



General Services Administration  
Office of Chief Information Officer

For the

Office of Public Buildings Information Technology Services

# **Statement of Work & Request for Quotes**

GSA Schedule 70

Blanket Purchase Agreement (BPA)

for

Information Technology and Development Services (ITDS)

**5/17/2017**

**GSAM 552.219-71 Notice to Offerors of Subcontracting Plan Requirements (Oct 2016)**

The General Services Administration (GSA) is committed to assuring that maximum practicable opportunity is provided to small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns to participate in the performance of this contract consistent with its efficient performance. GSA expects any subcontracting plan submitted pursuant to FAR 52.219-9, Small Business Subcontracting Plan, to reflect this commitment. The plan must demonstrate a creative and innovative program for involving small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns as subcontractors in the performance of this contract.

**Table of Contents**

1.0	Introduction and Background .....	7
2.0	Scope of Work .....	8
2.1	Required BPA Holder Skill Sets .....	11
2.2	PB-ITS Environment.....	11
2.3	Operating Environment .....	11
3.0	Place and Period of Performance.....	12
4.0	Phase-In / Phase-Out.....	12
4.1	Phase-In.....	12
4.2	Phase-Out .....	13
5.0	Detailed Task Requirements .....	13
5.1	Design Requirements (Task Area 1) .....	14
5.2	Development Requirements .....	15
5.2.1	Database Development (Task Area 2) .....	15
5.2.2	Custom Application Development and Support (Task Area 3) .....	15
5.3	Testing Requirements .....	16
5.3.1	Automated Testing (Task Area 4).....	16
5.3.2	Usability and Accessibility Testing (Task Area 5).....	16
5.3.3	Other Testing (Task Area 6) .....	16
5.4	Application Operations and Maintenance Support for PB-ITS Applications (Task Area 7) .....	17
5.5	Application Development Operations and Maintenance (O&M) Requirements (Task Area 8) .....	17
5.6	Optional Enhancements (Task Area 9) .....	18

**Information Technology and Development Services**

*GSA Schedule 70 BPA*

5.7	Specialized Building (Real Estate) Life-Cycle Systems (Task Area 10).....	19
5.8	Emerging Digital Services .....	19
5.8.1	Mobile Services (Task Area 11) .....	19
5.8.2	Agile Services (Task Area 12).....	20
5.8.3	Data Management Services (Task Area 13) .....	20
5.8.4	Cloud Services (Task Area 14).....	20
5.9	Quality Requirements (Task Area 15) .....	21
5.10	GSA PBS Office of Facilities Management - IT Building Technologies Services Division Support (Task Area 16).....	21
6.0	Deliverables .....	23
6.1	Quarterly Status Reviews .....	23
6.2	Quarterly Status Reports .....	23
6.3	Annual Small Business Goal Report.....	23
6.4	Earned Value Management System (EVMS) Requirements for Relevant OMB 300 Projects or Hourly BPA Calls Requesting It .....	23
6.5	User Training.....	24
6.6	Special Instructions .....	24
7.0	Personnel Requirements.....	24
7.1	BPA Labor Categories and Descriptions .....	24
7.1.1	Business Analyst 1 .....	24
7.1.2	Business Analyst 2.....	25
7.1.3	Business Analyst 3 .....	26
7.1.4	Business Process Reengineering Executive .....	26
7.1.5	Cloud Technician.....	27
7.1.6	Communications Analyst .....	28
7.1.7	Database Administrator 1 .....	28
7.1.8	Database Administrator 2 .....	29
7.1.9	Database Analyst/Programmer 1 .....	30
7.1.10	Database Analyst/Programmer 2 .....	30
7.1.11	Documentation Specialist/ Technical Writer 1.....	31
7.1.12	Documentation Specialist/ Technical Writer 2.....	31
7.1.13	Information Analyst.....	32
7.1.14	Information Engineer.....	32
7.1.15	Internet Engineer.....	33

**Information Technology and Development Services**

*GSA Schedule 70 BPA*

7.1.16	Network Specialist 1 .....	33
7.1.17	Network Specialist 2 .....	34
7.1.18	Network Specialist 3 .....	34
7.1.19	Network Engineer .....	35
7.1.20	Programmer .....	36
7.1.21	Program Manager.....	36
7.1.22	Project Manager .....	37
7.1.23	Quality Assurance/Configuration Analyst.....	38
7.1.24	Security Analyst.....	38
7.1.25	Software Analyst.....	39
7.1.26	Software Engineer 1.....	39
7.1.27	Software Engineer 2.....	40
7.1.28	Software Engineer 3.....	40
7.1.29	Subject Matter Expert.....	40
7.1.30	Systems Administrator.....	41
7.1.31	Systems Architect 1 .....	41
7.1.32	Systems Architect 2 .....	42
7.1.33	Systems Engineer 1 .....	43
7.1.34	Systems Engineer 2.....	43
7.1.35	Technical Specialist 1.....	44
7.1.36	Technical Specialist 2.....	44
7.1.37	Technical Specialist 3.....	45
7.1.38	Training Specialist.....	45
7.1.39	Web Developer 1 .....	46
7.1.40	Web Developer 2 .....	46
7.2	Key Personnel .....	47
7.3	Contractor Designation and Proposed Substitution of Key Personnel.....	47
7.4	Personal Identity Verification of Contractor Personnel .....	48
8.0	Travel .....	48
9.0	Security .....	48
9.1	Homeland Security Presidential Directive (HSPD- 12) and Background Investigations Requirements .....	49
10.0	Government Furnished Equipment (GFE)/ Government Furnished Information (GFI) .....	50

**Information Technology and Development Services**

*GSA Schedule 70 BPA*

---

11.0	Contractor Tools, Development, and Application .....	51
12.0	CMMI Level III / ISO 9001:2015 Compliance .....	51
12.1	Quality Control.....	52
13.0	Administration .....	52
13.1	GSA Electronic Invoicing .....	52
13.2	Personal Services.....	52
13.3	Privacy Act.....	53
13.4	Protection of Information .....	53
13.5	Configuration Management.....	53
13.6	Section 508 Compliance.....	53
13.7	Non-Disclosure Agreements .....	53
13.8	Organizational Conflict of Interest.....	54
13.9	FAR Clauses Incorporated by Reference .....	54
14.0	Small Business Subcontracting Plan.....	54
15.0	BPA Call Procedures .....	57
15.1	BPA Call Processing .....	58
15.2	Delivery Schedule .....	59
15.3	Inspection and Acceptance.....	59
15.4	Cancelation of Orders.....	60
15.5	Unauthorized Commitment .....	60
15.6	Press Release Authorization.....	60
16.0	Points of Contact.....	60
17.0	Request for Quotes Submission.....	61
18.0	Technical Evaluation Factors and Evaluation Methodology .....	62
18.1	Technical Evaluation Factor One: Technical Understanding .....	64
18.2	Technical Evaluation Factor Two: Management Plan .....	65
18.3	Technical Evaluation Factor Three: Past Performance .....	67
18.4	Technical Evaluation Factor Four: Small Business Participation.....	70
19.0	Price Evaluation Factors and Evaluation Methodology.....	71
Appendix A	EQP Documents.....	73
Appendix B	Security Requirements .....	73
Appendix C	Q & A Format Template .....	73
Appendix D	Past Performance References Form .....	73
Appendix E	Past Performance Questionnaire.....	73

*Information Technology and Development Services*

*GSA Schedule 70 BPA*

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Appendix F The Price Quote Template.....73

## **1.0 Introduction and Background**

The Public Buildings Service (PBS) has the responsibility of supporting the General Services Administration's (GSA) Buildings, which includes approximately 7,100-leased buildings and 1,600 Government-owned buildings. The Public Building-Information Technology Service (PB-ITS) Associate Chief Information Officer (CIO) manages information technology (IT) resources for the PBS and is the principal advisor to the PBS community regarding all IT issues that bridge technology to the agency's business strategies.

The PB-ITS Associate CIO:

- Manages the design, development, and implementation of all PB-ITS software applications and systems
- Manages the servers, web-tier, mid-tier and databases supporting PBS applications and systems
- Manages the relationships between the PB-ITS Associate CIO's office and the PBS Central Office business lines, regional customers, and stakeholders
- Ensures that the PB-ITS strategy for using state-of-the-art technology systems aligns with current and future business strategy
- Leads initiatives to support PBS's business needs and its mission through the direction of IT investment planning and decision-making
- Develops and maintains an IT strategic plan, which meets national and regional requirements, that ensures the office's activities support the GSA strategic IT business strategies
- Directs the development of the PB-ITS CIO budget and capital IT plan and identifies the funding that supports ongoing IT resources
- Presents the strategic IT direction and the major IT investments in support of the critical business processes to PBS senior executives
- Serves as the Chairperson for the PBS IT review board and the principle advisor to the PBS Commissioner, PBS business lines, customer agencies, and other stakeholders for the use of new and emerging technology to support the changing business environment

As PBS continues to improve services to its customers and increases its internal operational efficiency, PB-ITS Associate CIO aims to continue supporting organizations in their efforts to help establish a continuous process improvement function, identify any IT investments that can better enable operational processes, and support strategic and operational project support. The PB-ITS Associate CIO is prepared to select and run critical initiatives that will set their organization on a path toward the future they began defining in previous years. The future requires the PB-ITS Associate CIO to address issues that require high technical and social complexity. Issues of this nature require an interpersonal level of engagement, or "soft sciences," in order to successfully achieve the transformation of a large government organization. Two key elements for PB-ITS Associate CIO's success are:

## *Information Technology and Development Services*

### *GSA Schedule 70 BPA*

- The culture of the organization as they support the vision and
- Their intentional engagement with customers.

In order to support these goals, the PB-ITS Associate CIO is requesting quotes to provide IT support services. The Information Technology and Development Services (ITDS) BPA will be a GSA-wide strategic sourcing vehicle providing GSA PBS and other GSA offices with state-of-the-art development services. PBS uses about 85% of the services under this BPA.

Currently, GSA PB-ITS holds one (1) Schedule 70 Blanket Purchase Agreements (BPA) for Information Technology and Development Services. The current BPA will expire on January 15, 2018. This BPA was for \$150 million exceeded the awarded amount.

Since 2003 GSA PBS has acquired IT professional services to provide skills for application development, infrastructure support and public buildings technology innovation because in-house resources were not available. Due to the continuing need and increase in usage and demand, it is critical that GSA continue receiving these services. Due to continued lack of in-house resources invitations to a new Request for Quote (RFQ) shall be sent to current GSA Schedule 70 holders SIN 132-51.

## **2.0 Scope of Work**

The purpose of this Statement of Work (SOW) is to obtain Contractor support for IT and development services. Though further defined in Section 5, the categories of support include the following:

- Design Requirements (Section 5.1)
- Development Requirements (Section 5.2)
  - Database Development (Section 5.2.1)
  - Custom Application Development (Section 5.2.2)
- Testing Requirements (Section 5.3)
  - Automated Testing (Section 5.3.1)
  - Usability and Accessibility (Section 5.3.2)
  - Other Testing (Section 5.3.3)
- Application Operations and Maintenance Support for PB-ITS Applications (Section 5.4)
- Application Development Operations and Maintenance Requirements (Section 5.5)
- Enhancements (Section 5.6)
- Specialized Building (Real Estate) Life-cycle Systems (Section 5.7)
- Emerging Digital Systems (Section 5.8)
  - Mobile Services (Section 5.8.1)
  - Agile Services (Section 5.8.2)
  - Digital Management Services (Section 5.8.3)
  - Cloud Services (Section 5.8.4)
- Quality Requirements (Section 5.9)



## *Information Technology and Development Services*

### *GSA Schedule 70 BPA*

This SOW shall cover the items listed above and other miscellaneous or support services not currently covered by the GSA Enterprise Operations contract (GEO). The GSA/PBS headquarters in Washington D.C. and other PBS organizations within the eleven regions. The total combined staffing levels under the BPA are approximately 180 Contractor Personnel-

To meet these objectives, PB-ITS shall establish GSA Schedule 70, Multiple Award BPAs for hourly-rate services, to support the requirements within this SOW. The skills and functional requirements identified in the SOW shall define the breadth of labor categories needed to meet the needs of the PB-ITS Associate CIO. At a minimum, GSA will establish BPAs with two (2) Contractors, (one large and one small) but no more than eight (8) BPAs will be awarded. If a Contractor presents itself as a small business and is selected for a BPA, for the life of the BPA, the BPA Holder's small business size status shall be based on NAICS 541519 - Other Computer Related Services, 541519 sub-code general (\$25M), the Central Contractor Registration (CCR) at the time of the BPA's establishment.

The terms Subcontractor and Teaming Partner are not interchangeable in this SOW. Under a Contractor Team Arrangement (CTA), two (2) or more GSA Schedule Contractors work together to meet ordering activity needs. By complementing each other's capabilities, the team offers a total solution to the ordering activity's requirement. The CTA differs from a partnership between a Prime Contractor and Subcontractor in that all members of the team are equal parties to the contract. Important differences are detailed in the following chart:

Teaming Partner	Prime Contractor / Subcontractor Agreement
Each team member must have a GSA Schedule contract.  Each team member is responsible for duties addressed in the CTA document.	Only the Prime Contractor must have a GSA Schedule contract.  The Prime Contractor cannot delegate responsibility for performance to Subcontractors.

**Information Technology and Development Services**

*GSA Schedule 70 BPA*

Each team member has privity of contract with the government and can interact directly with the government.	Only the Prime Contractor has privity of contract with the government and can interact with the government. The Prime Contractor is responsible for its subcontracting activities. (Ordering activities are encouraged to specify in the Request for Quotation (RFQ) that the use of Subcontractors requires prior approval by the ordering activities.)
The ordering activity is invoiced at each team member's unit prices or hourly rates as agreed in the task or delivery order or GSA Schedule BPA.	The ordering activity is invoiced in accordance with the Prime Contractor's GSA Schedule contract, including any applicable price reductions.
Total solutions, otherwise impossible under individual GSA Schedule contracts, can be put together quickly and easily.	The Prime Contractor is limited to the supplies and/or services awarded on its GSA Schedule contract.

