a high level of technical expertise with product or system to be supported. Apply demonstrated ability to learn and teach technical information. Apply excellent problem determination skills. Apply demonstrated capabilities in defining and implementing processes and projects. Apply project management skills. Provide assistance and technical direction to other IT personnel. Interact with customers and other departments.

Minimum Education: BS/BA Degree from an accredited university/college in Computer Science, Information Systems, Engineering, Business, or other related discipline. One (1) degree level can be satisfied by four (4) years equivalent experience.

10 Hardware Engineer

Minimum/General Experience: Eight (8) years experience of which at least five (5) years must be specialized. Specialized experience includes: supervision of installation technicians; analysis, design, and installation of local and wide area nets; and analysis and installation of communication systems. Familiar with engineering documentation, network configurations and topologies, X.25, TCP/IP, Frame Relay, Bridges, and Routers. General experience includes increasing responsibilities in technical management.

Functional Responsibility: Organizes and directs network installations on site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Directs and leads preparation of engineering plans and site installation Technical Design Packages. Develops installation schedules. Mobilizes network installation team. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One (1) degree level can be satisfied by four (4) years equivalent experience.

11 Programmer I

Minimum/General Experience: Three years (3) including analysis and programming responsibilities and at least two years with system design activities.

Functional Responsibility: Prepares application requirements from user input. Prepares system documentation. Plans and estimates work of team by phase. Reports team work progress at a phase level. Creates system -level test plans. Uses several programming languages and operating systems. Performs total system tests. Ensures proper analysis of problems and programming design, thereby preventing rework or schedule slippage. Provides moderately complex technical direction to a small group of computer programmers. Maintains routine contacts with computer programmers outside the core programming team.

Minimum Education: Bachelor's Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics or equivalent technical studies.

12 Programmer II

Minimum/General Experience: Five (5) years including system-programming activities with over three (3) years in specialization areas.

Functional Responsibility: Those specified for Computer I plus the following: Provides system support for specific system software. Provides debugging, problem determination, and the system tuning assistance to application developers. Provides technical expertise and support in specialized area(s) of expertise. Provides consulting and programming services on operating systems software, teleprocessing monitors, communications systems, language processors, database internals, and system utilities. Provide technical direction to a group of programmers.

Minimum Education: Bachelor's Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics or equivalent technical studies.

13 Cost Analyst

Minimum/General Experience: Five (5) years with more than three (3) years specialized experience.

Functional Responsibility: Analyzes and evaluates moderately complex data processing tasks, translating business area data processing (DP) requirements into detailed system/program requirements. Provides life cycle cost estimates, alternatives, and cost reduction recommendations to management and staff involved in the development, integration, and installation of automated DP information systems. Participates in system requirement and design sessions with business area customers.

Minimum Education: BS/BA Degree from an accredited university/college in Computer Science, Information Systems, Engineering, Business, or other related discipline. One (1) degree level can be satisfied by four (4) years equivalent experience.

14 Business Systems Analyst

Minimum/General Experience: Eight (8) years of experience, of which at least three (3) years must be specialized. Specialized experience may include: budgeting, facilitation, training, methodology development and evaluation.

Functional Responsibility: Duties include activity and data modeling. Developing modern business methods, identifying best practices, and creating and assessing performance measurements. Acts as a project leader and provides technical leadership and guidance to programmers and technical staff. Provides alternatives, recommendations and assistance to managers involved in the development, integration, and installation of business information systems. Prepares programming specifications and diagrams and develops coding logic flowcharts. Develops or revises computer programs requiring knowledge of high-level languages. Prepares detailed complex system/program documentation and flowcharts and assists with system installation. Participates in system requirement and design sessions with business customers.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, and Education. One (1) degree level can be satisfied by four (4) years equivalent experience.

15 Senior Functional Analyst

Minimum/General Experience: Ten (10) years experience, of which at least eight (8) years must be specialized. Specialized experience includes: superior functional knowledge of task order specific requirements, or developing functional requirements for complex integrated ADP systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Provides management and technical support of complex automated data processing projects. Applies extensive knowledge of logistics, acquisition management, data management, and program control. Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required task and their interrelationships. Identifies resources required for each task. Provides various types of management and technical support to projects in areas such as: training, logistics, acquisition management, configuration management, data management, program control and/or manpower planning. Requires the ability to plan and carry out complex projects to completion and an extensive knowledge of concepts, practices, and procedures to perform one or more of the above listed functions. Provides daily supervision and direction to support staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One (1) degree level can be satisfied by four (4) years equivalent experience.