If proposing a CTA, Contractors shall identify one (1) Teaming Partner as the Lead Teaming Partner. This distinction is necessary due to PBS’s acquisition software only being able to identify one (1) Contractor name on the BPA establishment documentation.

Per [www.gsa.gov/contractorteamarrangements](http://www.gsa.gov/contractorteamarrangements) and the chart above, all Teaming Partners shall have a GSA Schedule 70 Contract. Subcontractors are not required to have a GSA Schedule 70 Contract. Only the Prime Contractor or the Lead Teaming Partner is required to have the NAICS 541519. GSA will allow large and small businesses to cross team (i.e., a large business subcontracts to a small business and that same small business subcontracts to the large business, which results in two different quote submissions).

GSA will compete and issue BPA Calls for specific requirements once the BPA is established. BPA Calls issued against this BPA may come from other GSA organizations outside of the PBS.

The estimated combined value of this BPA has a maximum total combined value of \$250,000,000 over 5 years. There shall be no minimum guarantee of work with this BPA.

Subcontracting plans shall be included in the quotes, as GSA desires small business participation. Contractors should provide their Schedule 70 labor categories, based on the BPA labor categories and descriptions in the SOW, along with fixed prices for each BPA year. Each large business, BPA holder shall document annually that at least 20% of the dollars issued through their prime BPA Calls from this BPA have small business utilization.

## **2.1 Required BPA Holder Skill Sets**

There shall be required BPA Holder skill sets to successfully execute BPA Calls under this BPA. Additional related, value-added skills are also expected. Skill sets shall encompass all skills needed to perform the labor category duties listed under Section 7.1. Specified skill sets will be further developed and detailed at the BPA Call level.

## **2.2 PB-ITS Environment**

Note that the following items can exist in multiple versions. It is up to the Government to delineate this within the scope of the specific BPA Call against this BPA. This list is not all-inclusive.

- Solaris; Windows 2008/2012; RedHat Enterprise Linux (RHEL)
- VMWare
- NetApp
- JBOSS; JBOSS EAP; Weblogic
- WebCenter; Liferay
- Jaspersoft; OBIEE
- MS SQL; Oracle DB; Postgres
- Computerized Maintenance Management System solutions
- Building Automation System solutions
- Computer Aided Drawing based solutions
- Building Information Modeling related solutions
- Spatial Data Management related solutions
- Actuate
- MicroStrategy
- Geographic Information System based products
- Cimmetry AutoVue
- McLaren
- Cast Iron
- Internet of Things (IoT)
- Extract Transform Load products

## **2.3 Operating Environment**

PB-ITS is responsible for the implementation, support, management and operation of PBS Information Technology Systems by providing resilient, flexible, and secure technologies and services. PB-ITS Application Operations and Maintenance (AppOps) is responsible for providing DevOps, Middleware, Database, OS and system integration for the support of 460 applications on over 800 Virtual Servers spread across Red Hat Enterprise Linux, Windows 2008/2012 and Solaris physical servers including Tier 1 through Tier 3 application support services that handle about 2,000 tickets per month. Services include full SDLC (initial development through decommissioning) application and environment support to manage, monitor, and maintain all PBS systems, including building and energy (B&E) systems and associated technologies, within DEV, TEST, and PRODUCTION. Certain PB-ITS systems currently run on Salesforce and Amazon Web Services (East-West and GovCloud).

### **3.0 Place and Period of Performance**

The BPA will be established for a duration of five (5) years. The anticipated period of performance shall be January 16, 2018 to January 15, 2023. The Prime Contractor shall have an active GSA Schedule 70 at the time of award. If the Prime's GSA Schedule 70 is in the renewal process or will need renewal before January 17, 2018 proof of renewal submission processing must be submitted. At any time, if the Prime's GSA Schedule 70 contract is canceled or not renewed, the Prime's BPA will be canceled at the end of any current BPA call period and no modifications to existing orders will be allowed. As per FAR 8.405-3(d)(3), the BPA may be established with Contractors even if the BPA extends beyond the Contractors' current term (five year period of performance) of their GSA Schedule Contract, so long as there are option periods in the Contractors' GSA Schedule Contract that, if exercised, will cover this BPA's total period of performance. BPAs will be reviewed per FAR 8.405-3(e) each year.

If the awarded Contractor is not an incumbent to the previous BPAs, a Phase-In Process shall commence prior to beginning of the BPA Calls period of performance. The Phase-In Process shall be limited to fifteen (15) calendar days, or as specified through BPA Calls.

Between the anticipated award date and the start date of the BPA Calls, Contractors will be finalizing and completing their security clearance requirements and actively competing for any BPA Call that begins February 1, 2018. Additionally, the overlap between old and new Contractors allows for a smooth transition from one BPA Holder to another and prevents a lapse in service for the Government.

Work shall be primarily performed in the Washington, D.C. Metro area, and in GSA Regional Offices. Core hours are generally 7:30 a.m. through 4:00 p.m., Monday through Friday. Contractor personnel are expected to conform to customer Agency normal operating hours. Government space may be assigned for this support. The hours, exact location, and assignment of government space shall be identified in each individual BPA Call; however, unless explicitly stated in the BPA Call, telework shall not be supported. BPA level Contractor meetings shall be conducted at the GSA Central Office, Washington, D.C. and other work sites in the Metro area.

### **4.0 Phase-In / Phase-Out**

The Phase-In/Phase-Out process is defined as a smooth transition from one Contractor to another, in order to maintain the program's integrity required under this and previous agreements.

The Contractors shall take all actions necessary to achieve a successful transition from the incumbent Contractors/GSA Staff and to the follow-on Contractors/GSA Staff.

#### **4.1 Phase-In**

The Contractors shall follow the Government approved phase-in transition plan. Contractors shall expect to attend an orientation session at or before the start of the BPA. This session may be virtual or at a central location.

Though the BPA's anticipated period of performance begins on January 16, 2018, no BPA Call shall commence prior to February 1, 2018, though some BPA Calls may require a Phase-In Process. The Phase-In Process shall be limited as specified through the following BPA Calls.

## **4.2 Phase-Out**

The Contractors shall remain functional and operational up until the point of expiration or cancelation. The Contractors shall submit to the Government a phase-out plan sixty (60) calendar days before the BPA's completion or cancelation. The phase-out plan shall address not less than the following:

- Procedures for retaining the staffing levels necessary to maintain required BPA or BPA Call services through the day of the BPA's expiration or cancelation
- Procedures and responsibilities for performing physical inventory and reconciliation of Government Furnished Equipment (GFE) and Government Furnished Information (GFI)
- Procedures and responsibilities for reconciling and certifying material and equipment on-hand levels and accuracy
- Procedures for transferring knowledge and documentation
- A list of all ongoing tasks and activities of the current staff including a summary description of the work
- For each task/activity, the Phase-Out Plan shall include upcoming milestones and their individual status, the level of effort being applied
- Current or anticipated risks associated with task completion

The Contractors shall coordinate its phase-out activities with the incoming Contractors to effect a smooth and orderly transition at the end of the BPA's period of performance. The Contractors shall provide on-the-job training for the incoming Contractor's personnel, as needed by the incoming Contractors, except for IT training which shall be provided by the Government. The Contractors shall remove all Contractor-owned property from the Government spaces or facilities by close of business on the last day of the BPA.

## **5.0 Detailed Task Requirements**

BPA Calls issued are expected to be performed in accordance with industry best practices, NIST, OMB, GSA and PB-ITS policy and guidance in a manner consistent with CMMI Level III and ISO 9001:2015 practices and protocols.

The term "application" may also mean "information system" as defined in OMB A-130 (a discrete set of information resources organized for the collection, processing, maintenance, transmission, and dissemination of information, in accordance with defined procedures, whether automated or manual).

The Contractors shall deliver digital solutions that realize measurable business value in support of GSA's strategic mission, vision, goals and objectives. "Development services" include, but is

not limited to: business requirements gathering, design, development, testing, release/production, operations and maintenances, data management, and digital services.

The Contractor shall deliver modern technology services that use modern technical stacks and open source technologies wherever possible. The Contractor shall provide modern digital services that use development and operations (DevOps) techniques that embrace continuous integration, continuous delivery and continuous deployment.

The Contractor shall deliver secure and tested modern cloud, mobile and web application solutions using automated testing frameworks.

The Contractor shall provide support to projects that are being built as brand new systems as well as projects that are being built on top of existing systems/platforms.

The Contractor shall support new technologies and programming languages as they emerge. The Contractor's support and solutions shall align with the U.S. Digital Services Playbook (<https://playbook.cio.gov>). The Contractor shall be familiar with the concepts in each play and implement them in its approaches and support. The Contractor shall also design, develop, configure, customize and deploy the corresponding solution. Once deployed, the Contractor shall provide production support of the solution as required.

The Contractor shall participate in integrated program/project teams and Agile teams to enhance communication, share lessons learned and facilitate rapid identification of dependencies between various functional entities to ensure that the projects deliver the right solutions and measurable value to the business and end-users.

The Contractor shall also work with the government to define and refine business requirements in support of new and existing systems

The Contractor shall work collaboratively and cross functionally with engineering and operations to implement continuous integration, continuous delivery, continuous deployment, production monitoring, and production support. The Contractor shall support its own code while in production.

For each of the below sections, the Contractor shall describe their capabilities, approaches and strategies or plans for achieving the described task.

### **5.1 Design Requirements (Task Area 1)**

The Contractor shall provide design services in alignment with the U.S. Digital Services Playbook as well as other industry best practices. The Contractor shall work with the product owner, end users, requirements analysts and other stakeholders to design applications solutions by using design techniques such as, but not limited to UX/UI, modern UI, database, user stories, user research, wireframes, mockups, prototypes, user shadowing, customer journey map/blueprint, and design workshops. The goal is to use design best practices that create solutions that improve the user experience further maximizing engagement with end users.



## **5.2 Development Requirements**

The Contractor shall use a modern technology stack to define, author, and deliver application code that conforms to requirements and application architecture provided by the government. The Contractor shall integrate open source, Commercial Off the Shelf (COTS), Government Off the Shelf (GOTS) and/or Software as a Service (SaaS) solutions into existing, custom built, or new systems and provide configuration, customization and implementation services. The Contractor shall discover and reuse existing code, along with making newly developed code reusable on other government projects, where possible.

### **5.2.1 Database Development (Task Area 2)**

The Contractor shall develop database applications that support GSA business requirements and operate within GSA's infrastructure specifications, policies, and guidance. Any commercial database packages utilized to develop data sets shall comply with GSA standards. The Contractors shall develop normalized data sets, apply maintenance of data sets (for creation, change, or deletion of records), and provide the necessary interfaces to link these data sets into an Intranet/Internet capable environment. The Contractors may use "middleware" commercial packages consistent with GSA standards to integrate data sets for the purposes of collecting data, integrating with web pages, or providing data set files or services including migrating database technologies. Datasets created, utilizing this BPA, shall be hosted on approved GSA IT environments on premises or cloud. The Contractors shall be required to notify the Government for all system requirements.

For any work that is established under this BPA, the Government will identify the functional data, subsistence of any existing data sets and taxonomies, and commercial database software to be utilized. However, the Government may require the BPA Holder to recommend the best solution within the framework of the GSA standard software suite.

### **5.2.2 Custom Application Development and Support (Task Area 3)**

The Contractors shall develop customized applications utilizing the technologies identified in section 2.2 of this document or approved computer languages as necessary. The Government is actively moving towards mobile and cross-browser enablement of existing applications. The Government defines cross-browser enablement as meaning multiple browsers (i.e. Internet Explorer, Edge, Mozilla, Safari, Chrome, and mobile versions of the same).

The Contractors shall also be tasked with migrating applications to different platforms, using GSA standard databases (e.g., MS SQL Server, Oracle, AWS RDS and other emerging technology aligning with Federal standards and practices). These applications are envisioned to provide additional functionality to features, content, and information provided by the Government Program Manager (PM). The cloud platform used shall align with the Federal Cloud Computing Initiative (FCCI). COTS products can be proposed as solutions for customer requirements. Specifics will be in response to each BPA Call Order.

The Government will outline the requirements for a custom application development. The Contractors shall develop a work plan and a methodology for the development of requirements; propose a programming language(s) platform, software assurance methodology, and means to present draft and final presentations of application functionality to the Government for application approval and use consistent with GSA standards. System security updates, test plans, test scripts and results, database schema, data dictionary modifications, interface design documentation, and a functional design documents are required with each release of new software and with any modification and must be in accordance with the PB-ITS EQP process.

The Contractors shall provide expertise in connection with the applications they develop and/or support. This includes, but is not limited to, database architecture design and implementation, data set normalization, troubleshooting data and structure issues, data recovery, building indexes, load balancing, backup and restore services, server configuration, database and application tuning, and assisting with the PB-ITS AppOps team as needed. Ensure reliable reorganization, archive, and data backups are performed for all database/web application servers. Backup procedures shall include periodic Quality Assurance (QA) testing of data restore capabilities.

### **5.3 Testing Requirements**

#### **5.3.1 Automated Testing (Task Area 4)**

The Contractor shall create and maintain an automated test suite for the purposes of performing automated testing on user stories and for ongoing regression testing to ensure functionality and quality of the overall system. This includes, but is not limited to testing methodologies such as Behavior Driven Development (BDD), Test Driven Development (TDD), and Acceptance Test Driven Development (ATDD).

#### **5.3.2 Usability and Accessibility Testing (Task Area 5)**

The Contractor shall evaluate products by testing them with end-users. This includes, but is not limited to performing User Acceptance Testing (UAT) as well as Section 508 testing with GSA-certified Section 508 testing resources and policy guidelines.

#### **5.3.3 Other Testing (Task Area 6)**

The Contractor shall test their applications to ensure proper operations, including, but not limited to:

- Ensure applications are tested for integration with other systems and interfaces
- Identify and resolve errors in application operations
- Ensure applications are load tested under “real world” conditions
- Monitor application performance
- Establish software assurance practices
- Periodically check major program applications for errors
- Verify the proper operation of applications that have been modified to correct operational problems.



#### **5.4 Application Operations and Maintenance Support for PB-ITS Applications (Task Area 7)**

The Contractors shall provide application and information system management, database administration, security compliance, COOP/DR and project management services to PB-ITS as well as the management and operation of PB-ITS Information Technology Systems by providing resilient, flexible, and secure technologies and services. .