16 Functional Analyst

Minimum/General Experience: Six (6) years experience, of which at least three (3) years must be specialized. Specialized experience includes: developing functional requirements for complex integrated ADP systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Compiles, validates, and verifies user requirements. Evaluates technology-based solutions for user requirements. Supports training, logistics, acquisition management, configuration management, data management, program control, and/or manpower planning. Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One (1) degree level can be satisfied by four (4) years equivalent experience.

17 Technical Writer

Minimum/General Experience: Three (3) years of technical writing experience.

Functional Responsibility: Develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, and related technical publications concerned with work methods and procedures, and installation, operations and enhancement of ADP equipment and systems. Interviews production and other personnel and reads journals, reports and other material to become familiar with system technologies and production methods. Organizes material and completes writing assignments with regard to order, clarity, conciseness, style, and terminology. Edits on-line help information and hardcopy documentation. Ensures proper cross-referencing occurs within the information units. Ensures the material is presented in a user-friendly manner. Ensure all applicable guidelines for indexing are followed. Accurately estimate own work at a task level. Participate as member of the project team.

Minimum Education: Minimum education requirement is a high school diploma.

18 Management Analyst

Minimum/General Experience: Ten (10) years including project management with over three (3) years in specialized areas.

Functional Responsibility: Applies expert systems analysis and management techniques to complex system development in a specialized area. Applies broad knowledge of management systems, data sources/flow, interactions of complex systems, and capabilities/limitations of systems software and computer equipment, provides systems design in a specialized design area; establishes framework of new computer systems from feasibility to post-implementation evaluation; devises new sources of data and develops new approaches/techniques; may serve as technical authority for a design area. Plans and conducts analyses of unique problems in a broad system; prepares overall project management plans; studies broad areas of projected work processes that cut across systems.

Minimum Education: Bachelor's Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics or equivalent technical studies. One (1) degree level can be satisfied by four (4) years equivalent experience.

19 Data Entry Clerk

Minimum/General Experience: Two (2) years in a data processing environment.

Functional Responsibility: Operate and interact with data processing (hardware and software) and teleprocessing equipment. Apply understanding of software and subsystems to input and manipulate data, extract information, and print reports. Apply basic understanding of machine principles, operating systems, system configuration, utility programs, operating procedures, and automation concepts. Recognize problems and take corrective action. Perform minor cleaning and maintenance of I/O equipment. Requires minimal direction in daily operation and problem resolution. Assists less experienced personnel.

Minimum Education: Associate's Degree in Data Processing. One (1) degree level can be satisfied by four (4) years equivalent experience.

20 Systems Analyst I

Minimum/General Experience: Five (5) years with three (3) years in specialization areas.

Functional Responsibility: Applies knowledge of pertinent system software, computer equipment, work processes, applicable regulations, workload, and practices of assigned subject-matter area. Recognizes probable interactions of related computer systems and predicts impact of change on assigned system. Gathers facts, analyses data, and compares alternatives in terms of cost, time, and availability of equipment/personnel. Recommends courses of action and prepares specifications for development of computer programs. Determines and resolves data processing problems and coordinates work. Works independently under overall project objectives and requirements. Adapts design approaches successfully used in precedent systems. May provide functional direction to lower level assistants.

Minimum Education: Bachelor's Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics or equivalent technical studies. One (1) degree level can be satisfied by four (4) years equivalent experience.

21 Systems Analyst II

Minimum/General Experience: Five (5) years with three (3) years in specialization areas.

Functional Responsibility: Applies systems analysis and design techniques to complex computer systems in a broad area. Applies competence in all phases of systems analysis techniques, concepts, and methods. Applies knowledge of available system software, computer equipment, regulations, and practices in a subject matter area. Recognizes probable conflicts and integrates diverse data sources. Produces innovative solutions for a variety of complex problems. Maintains and modifies complex systems or develops new subsystems. Guides users in formulating requirements. Advises on alternatives and implications of new/revised data processing systems. Analyzes project proposals and identifies omissions/errors in requirements. Conducts feasibility studies. Recommends optimum approach and develops system design. May serve as lead analyst in a design subgroup. May direct and integrate work of one or two lower level analysts.

Minimum Education: Bachelor's Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics or equivalent technical studies. One (1) degree level can be satisfied by four (4) years equivalent experience.

22 Systems Analyst III

Minimum/General Experience: Ten (10) years including project management with over three (3) years in specialized areas.

Functional Responsibility: Performs as a top technical expert. Develops broad computer systems/conducts critical studies. As a team or project leader: guides development of broad, unprecedented computer systems; devises completely new ways to locate/develop data sources; establishes new factors/criteria for subject matter decisions. Coordinates fact-finding, analysis, and design of system. As a staff specialist: has overall

responsibility for evaluating the significance of technological advancement and developing standards; conceives and plans exploratory investigations where new concepts are required.

Minimum Education: Master's Degree and Bachelor's Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics or equivalent technical studies. One (1) degree level can be satisfied by four (4) years equivalent experience.

30. LABOR CATEGORY RATES**Years 11-15
SIN 132-51 and 132-51(RC)**

*Pricelist current through Mass Modification A188, Refresh #28, dated 10 July 2011
Prices Shown Herein are Net (discount deducted)*

	Category	Hourly Rate Year 11	Hourly Rate Year 12	Hourly Rate Year 13	Hourly Rate Year 14	Hourly Rate Year 15
01	Technical Expert	\$316.74	\$326.24	\$336.02	\$346.11	\$356.49
02	Functional Expert	\$174.22	\$179.45	\$184.83	\$190.38	\$196.09
03	Database Operator	\$36.69	\$37.79	\$38.92	\$40.09	\$41.29
04	Engineer I	\$47.97	\$49.41	\$50.89	\$52.41	\$53.99
05	Engineer II	\$56.72	\$58.42	\$60.18	\$61.98	\$63.84
06	Webmaster	\$82.84	\$85.33	\$87.89	\$90.52	\$93.24
07	Database Administrator	\$60.29	\$62.09	\$63.96	\$65.88	\$67.85
08	Network Administrator	\$52.60	\$54.18	\$55.81	\$57.48	\$59.20
09	System Administrator	\$58.41	\$60.16	\$61.97	\$63.83	\$65.74
10	Hardware Engineer	\$68.04	\$70.08	\$72.19	\$74.35	\$76.58
11	Programmer I	\$41.10	\$42.33	\$43.60	\$44.91	\$46.26
12	Programmer II	\$45.84	\$47.21	\$48.63	\$50.09	\$51.59
13	Cost Analyst	\$46.62	\$48.02	\$49.46	\$50.94	\$52.47
14	Business Systems Analyst	\$39.57	\$40.76	\$41.98	\$43.24	\$44.54
15	Senior Functional Analyst	\$82.49	\$84.97	\$87.52	\$90.14	\$92.85
16	Functional Analyst	\$56.03	\$57.71	\$59.44	\$61.23	\$63.06
17	Technical Writer	\$31.94	\$32.90	\$33.89	\$34.90	\$35.95
18	Management Analyst	\$40.48	\$41.69	\$42.94	\$44.23	\$45.56
19	Data Entry Clerk	\$27.20	\$28.02	\$28.86	\$29.72	\$30.62
20	Systems Analyst I	\$45.20	\$46.55	\$47.95	\$49.39	\$50.87
21	Systems Analyst II	\$54.65	\$56.29	\$57.98	\$59.72	\$61.51
22	Systems Analyst III	\$66.53	\$68.52	\$70.58	\$72.70	\$74.88

31. USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

Encore Support Systems, L.P. 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 demonstrates 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:

POC: Bruce Wilbur
Phone: (210) 798-2750
E-mail: contractmanager@encoresupportsystems.com
Fax: (210) 798-2752

32. BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE

Customer Name

In the spirit of the Federal Acquisition Streamlining Act, _____ (“Ordering Activity”) and **Encore Support Systems, L.P.** (“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) **GS-35F-0229J**.

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 _____

33. (CUSTOMER NAME) BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s): GS-35F-0229J, 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 SCHEDULE/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.

34. 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 an ordering activity requirements.

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

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

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

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

Here is a general outline on how it works:

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