Services include full SLC application and environment support to manage, monitor, and maintain the PBS applications and associated technologies, within multiple environments (i.e., from development, integration and production) to ensure compliance with PB-ITS Enterprise Quality Program (EQP) and security guidelines.

The Contractor shall provide an effective and efficient service delivery model based on Information Technology Infrastructure Library (ITIL) best practices for tasks including but not limited to:

- Program Management Support
- Designing and Implementing a Service Strategy
- Day to Day Operations
- Systems Engineering Support
- Release and Change Management
- Capacity Planning
- Security Compliance
- Application Help Desk
- Service Measurement and Reporting

#### **5.5 Application Development Operations and Maintenance (O&M) Requirements (Task Area 8)**

Application O&M tasks may involve any systems in use and/or developed during the life of this BPA. O&M tasks, as specified through individual BPA Calls, may include but are not limited to the following:

- Maintain and manage code for existing PB-ITS applications
  - Improve the maintainability, reliability, efficiency and security of application code; decrease the time to recover from outages, while increasing the time between outages
- Modify applications to eliminate operational errors/defects
- Modify applications to enhance/correct system performance.
- Identify errors in application operations
- Ensure applications are tested under “real world” loads and scenarios
- Monitor application performance
- Establish software assurance practices
- Verify the proper operation of applications that have been modified to correct operational problems
- Remediate issues or problems identified during testing

- Coordinate new releases through current PB-ITS mechanisms and processes; Coordinate the correction of equipment and software problems
- Review and apply application server and database application patches in applicable environments (typically Dev systems) on a recurring basis
- Ensure compatibility and integration with integrated applications in a lower operational environment (typically Dev)
- Ensure compliance with PB-ITS software licensing agreements, and GSA Enterprise Architecture (EA) standards

The Contractor shall ensure the application is available for use and shall resolve “bugs” when identified. Fixes to “bugs” may include modification of executable code. In the event of such changes, the Contractor shall execute software testing and configuration management efforts. The Contractor shall continue to maintain existing interfaces to other applications. The Contractor shall coordinate with the PB-ITS AppOps Team regarding system outages and hardware/ firmware or interface issues.

The types of application operation support and maintenance required shall encompass all facets of applications operations including but not limited to; Custom software updates, Java updates (to support most current version), application and operating systems patching, Tier III help desk support, and internal microcomputer based systems necessary to accomplish GSA missions. There are three basic types under the terms of this BPA. The Government defines “microcomputer” as desktops, laptops, notebooks, servers, mobile devices, and other mobile computing devices.

## **5.6 Optional Enhancements (Task Area 9)**

There will be a need for optional enhancements through individual BPA Calls to add functionality that is not currently present. Enhancements to applications, which are in addition to the normal operation and maintenance of the application, must be approved and priced separately.

The Contractor shall use software development methodologies based on Agile development methodologies. As such, the Contractor shall provide and support multiple software releases in accordance with the government’s software delivery schedule. Iterative releases shall be subject to government acceptance. The final acceptance for the overall product is contingent upon the acceptance of the final production release which shall incorporate all of the associated system functionality identified in the specifications referenced herein.

Enhancement tasks, as specified through individual BPA Calls, may include but are not limited to:

- New application and system development
- Updating existing applications with new functionalities
- Research and development (R&D) activities may include but are not limited to:

- Recommendations for new and existing application functionalities
- Technical approach recommendations
- Technical specifications recommendations
- Operational activities may include but are not limited to:
  - Implementation and support of PB-ITS environments (Integration, Test and Production)
  - QA and IV&V support
  - GSA IT Security support
  - Data migration & cleanup
- User Adoption & Training

### **5.7 Specialized Building (Real Estate) Life-Cycle Systems (Task Area 10)**

PBS plans, builds, operates and manages buildings, which require specialized skills for developing and managing IT systems throughout the building life cycle. Contractors shall have knowledge of the following technologies in order to effectively support PBS. Technologies in this area include but are not limited to:

- SDM
- BIM
- CAD
- CIFM
- GIS
- EDMS
- CMMS

The Contractor shall provide development and support for customized solutions for CAD, Building Information Modeling (BIM), Geographic Information Systems (GIS), Computer Integrated Facilities Management (CIFM), Electronic Document Management Systems (EDMS), Spatial Data Management (SDM), Computerized Maintenance Management Systems (CMMS) that are used to manage maintenance for the GSA owned and leased inventory of buildings and Content Management. This development/support shall include augmenting features, content, and functionality in existing systems and integrations with other systems, as specified in individual BPA Calls.

### **5.8 Emerging Digital Services**

The Contractor shall ensure the services implemented account for improvements in new and emerging technologies. As tasked, the Contractors shall execute on behalf of the Government research, studies, prototyping, or presentations to evaluate requirements and propose best of breed alternatives satisfying the evolving needs served by GSA solutions. Evaluations may highlight technical alternatives, life cycle savings, realization of technical improvements or other emerging technologies and alternatives.

#### **5.8.1 Mobile Services (Task Area 11)**

One of GSA IT's goals is to migrate into a customer and mobile-centric organization. The Contractor shall develop mobile applications that support multiple mobile OS

platforms including, but not limited to Windows, Android, and Apple (iOS). The Contractor must work with internal GSA teams and follow internal GSA processes to ensure mobile solutions are deployed successfully. The Contractor shall have knowledge in:

- Mobile Website/Responsive Design - This is a site designed to be accessed by a Mobile device
- Web App: these are applications designed to be accessed on mobile browsers
- Hybrid Apps: these are apps that combine elements of both native mobile apps and web
- Native Apps: these are apps that have been developed to leverage the specific mobile platform native capabilities

### **5.8.2 Agile Services (Task Area 12)**

The Contractor shall work in an acceptable Agile methodology agreed upon by the government. The goal is to deliver immediate and ongoing measurable business value to stakeholders in the form of a Minimum Viable Product (MVP) and subsequent sustainable value in an incrementally delivered, iterative approach with customer demonstration and feedback loops.

The Contractor shall participate in specific Agile methodologies (e.g. Backlog grooming, Sprint planning, Daily stand-ups, Sprint Review, Sprint Retrospective, Scrum of Scrums, among others) and utilize the requirements artifacts and the application architecture provided by the government.

### **5.8.3 Data Management Services (Task Area 13)**

The Contractor shall provide services for enhancing and maintaining shared data resources (i.e.: repositories, databases, ETL solutions, etc.) to support data integration among government business systems, and to support data usage for reporting and analytics solutions.

### **5.8.4 Cloud Services (Task Area 14)**

PB-ITS is aligned with GSA IT's strategic vision of adopting "cloud-first" solutions whenever a secure, reliable, cost-effective cloud option exists. The Contractor shall describe capabilities, including but not be limited, to the following activities.

- Assessment of the current environment to determine suitability for cloud migration, including different cloud service providers, types of implementations and secure architectures (private, public, hybrid, IaaS, PaaS, SaaS, etc.) that will comply with GSA IT policies and strategies
- Create a service strategy that addresses the entire SDLC
- Establish a roadmap for implementation
- Provide migration and cloud optimization services
- Establish a plan for ongoing operations management and methodologies for continuous improvements

## **5.9 Quality Requirements (Task Area 15)**

The Enterprise Quality Program (EQP), provides the foundation for continuously improving, managing, and controlling the quality of software products for PB-ITS. Contractors shall follow PB-ITS Enterprise Quality Program (EQP) standards and practices. All deliverables shall be produced and delivered in accordance with PB-ITS's current EQP requirements provided in the Enterprise Quality Configuration Management Plan and the Release Matrix in Appendix A. The Government PM shall notify the Contractors, verbally or in writing, of deficiencies in the quality of deliverables and allow five (5) business days for a revision to be submitted.

PB-ITS is seeking to establish code quality standards for its existing code base, as well as new development tasks. As an emerging standard, PB-ITS references the Consortium for IT Software Quality (CISQ) (<http://it-cisq.org/standards/>) for guidance on how to measure, evaluate and improve software. Particular areas of importance are Performance Efficiency, Reliability, Maintainability and Security.

Contractors shall perform architectural and coding best practices within their development environments in order to deliver efficient, secure and reliable products to the Government. GSA currently uses a suite of tools and processes to assess the efficiency, security and reliability of code in applications.

Current measurements in use by PB-ITS:

- Software Quality: Defect Density
- Performance Efficiency: Average User Page Load Times, % of Slow Page Loads
- Reliability and Maintainability: Mean Time Between Failures and Mean Time to Repair
- Security: Dynamic Code Analysis with zero high and critical findings, Static code analysis with defects addressed/audited prior to delivery (artifacts demonstrating this may be required)

Contractor's response shall include strategies on how to meet and continually improve these measures, as well as suggest other measurements based on industry best practices.

## **5.10 GSA PBS Office of Facilities Management - IT Building Technologies Services Division Support (Task Area 16)**

The BPA Holder(s) shall provide expertise and support for the GSA IT Building Technologies Services Division, in conjunction with the overall mission and goals of the GSA PBS Office of Facilities Management, particularly the Smart Buildings program. The BPA Holder(s) shall manage projects and play a critical role in the day-to-day activities of implementation and production level support for building monitoring, advanced metering and proximity access control systems.

The BPA Holder(s) shall provide IT expertise, particularly in the areas related to networking and some server application support. The BPA Holder(s) shall tightly align themselves with the current projects in the regions to gather the necessary project requirements, while at the same

time, advocating, and executing the GSA IT's policies and processes. The BPA Holder(s) shall fill the support requirements and coordinate the efforts of the different technology support services in GSA IT with the regional business line stakeholders, property management and operations and maintenance (O&M) support staff.

The BPA Holder(s) shall perform a variety of IT liaison responsibilities between Building Automation Systems (BAS) equipment specialists, design and construction (ODC) project managers, service center property managers, local IT support and GSA IT teams. BPA Holder(s) shall be responsible for oversight, management, and analysis of specified aspects of the GSA's building IT systems and devices. In this capacity, the BPA Holder(s) will operate as a key program contact for Building Monitor and Control (BMC) systems being deployed in new building construction and improvement projects, as well as existing system installations. The BPA Holder(s) is responsible for developing, adapting, and implementing IT procedures and program guidance related to BMC projects within PBS properties.

Recurring activities include, but are not limited to:

- Working closely with regional BAS specialists, project managers, IT specialists, and vendors.
- Maintain building systems inventory and program documentation
- Assist in the physical installation and troubleshooting of government furnished equipment, i.e.: network switches, routers, servers, laptops
- Coordinate all technical aspects of systems integrations. Keeping up with current nationwide GSA Building Systems (such as HVAC, Lighting, Advanced Metering, and CCTV) and energy management policies, programs, and directions applicable to the operation and maintenance of Federal buildings and leased space.
- Adhering to the established GSA IT national policies for building systems, devices, GSA network topologies, information security and to the established regional energy policies and procedures in response to program changes and operational experience
- Advocating IT, Federal, Security, and Networking policies and requirements
- Leading the efforts for process improvements and efficiencies on behalf of the business lines
- Working collaboratively with others in the region to ensure building systems are designed and deployed effectively in meeting tenant requirements and the national targets of Executive Order 12902 Energy Efficiency and Water Conservation in Federal Facilities, for a 30% reduction in energy-usage
- Operating as a key program specialist applying building management operational and program knowledge to converged networks, building systems, tools and technologies to enhance and improve program operations and efficiencies

The primary skill sets and knowledge base required to fulfill these duties are IT network topologies and protocols, server administration and applications, and project management experience. BPA Holder(s) shall cooperate with PBS program managers and building automation vendors to meet the requirements specified in individual BPA Calls.



## **6.0 Deliverables**

All deliverables under this BPA become Government property and are able to be publically released under the Freedom of Information Act (FOIA), unless the Contractor marks them proprietary and the Government concurs.

### **6.1 Quarterly Status Reviews**

Quarterly Status Reviews shall be held for each BPA Holder. The CO/COR shall determine the method and date of reviews after the BPA is established.

### **6.2 Quarterly Status Reports**

The BPA Holder's Program Manager shall provide all quarterly status reports, via email, to the CO and COR/ACOR by 5:00PM EST/EDT on the following dates of each calendar year the BPA exists:

- January 10th
- April 10th
- July 10th
- October 10th

The BPA quarterly status reports include:

- Progress for each BPA Call
- Updates and Changes
- Users/Projects involved with GSA initiatives
- Lessons Learned
- Subcontracting/ Small Business
- Reporting
- Plan of Action and Milestones (POA&M).

### **6.3 Annual Small Business Goal Report**

Each large business BPA Holder shall submit a report to the CO by August 10th of each Government fiscal year the BPA exists. This report shall account for all small business goals that have occurred during the current Government fiscal year (October 1- July 31) and outline the anticipated goals for the remaining portion of the fiscal year (August 1- September 30). If the large business fails to meet the designated 20% small business goals, the CO could terminate the BPA for the convenience of the Government, per FAR 49.502.

### **6.4 Earned Value Management System (EVMS) Requirements for Relevant OMB 300 Projects or Hourly BPA Calls Requesting It**

If required in BPA Calls, on a monthly basis, or more often as negotiated by the Contractors and the CO, the Contractors shall provide, at a minimum, in a format agreed to by the Contractors and the CO, the following project status information for the task outlined in each BPA Call's SOW, if the task is a relevant OMB 300 Project. The Contractors shall have the capability to report to the next lower level at the request of the CO. The Contractors shall implement an EVMS to report in the monthly status report on cost, schedule status, and variances to the government. OMB Circular A-11, Part 7, requires performance measurement thresholds for major IT Investments be within +/-10% of the planned cost and schedule estimates.

## **6.5 User Training**

The contractor shall provide user-centered, task-based training to users in support of system deployment. Training will range from individual user training sessions, development of online training, development of user training manuals and national or regional training sessions at government approved facilities. Specifics on user training will be called out in each BPA Call.

Contractor personnel are expected to receive annual training, through the Contractor, in order to remain up-to-date and current on IT aspects involved in this BPA.

## **6.6 Special Instructions**

In the absence of other agreements negotiated with respect to time provided for Government review, deliverables shall be inspected and the BPA Holder(s) notified of the Government's findings within fifteen (15) business days after receipt of a deliverable. The Government PM and the Contractors shall meet on a monthly basis to review performance and to inspect work for compliance with the SOW, the BPA, and all modifications thereto. Reviews shall normally be held at the GSA building site; however, the Government PM at his discretion shall request the review at the Contractors' location or some other site within the Washington, D.C. metropolitan area.

## **7.0 Personnel Requirements**

### **7.1 BPA Labor Categories and Descriptions**

Below is a list of labor categories required for this BPA. Based on corresponding duties and requirements, each schedule holder shall match their GSA Schedule 70 labor categories to the ones listed below. Contractors may use any of their GSA Schedule 70 labor categories to represent more than one of the BPA labor categories, as long as the labor category is capable of performing the duties described and fulfills the requirements.

#### **7.1.1 Business Analyst 1**

##### **Example of Duties**

- Elicit requirements using interviews, process and document analysis, requirements workshops, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis
- Documents and defines application and/or system requirements and priorities with customer and ensures that day-to-day project requirements are met
- Develops application and/or system and programming specifications
- Designs solutions based on business needs and technical considerations
- Documents meeting minutes
- Researches and resolves application production problems
- Conducts complex documentation and user requirement/needs analysis
- Studies customer environment by analyzing job tasks, organizational structure and user requirements to propose system-wide solution

##### **Requirements**

- At least one (1) year of IT experience and an Associate's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or



technical field, or

- At least two (2) years of IT experience and education in Computer Science, Information Systems, Engineering, Business or other related scientific or technical field with no degree requirement

### **7.1.2 Business Analyst 2**

#### **Example of Duties**

- Elicit requirements using interviews, process and document analysis, requirements workshops, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis
- Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs
- Conduct requirements tracking, technical review, and validation follow-up
- Proactively communicate and collaborate with external and internal customers to analyze information needs and functional requirements
- Work independently with users to define concepts and under direction of project managers
- Serves as the conduit between the customer community (internal and external customers) and the software development team through which requirements flow
- Collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs
- Provide the following deliverables per direction of and assignment by the Project Manager:
  - Functional requirements (Business Requirements Document)
  - Use Cases
  - Traceability Matrix
  - Status Reports and
  - Other deliverables as identified and assigned

#### **Requirements**

- Bachelor's degree from an accredited four-year college or university with advance education in Computer Science, Information Systems, Engineering, Business or other related scientific or technical field, or
- At least three (3) years IT experience as a Business Analyst, working hands-on with all aspects of the System Development Life Cycle

### **7.1.3 Business Analyst 3**

#### **Example of Duties**

- Experience with application and/or systems requirements and systems analysis
- Documents and defines application and/or system requirements and priorities with customer and ensures that day-to-day project requirements are met.
- Develops application and/or system and programming specifications
- Designs solutions based on business needs and technical considerations
- Researches and resolves application production problems
- Serves as the conduit between the customer community (internal and external customers) and the software development team through which requirements
- Conducts complex documentation and user requirement/needs analysis
- Studies customer environment by analyzing job tasks, organizational structure and user requirements to propose system-wide solution

#### **Requirements**

- At least five (5) years of IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least eight (8) years of IT experience and no degree requirement.

### **7.1.4 Business Process Reengineering Executive**

#### **Example of Duties**

- Facilitation, training, methodology development and evaluation, process reengineering across all phases, identify best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods and practices
- Applies process improvement and reengineering methodologies and principles to conduct process modernization projects.
- Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives
- Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer
- Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts
- Provides daily supervision and direction to other Business Analyst(s).

#### **Requirements**

- At least eight (8) years of related IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least eleven (11) years of related IT experience and no degree requirement.

### **7.1.5 Cloud Technician**

#### **Example of Duties**

- Under general supervision, capable of performing all jobs including the most complex
- Works on assignments that are semi-routine in nature, but recognizes the need for occasional deviation from accepted practices
- Work is checked since errors may cause delay or expense
- May assist and train less experienced personnel
- Responsible for day to day customer support of client's infrastructure public and private cloud services
- Work within the hybrid cloud strategy including operating public and private cloud technologies (Amazon Web Services (AWS), Azure, and Openstack), leveraging applied hands on experience in cloud operations
- Work closely with the cloud engineering and architecture teams & the broader IT organization supporting day to day operational incident, change, and problem management cases
- Outstanding customer service to Cloud and Enterprise Cloud customers
- Scripting of day to day operational tasks using Chef / Ruby / Perl / Powershell
- Technical support for infrastructure public and private cloud services (Amazon /Openstack / Azure)
- Develop getting started guide, self-help, how-to, FAQ support and documentation for supported infrastructure services
- Develop documentation and processes for day to day operational support
- Create and utilize automation and orchestration to support cloud service environments
- Adhere to cloud consumption principles and educate customers on how to consume infrastructure cloud
- Troubleshoot identity management and authentication issues and provide resolution
- Utilize ServiceMesh to troubleshoot and resolve operational issues as well as develop best practice guide and troubleshooting documentation
- Work closely with service architects, engineering and infrastructure teams to help improve and influence design strategies
- Ability to quickly respond to incidents, analyze and remediate to restore service
- Collaborate with project managers and engineers to ensure cloud computing best practices are followed and applied
- Initiate client troubleshooting sessions and recommend technical solutions for how to resolve
- Build customer relationships and communicate commercial cloud consumption best practices
- Provide guidance on infrastructure and application architecture
- Communicate and enable cloud infrastructure service consumption to customers
- Interface with software vendors for support as well as application and

infrastructure teams

- Scripting, automating, orchestrating day to day operational tasks
- Develop full production support and operations plan, including monitoring solutions
- Provide support for compliant / approved IT risk infrastructure services
- Experience with large scale redundant infrastructure (compute, storage & network) architectures.

**Requirements**

- A Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least three (3) years of related IT experience and no degree requirement

**7.1.6 Communications Analyst**

**Example of Duties**

- Responsible for complex voice, data, or image communications interface program. Duties to include the design, development and testing of these programs
- Shall conduct research and feasibility studies where appropriate or as directed
- As directed, shall assist with the implementation of new internal programs or modifications to Contractor software by preparing flowcharts and/or detailed
- Shall possess a thorough knowledge of real-time system programming, communications protocols, and hardware environments
- Understand the needs and requirements of the users and make recommendations for system solutions
- Provide supervision for projects, or project staff, where appropriate or as directed

**Requirements**

- At least two (2) years of related technology experience with complex communications and knowledge in designing, developing, and testing such systems and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least five (5) years of related experience with complex communications and knowledge in designing, developing, and testing such systems( no degree requirement)

**7.1.7 Database Administrator 1**

**Example of Duties**

- Analyze existing hardware products and related commercial software in- house
- Prepare technical specifications to be used in requests for proposals; Evaluate the impact of new applications to determine their impact on the existing operations, systems software, and system performance
- Develop and implement procedures for backup, restart, and recovery of all software components and major files

- Coordinate with technical personnel (e.g. database analysts, system and application programmers) for troubleshooting and systems resources
- Coordinate with application systems and programming personnel, and assist and advise them in the diagnosis and correction of software and hardware problems
- Maintain and update databases and dictionaries to maintain maximum system performance

**Requirements**

- A Bachelor's degree in Computer Science, Engineering, Mathematics, or equivalent, or
- At least four (3) years of directly related experience in the design development and implementation of system software and/or or business application systems for computer system using advance programming languages (no degree requirement)

**7.1.8 Database Administrator 2**

**Example of Duties**

- Analyze existing hardware products and related commercial software in- house
- Prepare technical specifications to be used in requests for proposals; Evaluate the impact of new applications to determine their impact on the existing operations, systems software, and system performance
- Develop and implement procedures for backup, restart, and recovery of all software components and major files
- Coordinate with technical personnel (e.g. database analysts, system and application programmers) for troubleshooting and systems resources
- Coordinate with application systems and programming personnel, and assist and advise them in the diagnosis and correction of software and hardware problems
- Maintain and update databases and dictionaries to maintain maximum system performance
- Recommend technical standards and policies; Perform operating system generations,
- May supervise junior database administrators or other data center personnel
- May develop, program, and implement data center support systems

**Requirements**

- A Bachelor's degree in Information Systems, Engineering, Computer Science, Business, or other related scientific or technical field and at least four (4) years of related IT experience with complex communications, or
- At least seven (7) years of related IT experience with complex communications (no degree requirement)
-

### **7.1.9 Database Analyst/Programmer 1**

#### **Example of Duties**

- Supports the design, implementation, and maintenance of moderately complex databases, includes maintenance of database dictionaries and integration of systems through database design
- Works on most phases of database administration and
- Assist with the development, maintenance, and control of the data dictionary

#### **Requirements**

- A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least three (3) years of specialized IT experience and no degree requirement

### **7.1.10 Database Analyst/Programmer 2**

#### **Example of Duties**

- Supports the design, implementation, and maintenance of moderately complex databases, includes maintenance of database dictionaries and integration of systems through database design
- Provides guidance in the use of database management systems
- Works on most phases of database administration. Develops, maintain, and control the data dictionary; Gathers database elements and prepares the specifications
- Assumes responsibility for the development and maintenance of the data dictionary
- Provides direction, knowledge, and guidance in the use of database management systems
- Perform database implementation and maintenance activities in regards to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods
- Determines processes for operations of the database and database management systems
- Supervises data center staff as needed to maintain the integrity of the data

#### **Requirements**

- A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field and at least three (3) years of related IT experience, or
- At least six (6) years of related IT experience (no degree requirement)

### **7.1.11 Documentation Specialist/ Technical Writer 1**

#### **Example of Duties**

- Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and reports.
- Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer
- deliverables and documents.
- Ensures that technical documents are written in clear readable format which can be understood by technical and non-technical personnel
- Ensures conformance to existing standards by revising text and making recommendations to changes in scope where necessary

#### **Requirements**

- At least one (1) year of IT experience and an Associate's degree in related scientific or technical field, or
- At least two (2) years of IT experience and no degree requirement

### **7.1.12 Documentation Specialist/ Technical Writer 2**

#### **Example of Duties**

- Gathers and writes technical documents for the installation, operation, and maintenance of information systems in a clear and concise language
- Writes in clear and concise language, technical documents, procedures manuals, service manuals, and related technical publications
- Ensures that technical documents are written in clear readable format which can be understood by technical and non-technical personnel
- Reviews, performs quality assurance, and edits established materials as needed
- Acquires and verifies knowledge by working closely with users engaged in developing new products and services or in making improvements, by observing performance of experiments, by examining drawings and notes, or by reviewing rewrites of articles, manuals or similar publications
- Ensures conformance to existing standards by revising text and making recommendations to changes in scope where necessary
- Ensures the appropriate use of technical terminology in IT related documents
- Works with users and data center staff to understand existing and planned technologies and standards
- Writes or edits documentation to include materials for reports, manuals, briefings, proposals, instructional materials, catalogs, and software and hardware documentation

### **Requirements**

- A Bachelor's degree and at least two (2) years of experience, or
- At least five (5) years of specialized experience (no degree requirement)

### **7.1.13 Information Analyst**

#### **Example of Duties**

- Works closely with senior management to understand their IT modernization projects and to provide guidance on an appropriate strategy
- Performs process analysis, performance improvement, and reengineering practices for all transformation undertakings
- Consults with customers and/or provides group facilitation interviewing, training, and other forms of knowledge transfer
- Ensures coordination of all reengineering efforts among various project teams
- May provide supervision or direction of reengineering team members where appropriate

#### **Requirements**

- A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field and at least four (4) years of IT experience, or
- At least seven (7) years of IT experience and no degree requirement

### **7.1.14 Information Engineer**

#### **Example of Duties**

- Contributes to the development and implementation of systems methods, procedures, and standards necessary to maintain the integrity, reliability, and maintainability of systems
- Apply structured methodology to the planning, oversight, and status communication of a project with an understanding of object-oriented technologies for project management
- Support business process improvement/modernization projects by working with project teams and applying and reengineering methodologies and /or practices where appropriate
- Be proficient with the principles of risk assessment and requirements specification
- Perform quality assurance functions
- Possess knowledge of workflow software tools



- Possess knowledge of fundamental data modeling concepts and principles and provide assistance in system analysis and design efforts using the appropriate manual and automated tools
- Develop migration, strategic, and planning documents by applying appropriate techniques such as reverse engineering or reengineering disciplines

**Requirements**

- A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least three (3) years of IT experience and no degree requirement

**7.1.15 Internet Engineer**

**Example of Duties**

- Supports internet protocols, gateways, firewalls, routers, switches, servers, clients, streaming, messaging, transactions, and database back-ends.
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations
- Designs and models internet sites, assists in infrastructure support, and provide recommendations to network configurations for achieving optimal performance
- Provide network troubleshooting support and analysis to identify and correct network problems
- Develop, coordinate, and implement network security measures in order to protect the network infrastructure and associated components

**Requirements**

- Associate's degree and at least (2) years of related IT experience
- At least three (3) years of related IT experience and no degree requirement

**7.1.16 Network Specialist 1**

**Example of Duties**

- Assists in the cabling, configuration, and installation of network hardware, (e.g., servers, printers, software) and provides support for network devices such as routers, switches, wireless controllers/access points, servers, and firewalls
- Assists in network hardware and software related upgrades and patches and configuration changes
- Participates in communication hardware and software evaluations; Assists in monitoring and troubleshooting the network using the appropriate management tools and adjusts network parameters as required to ensure optimal network performance

- Add and/or delete users and printers as required

**Requirements**

- A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least three (3) years of related IT experience and no degree requirement

**7.1.17 Network Specialist 2**

**Example of Duties**

- Responsible all cabling, configuration, and installation of network hardware, (e.g., servers, printers, software) and maintaining network devices such as routers, switches, wireless controllers/access points, servers, and firewalls
- Performs communication hardware and software evaluations
- Monitors and troubleshoots the network using the appropriate management tools and adjusts network parameters as required to ensure optimal network performance and
- Performs network maintenance, patches, upgrades, configuration changes and related tasks and coordinates activities with other network staff and end users
- Add and/or delete users and printers as required
- Supervises other network staff as required

**Requirements**

- At least one (1) years of related IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least four (4) years of related IT experience and no degree requirement

**7.1.18 Network Specialist 3**

**Example of Duties**

- Responsible all cabling, configuration, and installation of network hardware, (e.g., servers, printers, software) and maintaining network devices such as routers, switches, wireless controllers/access points, servers, and firewalls
- Monitors and troubleshoots the network using the appropriate management tools and adjusts network parameters as required to ensure optimal network performance
- Oversees the diagnosis, troubleshooting, and repairs of the network and interfaces and ensures network security is maintained according to agency requirements and standards
- Performs communication hardware and software evaluations

- Performs network maintenance, patches, upgrades, configuration changes and related tasks and coordinates activities with other network staff and end users
- Add and/or delete users and printers as required
- Supervise other network staff as required

**Requirements**

- At least three (3) years of related IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least six (6) years of related IT experience and no degree requirement

**7.1.19 Network Engineer**

**Example of Duties**

- Provide support with the installing, maintaining, and supporting computer communication networks within
- Assists more experienced network engineers to ensure the smooth operation of communication networks in order to provide maximum performance and availability for users
- Installing, supporting, and maintaining new server hardware and software infrastructure
- Managing email, anti-spam, and virus protection
- Setting up user accounts, permissions, and passwords
- Monitoring network usage
- Ensuring the most cost-effective and efficient use of servers
- Analyzing and resolving faults, ranging from a major system crash to a forgotten password
- Undertakes routine preventative measures and implementing, maintaining, and monitoring network security, particularly if the network connects to the internet
- Provides training and technical support for users with varying levels of IT knowledge and competence
- Assists senior-level network engineering in the review of existing network designs and capabilities to make refinements, reduce operating overhead, enhance network throughput, and improve current network topologies
- Resolves operational problems related to local and wide area network systems using identification, isolation, and troubleshooting techniques

**Requirements**

- A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or

- At least three (3) years of related IT experience and no degree requirement

### **7.1.20 Programmer**

#### **Example of Duties**

- Works under general direction on application problems involving all phases of software development and maintenance.
- Assist in analyzing systems requirements and in developing detailed design specifications;
- In developing block diagrams and logic flowcharts, and translates detailed designs to computer programs.
- Tests, debugs and refines the computer programs to produce the required product, and assists in the preparation of required documentation including both program and user level documentation.
- Perform analysis of requirements for function and performance, and develop hardware/software alternatives.
- Support and interface packaged software and hardware to users operating environments.
- Assist in the development of specifications, code, test and debug within range of responsibility.
- Assist in installing, documenting and maintaining systems/programs obtained from users or other computer facilities or vendors.
- Assist in diagnosing problems and effect repairs and/or modifications utilizing diagnostic and statistical tools.

#### **Requirements**

- A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least three (3) years of related IT experience and no degree requirement

### **7.1.21 Program Manager**

#### **Example of Duties**

- Act as primary point-of-contact for the program and authorized interface with the COR and other government personnel
- Responsible for monitoring the project's performance and the project deliverables
- Plan, organize, and administer program activities and services
- Select, train, supervise, and evaluate the performance of project staff
- Make presentations to groups and clients
- Develop budgets and oversee administration of program budget components

- Make financial projections
- Direct, prepare, and negotiate contracts for the delivery of program services
- Negotiate contracts for services performed for the program
- Assist in the development and implementation of project or program work standards, policy guidelines, and procedures
- Prepare specialized reports, surveys, and other program descriptive information and materials
- Exhibits excellent communication skills at all levels of management
- Assign contractor schedules, review work discrepancies, supervise contractor personnel, and communicate policies, purposes, and goals of the organization to subordinate personnel

**Requirements**

- At least seven (7) years of IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least ten (10) years of IT experience and no degree requirement
- Experience managing CMMI Level III or ISO 9001 projects.

**7.1.22 Project Manager**

**Example of Duties**

- Assists the Program Manager with the organization, administration, and activities of specific BPA Calls
- Manages individual projects or groups of projects to monitor schedules and ensure timely deliverables
- Mentors project staff and provide direction to accomplish project's goals
- Work closely with the CO, COR, and other Government personnel
- Provides staff with technical directions, recommendations, or advice as needed
- Makes presentations to groups and clients as required
- Develops special reports on project performance

**Requirements**

- At least five (5) years of project management experience with IT systems and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least eight (8) years of project management experience with IT systems and no degree requirement

### **7.1.23 Quality Assurance/Configuration Analyst**

#### **Example of Duties**

- Design, build, and test critical and complex custom-designed, multi-tier, business applications that use a wide range of the very latest technologies
- For personnel performing software development tasks, provides technical and administrative support, including the review of work products for correctness, adherence to design concepts and to user standards, review of program documentation to assure government standards/requirements are adhered to, configuration management for all hardware and software, and for progress in accordance with schedules
- Ensure satisfactory problem resolution and user satisfaction by coordinating with the Program Manager and/or Quality Assurance/Configuration Manager
- Makes recommendations to management for approval of system installation and
- Develop and present, as needed, status reports on deliveries on the system concept to colleagues and end user representatives

#### **Requirements**

- At least one (1) year of related IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least four (4) years of related IT experience and no degree requirement

### **7.1.24 Security Analyst**

#### **Example of Duties**

- Monitor and advice on information security issues related to the systems and workflow to ensure the internal security controls are appropriate and operating as intended
- Coordinate and execute IT security projects
- Coordinate response to information security incidents
- Develop and publish Information Security policies, procedures, standards, and guidelines based on knowledge of best practices and compliance requirements
- Conduct data classification assessment, security audits, develop analytical reports as required, and manage remediation plans
- Collaborate with IT management to manage security vulnerabilities
- Create, manage, and maintain user security awareness
- Conduct security research in keeping abreast of latest security issues
- Shall be knowledgeable in one or more of the following areas: AIS risk assessment methods and procedures security of system software generation security of computer hardware; operating system utility/support software; disaster

recovery and contingency planning; telecommunications security; development of AIS security policies and procedures

**Requirements**

- At least three (3) years of related IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least six (6) years of related IT experience and no degree requirement

**7.1.25 Software Analyst**

**Example of Duties**

- Collects and analyzes information of existing or proposed systems and provides feedback and recommendations for improvement opportunities; Document system problems and resolutions for future reference
- Identify system and data availability, document requirements, and identify and report systems design problems through system reviews with stakeholders
- Prepares system design specifications to satisfy end user requirements and meet interface and integration needs

**Requirements**

- At least two (2) years of related IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least five (5) years of related IT experience and no degree requirement

**7.1.26 Software Engineer 1**

**Example of Duties**

- Experience in application/system development
- Assist in the development of System Development Life Cycle (SDLC) standards and standards compliance
- Assist in performing software quality control, process documentation and risk assessment

**Requirements**

- Associate's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least two (2) years of systems engineering experience and no degree requirement

### **7.1.27 Software Engineer 2**

#### **Example of Duties**

- Experience in application/system development
- Assist in the development of System Development Life Cycle (SDLC) standards and standards compliance
- Assist in performing software quality control, process documentation and risk assessment

#### **Requirements**

- At least one (1) year of systems engineering experience and Associate's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least three years (3) years of systems engineering experience and no degree requirement

### **7.1.28 Software Engineer 3**

#### **Example of Duties**

- Manages and provides software development support using format specifications, data flow diagrams, and other accepted design techniques and performs systems modeling, simulation, and analysis
- Designs, develops, tests, deploys and maintains software installations that meet user and business requirements
- Make recommendations and implements enhancements to existing systems resulting in improved system efficiencies and performance

#### **Requirements**

- At least three (3) years of systems engineering experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least six (6) years of systems engineering experience and no degree requirement

### **7.1.29 Subject Matter Expert**

#### **Example of Duties**

- Works closely with client management to understand requirements, strategic goals, and strategy as it relates to IT
- Examines customer's requirements and makes recommendations for IT acquisitions
- Works with customers to develop long-range strategic plans and
- Assists customers in developing strategic plans and concepts



- Provide guidance in relationship to recent and pending legislation and its impact in regards to new technologies that would be relevant to the users and management
- Exhibits exceptional and effective oral and written communication skills
- Be recognized in the professional community that they are considered “expert” in the technical/specialty area being addressed

**Requirements**

- At least five (5) years of related IT experience and a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least eight (8) years of related IT experience and no degree requirement

**7.1.30 Systems Administrator**

**Example of Duties**

- Provides technical, functional, and operational system support (e.g., backup and recovery, administration, hardware and software maintenance) and performs active monitoring to ensure system reliability and availability
- Plans, schedules, coordinates, communicates and performs the implementation and installation of any system configuration changes, patches, upgrades, etc
- Performs system capacity analysis and planning and develops specifications, plans, and recommendations to ensure systems are configured for optimal operation and resource utilization
- Performs systems troubleshooting and coordinates with other technical teams, as required, to resolve system problems
- Develops and provides plans, schedules, and reports of all system related activities and actively reports system status, availability and problem resolutions

**Requirements**

- At least three (3) years of related IT experience and a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least six (6) years of related IT experience and no degree requirement

**7.1.31 Systems Architect 1**

**Example of Duties**

- Establishes system information requirements using analysis in the development of enterprise-wide or large-scale information systems

- Designs architecture to include the software, hardware and communications to support the total requirement as well as provide for present and future cross-functional requirements and interfaces
- Experience in structured analysis, design methodologies and the operational and technical architecture of large and complex information systems.

**Requirements**

- At least two (2) years of IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least five (5) years of IT experience and no degree requirement

**7.1.32 Systems Architect 2**

**Example of Duties**

- Interfaces with the users to determine their requirements
- Generates the highest level of system requirements, based on the user's needs and other constraints such as cost and schedule
- Ensures that high level requirements are consistent, complete, correct, and operationally defined
- Provides for present and future cross-functional requirements and interfaces
- Performs cost-benefit analyses to determine whether requirements are best met by manual, software, or hardware functions
- Interfaces with the design and implementation engineers and architects, so that any problems arising during design or implementation can be resolved in accordance with the fundamental design concepts, and user needs and constraints
- Assess workflow, organization, and planning for problems and develop appropriate corrective action
- Ensures that a maximally robust design is developed
- Generates products such as sketches, models, an early user guide
- and prototypes to keep the user and the engineers constantly up to date and in agreement on the system to be provided as it is evolving
- Verify that architectures are in agreement with open systems standards as they apply to the customer's environment
- Supervise staff as required

**Requirements**

- At least five (5) years of IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least eight (8) years of IT experience and no degree requirement

### **7.1.33 Systems Engineer 1**

#### **Example of Duties**

- Performs systems analysis and assist senior systems staff with specifications development, integration activities, interoperability analysis, cost analysis, and acquisition of systems, and other related assignments
- Participates in the development and implementation of systems methods, process, standard operating procedures, to ensure the integrity, reliability, and maintainability of IT systems
- Performs system installations and integrates tools and other solutions into the environment, as required

#### **Requirements**

- At least two (2) years of related IT experience and a Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least five (5) years of related IT experience and no degree requirement

### **7.1.34 Systems Engineer 2**

#### **Example of Duties**

- Supports senior systems engineers in applying IT skills in the analysis, specifications, development, integration, and acquisition of systems
- Support communications engineering, electronic engineering, communications security, network analysis, interoperability analysis, system standards, program analysis, programming, and cost analysis for generally complex assignments
- Contributes to the development and implementation of systems methods, procedures, and standards necessary to maintain the integrity, reliability, and maintainability of systems
- Proficient with the principles of risk assessment and requirements specification
- Perform quality assurance functions
- Install, tests, and integrates COTs products into the client's environment
- Ensures systems and applications are compliant with BPA Call specifications
- Provides on-site support for minor requirements that do not meet functional specifications
- Change programs to be compliant with specifications, as needed. Supervise other engineering staff as required

#### **Requirements**

- At least five (5) years of related IT experience and a Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or

- At least eight (8) years of related IT experience and no degree requirement

### **7.1.35 Technical Specialist 1**

#### **Example of Duties**

- Provides software, hardware, and other IT assistance and support; Interfaces and communicates with customers taking appropriate actions to resolve system or end user issues
- Troubleshoots systems or users issues; identifies system defects based on technical analysis of system and customer issues; and escalates more complex issues to more experienced specialists
- Develops a knowledge base, standard operating procedures and support tools to improve IT service support
- Provide installation and maintenance support for systems, networks, and other IT infrastructure areas, as required

#### **Requirements**

- Associates degree or
- At least two (2) years of IT experience and no degree requirement

### **7.1.36 Technical Specialist 2**

#### **Example of Duties**

- Build good relationship with customers and understand their needs
- Provide world class customer service/support to users for issues of moderate complexity
- Provide advanced technical assistance for software, hardware, and/or IT problems and meet customer satisfaction
- Forwards complex issues to more experienced technical specialists
- Communicate with customers and take appropriate actions to resolve their issues
- Identify product defects based on product design, customer issues and technical analysis
- Develop Knowledge base, procedures and support tools to improve services efficiency
- Coordinate with the PM team to meet customer needs
- Be familiar with document imaging, document management, and workflow COTS systems to provide support when necessary
- Provide installation series and define facilities requirements
- Supervise other technical staff as required

## **Requirements**

- Associate's degree in related scientific or technical field and at least (2) years of related IT experience, or
- At least three (3) years of IT experience and no degree requirement

### **7.1.37 Technical Specialist 3**

#### **Example of Duties**

- Provides advanced expertise and knowledge of advanced IT concepts and troubleshooting skills in providing software, hardware, and other IT support to resolve system and customer issues
- Interfaces and communicates with customers taking appropriate actions to resolve all system or end user issues
- Troubleshoots systems or users issues; identifies system defects based on technical analysis of system and customer issues; and resolves more technically complex issues received from other technical staff
- Develops a knowledge-base, standard operating procedures and support tools to improve IT service support
- Provide expert installation and maintenance support for systems, networks, and other IT infrastructure areas and defines system and facility requirements
- Supervises other technical staff, as required

#### **Requirements**

- Associate's degree in related scientific or technical field and at least four (4) years of related IT, or
- At least two (2) years of IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least five (5) years of IT experience and no degree requirement

### **7.1.38 Training Specialist**

#### **Example of Duties**

- Demonstrated ability to communicate orally and in writing
- Develops and revises training courses, and prepares appropriate training catalogs
- Prepare instructor materials (course outline, background material, and training aids)
- Prepare student materials (course manuals, workbooks, and handouts)
- Trains personnel by conducting formal classroom courses, workshops and seminars

## **Requirements**

- At least one (1) year of experience in developing and providing technical or end-user training and an Associate's degree in related scientific or technical field, or
- At least two (2) years' experience in developing and providing technical or end-user training as a Trainer/Instructor and no degree

### **7.1.39 Web Developer 1**

#### **Example of Duties**

- Develop new Web applications as identified by management through packaged and customized APIs
- Provide website support and maintenance
- Maintain and enhance existing Web applications and all internal systems
- Perform complete testing of Web applications engaging users as necessary
- Conduct all user acceptances testing, and report results
- Develop external Web portals allowing users to input and retrieve accurate information
- Develops application, interfaces, and database front- ends for the Internet/Intranet/Extranet sites and applications using visual development and design tools
- Supports HTML, HTML5, SHMTL, Java, Jscript, JavaScript, VBScript, PERL, CGI, SQL, Active Server Pages, Oracle, Active Data Objects, ActiveX, Plug-Ins, Visual C++, GIF, JPEG, MPEG, video/audio streaming, and more

#### **Requirements**

- Associate's degree in related scientific or technical field and at least two (2) years of related IT experience, or
- A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least three (3) years of related IT experience and no degree requirement

### **7.1.40 Web Developer 2**

#### **Example of Duties**

- Develop and maintain new web applications, portals, interfaces, database front-ends, and web sites in compliance with existing standards, policies, and directives to meet user and business requirements applying industry best practices and methodologies to ensure secure and robust solutions
- Maintain and provide optimizations and enhancements to existing web- based applications, portals, interfaces, database front-ends, and web sites

- Perform thorough systems, integration, and user acceptance testing of web applications, interfaces, database front-ends, and web sites documenting and reporting results
- Applies working knowledge and ability to support HTML, HTML5, SHMTL, Java, Jscript, JavaScript, VBScript, PERL, CGI, SQL, Active Server Pages, Oracle, Active Data Objects, ActiveX, Plug-Ins, Visual C++, GIF, JPEG, MPEG, video/audio streaming, etc.
- Provides database design, modeling, and user interface and human factors design support
- Supervises other web developers as required

### **Requirements**

- At least three (3) years of related IT experience and a Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical field, or
- At least six (6) years of related IT experience and no degree requirement

## **7.2 Key Personnel**

This BPA procures a specialized level of Contractor expertise and allows GSA PBS the right to accept or reject finished deliverables. The Government will not create an employee-employer relationship with the Contractor personnel, but rather expect the Contractor to ensure quality assurance and control for the deliverables produced and the Contractor personnel utilized to produce these deliverables.

Critical to performance of this BPA is the position identified as key and the experience of the people in that position. The proposed key position as well as proposed staff shall show experience in the different skill sets necessary and the different functions to be performed.

The Government has identified the key personnel as the Contractor's BPA Program Manager (PM). The skill level and qualifications of the BPA Holder key personnel shall be maintained through completion of the BPA and be responsible for all activity under this BPA and the resulting completion of each BPA Call. Proposed changes of key personnel shall be provided in writing to the CO and Government PM for approval. The proposed change submittal should describe the proposed action (including resignation if applicable), any corresponding transition plan, and assessment of the anticipated impact to the program efforts. The Contractor shall provide the resume for the Contractor's proposed BPA PM for evaluation.

## **7.3 Contractor Designation and Proposed Substitution of Key Personnel**

The Contractors shall ensure a stable workforce during the performance of this BPA, specifically at the BPA Call level.

The Contractor's shall notify the GSA CO, in writing, of a proposed substitution of the Contractor's BPA PM. This notification shall be submitted at least fifteen (15) business days in



advance of the proposed substitution. All proposed substitutes should have qualifications equal to, or greater than, the person to be replaced.

The GSA CO in consultation with the Government PM shall evaluate such requests and promptly notify the BPA Holder, in writing, of his/her approval or disapproval thereof. At the discretion of the Government PM, an interview with the proposed BPA PM may be required to verify that the proposed substitute has qualifications equal to, or greater than, the person to be replaced. The Government PM shall notify the BPA Holder ten (10) business days in advance of the proposed substitution date if the Government PM chooses to conduct an interview to review the qualifications of the proposed individual. Only the CO has authority to accept or deny personnel substitutions.

#### **7.4 Personal Identity Verification of Contractor Personnel**

The BPA Holder shall comply with agency personal identity verification procedures identified in the BPA that implement Homeland Security Presidential Directive 12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

The BPA Holder shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally controlled facility or access to a Federal information system.

### **8.0 Travel**

If travel is required based on individual BPA Calls, the Government will negotiate travel expenses and authorize the travel in writing prior to the occurrence of travel. The Government will reimburse Contractors for all travel expenses in accordance with the Federal Travel Regulation (FTR). Travel expenses shall be submitted on incident basis.

Local travel is not reimbursable. Local travel shall be considered within fifty (50) miles of the GSA Headquarters and within fifty (50) miles from each Regional Office Buildings.

### **9.0 Security**

GSA must provide information security for the information systems that support the operations and assets of the agency, including those provided or managed by another agency, contractor, or other source. The Federal Information Security Modernization Act of 2014 (FISMA) describes Federal agency security responsibilities as including “information systems used or operated by an agency or by a contractor of an agency or other organization on behalf of an agency.” This includes services which are either fully or partially provided; including other agency hosted, outsourced, and cloud computing solutions. FISMA has a somewhat broader applicability than prior security law and applies to both information and information systems used by the agency, contractors, and other organizations and sources. Agency information security programs apply to all organizations (sources) which possess or use Federal information – or which operate, use, or have access to Federal information systems (whether automated or manual) – on behalf of a Federal agency, information systems used or operated by an agency or other organization on behalf of an agency.

- **External Information Systems:** External contractor information systems reside in contractor facilities and typically do not connect to the GSA network. Contractor information systems may be government owned and contractor operated or contractor owned and operated on behalf of GSA or the Federal Government (when GSA is the managing agency)
- **Internal Contractor or Government Information Systems:** Internal information systems reside on premise in GSA facilities AND directly connect to the GSA network. Internal systems may be government owned and operated or government owned and contractor operated on behalf of GSA or the Federal Government (when GSA is the managing agency)
- **Cloud Information Systems:** Includes Infrastructure as a Service (IaaS), Platform as a Service (PaaS), or Software as a Service (SaaS). Requires FedRAMP
- **Mobile Application:** A mobile application, most commonly referred to as an app, is a type of application software designed to run on a mobile device, such as a smartphone or tablet computer

The Contractors shall comply with GSA IT Security policy and guidance as well as, administrative, physical, and technical security controls to ensure that all Government's security requirements are met. In addition, all BPA Holder personnel shall adhere to the GSA PBS's rules and regulations. The applications and systems shall be tested and assessed by Security Team and authorized to operate (ATO) by the Authorizing Official to make sure it complies with all appropriate GSA policies and guidelines. The Contractors are responsible for addressing any issues or concerns raised by PBS within a five (5) calendar days. GSA Security Requirements are in Appendix B.

### **9.1 Homeland Security Presidential Directive (HSPD- 12) and Background Investigations Requirements**

For any Contractor personnel performing work under this SOW who shall require access to GSA IT applications, systems, or data, the Contractors shall comply with the Homeland Security Presidential Directive-12 (HSPD-12) security clearance process.

This means first obtaining a fingerprint clearance, which typically takes 3-4 weeks. At that point, the Authorizing Official (AO) can grant limited access on a case by case basis. Next, a preliminary favorable adjudication of their National Agency Check with Inquiries (NACI) clearance level shall be received. This process can take 1 to 2 months. Only when a full NACI adjudication is received shall full access be granted. This process usually takes four (4) to eight (8) months, though it could take as many as 12 months.

Contractors shall not be granted access to a GSA facility or to any GSA IT system prior to a favorable response to the fingerprint portion of this background investigation. An individual Contractor's failure to return satisfactory results from the background investigation shall result in immediate removal of that Contractor.

Contractor shall furnish documentation reflecting favorable adjudication of background investigations for all personnel (including Subcontractors) supporting the system. Contractors shall comply with GSA order 2100.1 – IT Security Policy and GSA Order CIO P 2181 – HSPD-12 Personal Identity Verification and Credentialing Handbook. GSA separates the risk levels for personnel working on Federal computer systems into three categories: Low Risk, Moderate Risk, and High Risk.

- Those contract personnel (hereafter known as “Applicant”) determined to be in a Low Risk position will require a National Agency Check with Written Inquiries (NACI) investigation
- Those Applicants determined to be in a Moderate Risk position will require either a Limited Background Investigation (LBI) or a Minimum Background Investigation (MBI) based on the Contracting Officer’s (CO) determination
- Those Applicants determined to be in a High Risk position will require a Background Investigation (BI)

The Contracting Officer, through the Contracting Officer’s Technical Representative or GSA Program Manager will ensure that a completed Contractor Information Worksheet (CIW) for each Applicant is forwarded to the Federal Protective Service (FPS) in accordance with the GSA/FPS Contractor Suitability and Adjudication Program Implementation Plan dated 20 February 2007. FPS will then contact each Applicant with instructions for completing required forms and releases for the particular type of personnel investigation requested.

Applicants will not be reinvestigated if a prior favorable adjudication is on file with FPS or GSA, there has been less than a one year break in service, and the position is identified at the same or lower risk level.

Once a favorable FBI Criminal History Check (Fingerprint Check) has been returned, Applicants may receive a GSA identity credential (if required) and initial access to GSA information systems. The HSPD-12 Handbook contains procedures for obtaining identity credentials and access to GSA information systems as well as procedures to be followed in case of unfavorable adjudications.

The Contractors shall be required to fund their employees’ security clearance and background investigation processes. The Government will not provide funding for these requirements.

## **10.0 Government Furnished Equipment (GFE)/ Government Furnished Information (GFI)**

BPA Calls placed off of this BPA will identify the specific GFE/ GFI to be used by Contractors based on the requirements of the individual BPA Call. However, generally the Government will furnish the following:

- All licensed application packages, hardware, and software

- Conference room space for briefings, meetings, and training Workspace for personnel (as identified in individual BPA Calls)
- Use of Government equipment necessary for personnel to complete the task and deliverables
- If Virtual Private Network (VPN) access\* to GSA networks is provided to a Contractor these individuals shall not be given VPN access until their suitability clearance preliminary access (fingerprint check) has been successfully adjudicated

Under the most recent Office of the Chief Human Capital Officer (OCHCO) HSPD12 Standard Operating Procedure, a successful fingerprint clearance is sufficient to allow network access pending adjudication of the background investigation.

GSA will provide licenses, platforms and/or documentation for the required tools and methods. Specifics will be clarified on each BPA Call Order.

All data, code, and materials developed under this BPA are government property and the BPA Holder(s) and Contractors have no explicit rights to the materials beyond what is generally available to any other outside entity.

## **11.0 Contractor Tools, Development, and Application**

The Contractor shall acquire, develop, modify, maintain, and apply, as necessary, tools and methodologies in support of their efforts. Tools or methods shall be approved by the Government PM prior to use. The Contractors shall also be required to use specific tools or methods to evaluate PBS Software project processes and products or to capture the results of independent verification and validation (IV&V) analyses. GSA will provide licenses, platforms and/or documentation for the required tools and methods. Specifics will be clarified on each the BPA Call Order.

## **12.0 CMMI Level III / ISO 9001:2015 Compliance**

This BPA requires the Contractor to maintain a thorough quality control program in compliance with CMMI Level III and ISO 9001:2015 with the aim of preventing, identifying, and correcting deficiencies in the quality of both development and services provided to the Government.

**To meet this requirement, the Contractor must have CMMI Level III (dev) and CMMI Level III (sys) and ISO 9001:2015 certification.** To meet this requirement, the Contractor shall provide a copy as an attachment the CMMI Level III and ISO 9001:2015 certification. If the Contractor is in the process of upgrading to ISO 9001:2015 or CMMI Level III, they must submit proof that this is actively in process with the quote submission.

**All Contractor BPA Awardees must have CMMI Level III (dev) and CMMI Level III (sys) and ISO 9001:2015 certification NLT January 1, 2018. If any of these requirements are not met, the BPA award to that Contractor will be canceled.**

## **12.1 Quality Control**

As part of the Quality Control Program, the Contractor shall develop a BPA Quality Control Plan (QCP) that describes the Contractors' procedures for monitoring the overall performance on the BPA, as well as, QCPs for individual BPA Calls as specified. At a minimum, the QCPs shall include the following.

- The practices and protocols for compliance with CMMI Level III and ISO 9001:2015
  - A description of the practices, protocols, and inspection system to cover all services listed in the SOW. The description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis and frequency of these inspections
    - A follow-up description of procedures to ensure that deficiencies are corrected and the time frames involved in correcting these deficiencies
    - A description of the records to be kept to document inspections and corrective or preventive actions taken

The records of inspections shall be kept and made available to the Government, when requested, throughout the performance period, and for the period after completion, until final settlement of any claims under this agreement.

This will be required for submission during the first quarter of the base year of the BPA.

## **13.0 Administration**

### **13.1 GSA Electronic Invoicing**

All invoicing shall be done electronically. Password and electronic invoice access shall be obtained through GSA web site <http://www.finance.gsa.gov>. Billing and payment shall be accomplished in accordance with this clause. The Contractors shall have the invoice certified by the client representative. The Contractors' invoice shall be for no less than one month. The Contractors shall invoice only for the hours, travel, and/or unique services ordered by GSA and actually used in direct support of the client representative's project. A copy of the Government's document (receiving report) accepting the covered services shall accompany invoices submitted for payment. A copy of the invoice shall be submitted via email to the Government PM, along with the monthly status reports, at the same time that it is submitted for payment. Failure to comply with the procedures outlined above shall result in your payment being delayed.

### **13.2 Personal Services**

The Government has determined that in order to satisfy the requirements in this SOW the use of a PBS BPA is in the best interest of the Government, economic and other factors considered, and this BPA is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled "Personal Services Contract".

### **13.3 Privacy Act**

Work on this BPA will require personnel to have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

### **13.4 Protection of Information**

The Contractors shall be responsible for properly protecting all information used, gathered, or developed as a result of work under the BPA. In addition, the Contractors shall protect all government data, equipment, or information by treating the material as sensitive.

SBU information, data, and/or equipment shall only be disclosed to authorized personnel as described by specific BPA Calls. The Contractors shall ensure that appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, and/or equipment is properly protected.

When no longer required, this information, data, and/or equipment shall be returned to Government control, destroyed, or held until otherwise directed. Items returned to the Government will be hand carried or mailed to the COR using certified mail. The Contractors shall destroy unneeded items by burning, shredding, or any other method that precludes the reconstruction of the material and providing to the GSA COR a certification of such destruction.

### **13.5 Configuration Management**

All information systems shall be securely hardened and patched before being implemented in the GSA PB-ITS production environment and should be patched regularly while in the operational phase of its System Development Life Cycle. All information systems shall use GSA technical guidelines, NIST guidelines, Center for Internet Security guidelines, or industry best practice guidelines to harden their systems, as deemed appropriate by the AO. The Contractors shall adhere to IT Security Procedural Guide: Configuration Management (CM) CIO-IT Security-01-05 to ensure configuration management requirements are appropriately met. IT acquisitions by PBS shall be required to adhere to the PB-ITS Enterprise Quality Program (EQP), which dictates the configuration management process for PB-ITS systems.

### **13.6 Section 508 Compliance**

In accordance with Federal Register, 25 APR 01, FAC 97-27, Executive Order 12866, FAR Part 2.101, FAR Part 7.103, FAR Part 10.001, FAR Part 11.002, FAR Part 12.202, FAR Part 39.000 & 39.2, access to electronic and information technology (EIT) by individuals with disabilities shall be compliant with the accessibility standards at 36 CFR 1194, unless it falls under one of the exceptions noted in FAR 39.204. For further information, see <http://www.section508.gov>.

### **13.7 Non-Disclosure Agreements**

If determined to be required by the CO, Contractors and their personnel shall be required to sign non-disclosure agreements (NDAs).



### **13.8 Organizational Conflict of Interest**

FAR Subpart 9.5, Organizational Conflicts of Interest, applies. If the CO determines that a Contractor may have a potential organizational conflict of interest, then that Contractor shall submit a mitigation plan and, if selected for a BPA, comply with any procedures put in place to avoid or mitigate conflicts.

### **13.9 FAR Clauses Incorporated by Reference**

- 52.243-1 Changes - Fixed-Price
- 52.243-3 Changes - Time and Materials or Labor Hours
- 52.249-2 Termination for Convenience of the Government (Fixed-Price)
- 52.249-8 Default (Fixed-Price Supply and Services)

### **14.0 Small Business Subcontracting Plan**

GSA desires small business participation. Each large business BPA Holder shall document annually that at least 20% of the dollars issued through their prime BPA Calls from this BPA have small business utilization. A Small Business Subcontracting Plan, as required under FAR 52.219-9, is required to be submitted with quotes.

*GSAM 552.219-71 Notice to Offerors of Subcontracting Plan Requirements (Oct 2016)*

The General Services Administration (GSA) is committed to assuring that maximum practicable opportunity is provided to small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns to participate in the performance of this contract consistent with its efficient performance. GSA expects any subcontracting plan submitted pursuant to FAR 52.219-9, Small Business Subcontracting Plan, to reflect this commitment. The plan must demonstrate a creative and innovative program for involving small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns as subcontractors in the performance of this contract.

*GSAM 552.219-72 Preparation, Submission, and Negotiation of Subcontracting Plans (Oct 2016)*

- (a) When submitting a subcontracting plan in accordance with FAR 52.219-9, the contractor shall submit a subcontracting plan with its initial offer. The subcontracting plan will be negotiated concurrently with price and any required technical and management proposals, unless the contractor submits a previously-approved commercial plan.
- (b) Maximum practicable utilization of small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns as subcontractors is a matter of national interest with both social and economic benefits. The General Services Administration (GSA) expects that an contractor's subcontracting plan will reflect a commitment to assuring that small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns are provided the maximum



practicable opportunity, consistent with efficient contract performance, to participate as subcontractors in the performance of the resulting contract. An contractor submitting a commercial plan can reflect this commitment through subcontracting opportunities it provides that relate to the contractor's production generally; i.e., for both its commercial and Government business.

- (c) GSA believes that this potential contract provides significant opportunities for the use of small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns as subcontractors.

Consequently, in addressing the eleven elements described at FAR 52.219-9(d) of the clause in this contract entitled Small Business Subcontracting Plan, the contractor shall:

- (1) Demonstrate that its subcontracting plan represents a creative and innovative program for involving small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns in performing the contract
- (2) Include a description of the contractor's subcontracting strategies used in any previous contracts, significant achievements, and how this plan will build upon those earlier achievements
- (3) Demonstrate through its plan that it understands the small business subcontracting program's objectives and GSA's expectations, and it is committed to taking those actions necessary to meet these goals or objectives

- (d) In determining the acceptability of any subcontracting plan, the Contracting Officer will take each of the following actions:

- (1) Review the plan to verify that the contractor demonstrates an understanding of the small business subcontracting program's objectives and GSA's expectations with respect to the program and has included all the information, goals, and assurances required by FAR 52.219-9
- (2) Consider previous goals and achievements of contractors in the same industry
- (3) Consider information and potential sources obtained from agencies administering national and local preference programs and other advocacy groups in evaluating whether the goals stated in the plan adequately reflect the anticipated potential for subcontracting to small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns
- (4) Review the contractor's description of its strategies, historical performance and significant achievements in placing subcontracts for the same or similar products or services with small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns. The contractor's

description can apply to commercial as well as previous Government contracts

- (e) Failure to submit an acceptable subcontracting plan and/or correct deficiencies in a plan within the time specified by the Contracting Officer shall make the contractor ineligible for award.

***GSAM 552.219-73 Goals for Subcontracting Plan (Jun 2005)***

- (a) Maximum practicable utilization of small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns as Subcontractors is a matter of national interest with both social and economic benefits.
  - (1) The General Services Administration's (GSA's) commitment to ensuring that maximum practicable opportunity is provided to small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns to participate as Subcontractors in the performance of this contract, consistent with its efficient performance, must be reflected in the contractor's subcontracting plan submitted pursuant to the clause of this contract at FAR 52.219-9, Small Business Subcontracting Plan
  - (2) In addressing the eleven elements described at FAR 52.219-9(d), the contractor shall demonstrate that its subcontracting plan represents a creative and innovative program for involving small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns in performing this contract. An contractor submitting a commercial plan can demonstrate its commitment in providing maximum practicable opportunities through subcontracting opportunities it provides to small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns that relate to the contractor's production generally; i.e., for both its commercial and Government business
  - (3) The subcontracting plan shall include a description of the contractor's subcontracting strategies used in previous contracts and significant achievements, with an explanation of how this plan will build upon those earlier achievements. Additionally, the contractor shall demonstrate through its plan that it understands the small business subcontracting program's objectives, GSA's expectations, and is committed to taking those actions necessary to meet these goals or objectives
- (b) GSA believes that this contract provides significant opportunities for the use of small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns as Subcontractors.

## *Information Technology and Development Services*

### *GSA Schedule 70 BPA*

Accordingly, it is anticipated that an acceptable subcontracting plan will contain at least the following goals:

- |   |            |
|---|------------|
| • Small Business                                | 20 percent |
| • HUB-Zone Small Business                       | 3 percent  |
| • Small Disadvantaged Business                  | 5 percent  |
| • Women-Owned Small Business                    | 5 percent  |
| • Veteran-Owned Small Business                  | 3 percent  |
| • Service-Disabled Veteran-Owned Small Business | 3 percent  |

**NOTE:** Target goals are expressed as a percentage of planned subcontracting dollars.

- (c) In determining the acceptability of any subcontracting plan, the Contracting Officer will:
- (1) Review the plan to verify that the contractor has demonstrated an understanding of the small business subcontracting program's objectives and GSA's expectations with respect to the programs and has included all the information, goals, and assurances required by FAR 52.219-9
  - (2) Consider previous goals and achievements of Contractors in the same industry
  - (3) Consider information and potential sources obtained from agencies administering national and local preference programs and other advocacy groups in evaluating whether the goals stated in the plan adequately reflect the anticipated potential for subcontracting to small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns
  - (4) Review the contractor's description of its strategies, historical performance and significant achievements in placing subcontracts for the same or similar products or services with small, HUB-Zone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns. The contractor's description can apply to commercial as well as previous Government contracts
- (d) Failure to submit an acceptable subcontracting plan and/or correct deficiencies in a plan within the time specified by the Contracting Officer shall make the contractor ineligible for award.

### **15.0 BPA Call Procedures**

BPA Calls will be firm-fixed price or labor-hour. The specific tasks shall be identified in each BPA Call. Individual BPA Calls shall be at the discretion of the Government.

For competition of BPA Calls, GSA is held to the regulations within FAR Part 8.405-3(c) (2) and will compete BPA Calls according to the procedures established in the awarded BPA.

Though the BPA's period of performance is anticipated to begin on January 16, 2018, work under BPA Calls will not begin earlier than February 1, 2018, though some BPA Calls may require a Phase-In Process.

The Contractor shall establish a performance schedule that describes the sequence of events needed to accomplish the requirements of specific BPA Calls. The Contractor shall ensure the performance schedule portrays an integrated schedule plan to meet the milestones and delivery requirements of this BPA and resulting BPA Calls. The performance schedule shall identify the program's critical path. The performance schedule is to be constructed using approved scheduling software. The Contractors shall submit the performance schedule at the post-award conference and an updated version monthly in program status reviews.

### **15.1 BPA Call Processing**

BPA Calls shall be issued as tasks arise in accordance with GSA requirements. To initiate the process for any task, the CO shall submit to the Contractors a BPA Call Request attached to a specific SOW. This process shall be performed using electronic media (email) as much as possible. BPA Calls shall reference and incorporate the terms and conditions of this BPA.

Within ten (10) business days after receipt of the BPA Call Request, or as specified within the BPA Call Request, the Contractors shall provide to the CO or Contract Specialist a task quote via e-mail. The quote shall, at a minimum, have a summary page (technical quote) and project synopsis page (price quote).

The summary page shall contain the following information:

- A list of proposed personnel for each labor category (with education and years of experience identified)
- The number of labor hours by proposed labor category
- The time-frame and length of time the BPA Call costs cover
- Subcontractor(s) (if any) proposed for the requirement and which labor categories they will provide services for
- A milestone chart
- A brief description of the methodology or procedures that shall be used to perform the required services and
- BPA Call Order POC (to include name, telephone number, and email address); when applicable, include a detailed response to the Statement of Work (i.e. a technical quote)

The project synopsis page shall include the following information:

- The number of labor hours or fixed price by labor category per each task
- Labor Categories and pricing negotiated in the BPA (Price Quote)
- Separate Line Item(s) for Direct Costs
- Separate Line Item(s) for Other Direct Costs (ODCs)

## *Information Technology and Development Services*

### *GSA Schedule 70 BPA*

- Separate Line Item for Travel Expenses, if required and approved in accordance with Section 8.0, Travel
- Which Line Items are to be performed by which CTA partner and corresponding GSA FSS
- A description of any additional information required; and Any assumptions or questions concerning the SOW

When received, the CO shall submit the task quote to the Government COR/PM for evaluation and acceptance. Once accepted, the Government COR/PM shall provide the appropriate funding and the CO shall issue a GSA Form 300, Purchase Order.

For each BPA Call the Contractors shall provide a resume for all proposed personnel to the COR/Government PM in the defined BPA Call format, via e-mail for consideration of the skills. No personnel shall work on this BPA without prior resume submission and verification by the CO. Once verified for a specific labor category, it shall not be required again for that labor category. If the personnel change their labor category, a resume shall be submitted and verified for the new labor category.

### **15.2 Delivery Schedule**

Individual BPA Call deliverables shall be defined within the BPA Holder's BPA Call Quote. Deliverables under the BPA shall be prepared and delivered to the Government as required below:

Progress Report	Monthly	Status due by the 5 <sup>th</sup> workday of the next month and 24 hours before any status meeting.
Invoices	10th calendar day of Month	- Original to <a href="http://www.finance.gsa.gov">http://www.finance.gsa.gov</a> - Copy to CO/ Contract Specialist - Copy to COR/Government PM Invoices shall identify the hours worked and /or deliverables and their associated costs in dollars.
Tested Software	As defined in BPA Calls	As defined in BPA Calls
Application / Database Documentation	As defined in BPA Calls	As defined in BPA Calls

\*See Section 6.0 for additional Deliverables and Schedules

### **15.3 Inspection and Acceptance**

The Government will have fifteen (15) business days to complete the review of each deliverable and accept or reject the deliverable by giving written notice. When the Government fails to complete the review within the review period, the deliverable shall become acceptable, unless an extension of the review period is requested and mutually agreed upon. In the event of rejection of any deliverable, the Contractors shall be so notified in writing by the COR/Government PM or

CO, giving the specific reason(s) for the rejection. The Contractors shall have five (5) business days to correct the rejected deliverable and return it to the COR/Government PM. The Contractors shall be allowed one resubmission of deliverables.

#### **15.4 Cancellation of Orders**

The Government has the right to cancel BPA Calls if the requirement is eliminated, changed, or no longer needed. The Government will notify the BPA Holder, in writing thirty (30) calendar days prior to the stop work date.

#### **15.5 Unauthorized Commitment**

The COR/Government PM or any other GSA representative is not authorized to change any of the terms and conditions of the resultant BPA Calls. Changes, if any, shall be made by the CO only.

#### **15.6 Press Release Authorization**

The BPA awardee shall get CO prior approval before usage of any press releases about the BPA or any BPA Calls under it.

#### **16.0 Points of Contact**

Laurie Schimmel  
Contracting Officer  
Acquisition Services Division  
1800 F Street NW  
Washington, DC 20405  
[laurie.schimmel@gsa.gov](mailto:laurie.schimmel@gsa.gov)

Sharmel Lane  
Contract Specialist/ Limited Contracting Officer  
Acquisition Services Division  
[sharmel.lane@gsa.gov](mailto:sharmel.lane@gsa.gov)

William Johnson  
Office of the PB-ITS Associate CIO  
Contracting Officers Representative (COR)/ Government Program Manager (PM)  
[william.k.johnson@gsa.gov](mailto:william.k.johnson@gsa.gov)

John Adams  
Alternate Contracting Officers Representative (ACOR)  
[john.adams@gsa.gov](mailto:john.adams@gsa.gov)

## **17.0 Request for Quotes Submission**

Contractors shall prepare and deliver technical and price quotes that shall be evaluated in determining the “best value” quote. All quotes shall be submitted via email to [sharmel.lane@gsa.gov](mailto:sharmel.lane@gsa.gov) and cc: [laurie.schimmel@gsa.gov](mailto:laurie.schimmel@gsa.gov) by 12:00 PM EST on Monday, June 19, 2017.

Questions regarding the SOW/RFQ may be submitted using the Q&A format template in Appendix C to [sharmel.lane@gsa.gov](mailto:sharmel.lane@gsa.gov) and cc: [laurie.schimmel@gsa.gov](mailto:laurie.schimmel@gsa.gov), by 12:00 PM EST on Tuesday May 30, 2017. Responses to all Contractor questions will be emailed to all Contractors as an amendment to the RFQ. The Government anticipates adding the amendment by 8:00 AM EST on Friday June 2 2017.

The price quote shall be a separate volume and .pdf attachment from the technical volume. Large email attachments can be delayed during regular business hours. GSA has an attachment size limit of 25 MB. If this is a problem, submit the statement of qualification as multiple emails with small attachments, or with enough time to clear the server delays. Quotes not time stamped in the receiving email inbox, at or earlier than the due date and time, will be late and not accepted. The price quote shall also be submitted in an Excel version without formulas.

A minimum of five (5) electronic documents shall be submitted for this RFQ:

1. Technical narrative volume, named (Contractor’s Name) – Technical Volume
2. Price PDF narrative volume, named (Contractor’s Name) – Price Volume
3. Price Excel template document, named (Contractor’s Name) - Required Price Quote
4. Resume with each individual file labeled as, (Contractor’s Name) – Resume of (Individual Last Name)
5. Attachments, named (Contractor’s Name) – Attachment Name (sequential #)

### Methodology to Establish the BPA

The method to establish the multiple award BPA will be based on the best value to the government, price and other factors considered, and be in accordance with FAR Section 8.405-3. A best value evaluation is, in and of itself, a subjective assessment by the Government of the proposed solution that provides the optimal results to the Government, price and other factors considered. Subjectivity is inherent in the process and is the cornerstone of the source selection decision. In an effort to provide insight to the Contractors as to the decision making process of the Government, the following information is provided.

- BPA evaluations shall be conducted using two factors – Technical and Price. In the evaluation, technical factors, when combined, are significantly more important than price. Further when evaluating the technical quotes, evaluation factor 1 is significantly more important than the other individual evaluation factors (2, 3 and 4). Evaluation factors 3 and 4 together are slightly more important than evaluation factor 2.

The Government will perform an analysis in accordance with the above methodology and select the Contractor that provides the best value to the Government. The Government



intends to use the trade-off process in selecting n offerors that are most advantageous. The trade-off process is a method of evaluating price and other factors as specified in the RFQ to select the offer that provides the best value to the Government. The process permits trade-offs among price and technical factors. Because the trade-off process allows award to the contractor that provides the Government with the best value, it allows the Government to accept other than the highest technically rated offer and other than the lowest priced offer.

The Government intends to establish the BPAs without exchanges with Contractors. Consequently, Contractors are highly encouraged to offer their best technical and pricing quotes in their initial submissions. However, the Government reserves the right to discuss submissions with any or all Contractors submitting a technical and price quote if it is determined advantageous to the Government to do so. This statement is not to be construed to mean that the Government is obligated to conduct exchanges. Note that FAR Part 15 procedures do not apply to evaluation of Schedule BPA quotations and will not be used. A Contractor may be eliminated from consideration for a BPA without further exchanges if its technical and pricing quotes are not among those Contractors considered most advantageous to the Government based on a best value determination.

A Contractor's business size shall be based on their business size status, for NAICS code 541519 - Other Computer Related Services, in the Central Contractor Registration (CCR) at the time of the BPA's establishment.

## **18.0 Technical Evaluation Factors and Evaluation Methodology**

Prime Contractors and Teaming Partners shall be current GSA Schedule 70 (SIN 132 51) Holders. At least one (1) Teaming Partner shall be currently appraised at the Capability Maturity Model Integration (CMMI) Level III and International Organization for Standardization (ISO) 9001:2015, Quality Management Systems-Requirements. Subcontractors who are at CMMI Level III and ISO 9001:2015 do not fulfill this requirement. The Prime Contractor or qualified Teaming Partner will enforce CMMI Level III and ISO 9001:2015 practices, provide CMMI Level III and ISO 9001:2015 training and ensure deliverables meet the CMMI Level III and ISO 9001:2015 requirements. Subcontractors not at the CMMI Level III or ISO 9001:2015 may work on the tasks requiring CMMI Level III and ISO 9001:2015.

If proposing a CTA, Contractors shall identify one (1) Teaming Partner as the Lead Teaming Partner. This distinction is necessary due to PBS's acquisition software only being able to identify one (1) Contractor name on the BPA establishment documentation.

Contractors are required to limit their technical quotes to seventy-five (75) (8.5 x 11) pages, single-sided with a minimum one (1) inch margin. The technical quote font shall be Times New Roman, size 12. The Government's evaluation shall not consider any information on pages exceeding the page limitation established for each evaluation section. The table of contents, a list of figures, and a list of tables are not included in the technical quote page limit. Covers, footers, headers, appendices, are also not factored in the 75 page limit and screen prints used as illustrations shall not be held to the font type and size requirement, but are required to be 8.5 x

## *Information Technology and Development Services*

*GSA Schedule 70 BPA*

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11 page size; otherwise, there shall be no exception (this includes tables and graphs) to the font type and size or page size. Appendices shall be reviewed for evaluation purposes provided that they fit within the page limitations listed below.

Quotes shall be evaluated in terms of quality, depth, and relevance of information presented in response to this RFQ. The technical quote should represent how the Contractor proposes to successfully meet the technical requirements as described in this SOW. The technical quote shall be submitted with a required Transmittal Cover Letter and an optional Executive Summary. The Transmittal Cover Letter and Executive Summary cannot exceed three (3) pages total and they do not count as towards the seventy-five (75)-page limit for the technical quote.

The Transmittal Cover Letter shall include **only** the following items:

- Prime Contractor / Lead Teaming Partner's DUNS Number
- Prime Contractor / Lead Teaming Partner's Federal Tax Identification Number
- Prime Contractor / Lead Teaming Partner's GSA Schedule Contract Number
- Prime Contractor / Lead Teaming Partner's CMMI and ISO Level and
- Prime Contractor / Lead Teaming Partner's point of contact email address, phone number, and fax number.

*If applicable, include:*

- Teaming Partner(s)'s DUNS Number
- Teaming Partner(s)'s Federal Tax Identification Number
- Teaming Partner(s)'s GSA Schedule Contract Number
- Teaming Partner(s)'s CMMI and ISO Level
- Teaming Partner(s)'s point of contact email address, phone number, and fax number and
- A List of Proposed Subcontractors and their corresponding DUNS Numbers and CMMI and ISO Level

Contractor shall specifically address the following technical evaluation factors: Technical Understanding, Management Plan, Past Performance and Small Business Participation. Overall page limitations and submittal requirements are defined below:

<b>Evaluation Factor</b>	<b>Technical Quote Section</b>	<b>Page Limit</b>
<b>Evaluation Factor 1</b>	<b>Technical Understanding</b> Contractor’s statement of qualifications demonstrating the Contractor’s technical understanding of the BPA’s requirement	Maximum 30
<b>Evaluation Factor 2</b>	<b>Management Plan</b> Contractor’s will provide an overall management plan for the BPA to include Staffing Plan, the BPA’s overall Quality Control Plan (QCP) and the Contractor’s BPA Program Manager’s resume	Maximum 20
<b>Evaluation Factor 3</b>	<b>Past Performance</b> Required six (6) references for relevant past performance on the Past Performance References Form	Maximum 10
	If applicable, one (1) additional page for each teaming partner/ Subcontractor’s past performance using the Past Performance References Form	Maximum 5
<b>Evaluation Factor 4</b>	<b>Small Business Participation</b> Summary of Contractor’s proposed small business participation in Small Business Summary Plan.	Maximum 10

Additionally, the Prime Contractor or the Lead Teaming Partner and all Teaming Partners shall submit a copy of their current GSA Schedule 70 Contract. If the Prime or Lead Teaming Partners’ GSA Schedule 70 is in the renewal process or will need renewal before January 17, 2018, proof of renewal submission processing must be submitted as well. The GSA Schedule 70 Contract(s) shall be submitted as an appendix and does not count towards part of the page limit.

**18.1 Technical Evaluation Factor One: Technical Understanding**

This factor considers the Contractor’s technical understanding of the SOW based on the technical proposal submission.

**Basis of Evaluation:** Offers shall be evaluated to determine the soundness of their technical understanding, concept of operations, technical approach regulatory compliance, and their ability to deliver within the required timeframes and capacity as needed in the SOW. All task and sub task areas in Section 5 shall be documented in sufficient detail to demonstrate technical understanding of all levels within Section 5:

- Design Requirements (Section 5.1 Task Area 1)
- Development Requirements (Section 5.2)
  - Database Development (Section 5.2.1 Task Area 2)
  - Custom Application Development (Section 5.2.2 Task Area 3)

- Testing Requirements (Section 5.3)
  - Automated Testing (Section 5.3.1 Task Area 4)
  - Usability and Accessibility (Section 5.3.2 Task Area 5)
  - Other Testing (Section 5.3.3 Task Area 6)
- Application Operations and Maintenance Support for PB-ITS Applications (Section 5.4 Task Area 7)
- Application Development Operations and Maintenance Requirements (Section 5.5 Task Area 8)
- Enhancements (Section 5.6 Task Area 9)
- Specialized Building (Real Estate) Life-cycle Systems (Section 5.7 Task Area 10)
- Emerging Digital Systems (Section 5.8)
  - Mobile Services (Section 5.8.1 Task Area 11)
  - Agile Services (Section 5.8.2 Task Area 12)
  - Digital Management Services (Section 5.8.3 Task Area 13)
  - Cloud Services (Section 5.8.4 Task Area 14)
- Quality Requirements (Section 5.9 Task Area 15)
- GSA IT Building Technologies Services Division Support (Section 5.10 Task Area 16)

A Contractor providing a cut and paste of the SOW rather than demonstrating how the firm will meet the SOW requirements can be evaluated as having a weakness in the technical evaluation.

## **18.2 Technical Evaluation Factor Two: Management Plan**

This factor considers the proposed practices and protocols that will be used by the Contractor based on the submittal of a Management Plan, which shall include a Staffing Plan and Quality Control Plan and the BPA Program Manager's resume.

**Basis of Evaluation:** A concise Management Plan shall be submitted for the BPA which shows an overview of the practices and protocols utilized by the Contractor to ensure software development, Quality Assurance, CMMI and ISO compliance in the engineering of products in response to the BPA SOW. Contractors shall fully describe their strategies for program and project management, implementation of best practices, and a staffing plan. A Contractor providing a cut and paste of the SOW rather than demonstrating how the firm will meet the SOW requirements can be evaluated as having a weakness in the technical evaluation.

The Government does not require industry certifications, such as a PMP certification, for the BPA Program Manager position, however individual BPA calls may require PMP and/or other certifications. The BPA Program Manager's resume shall demonstrate experience in successfully managing CMMI Level III and ISO 9001 projects. The Government will consider certifications in the overall evaluation of the BPA Program Manager's resume.

A Staffing Plan shall be submitted as a part of and in support of the management plan for the BPA. Contractors shall fully describe their strategies for staff recruitment, retention, and relevant training. The Contractor shall demonstrate a plan to provide annual training through the Contractor in order to remain up-to-date and current on IT aspects involved in this BPA.

The Management Plan shall discuss, in general, the proposed quality control process of the Contractor and include a proposed Quality Control Plan that complies with SOW Section 12.1, which provides a comprehensive overview of the quality control processes and procedures that are proposed.

At a minimum, the Quality Control Plan shall include:

- A description of the practices, protocols, and inspection system to cover all services listed in the SOW. The description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis and frequency of these inspections
- A description of follow-up procedures to ensure that deficiencies are corrected and the time frames involved in correcting these deficiencies
- A description of the records to be kept to document inspections and corrective or preventive actions taken
- Contractor's concise overview descriptions supporting their capability to implement proposed processes
- Contractor's certification/appraisal artifact(s) supporting stated maturity/capabilities

The Contractor shall identify applicable ISO certification and CMMI appraisal or other relevant assessment(s), including the issuing organization(s) and their associated qualifications, the type(s) of assessment, scope of coverage or applicable limits (e.g., functional scope, organizational scope), the most recent assessment date(s), and the effective date(s) of the appraisal/certification. A copy of the ISO certification and CMMI appraisal(s) shall be submitted for proof.

Contractors that do not demonstrate clear understanding of the tasks in compliance with CMMI Level III and ISO 9001:2015 shall be deemed unsatisfactory for this evaluation factor and for a BPA award. An attachment of the Contractors CMMI Level III (dev) and CMMI Level III (sys) and ISO 9001:2015 certification or proof that this is actively in process shall be provided as an attachment with the quote submission.

All Contractor BPA Awardees must have CMMI Level III (dev) and CMMI Level III (sys) and ISO 9001:2015 certification NLT January 1, 2018. If any of these requirements are not met, the BPA award will be canceled.

In addition, the Contractor's proposed BPA PM resume shall be submitted. It will be evaluated to assess the availability and qualifications of the proposed key personnel to demonstrate their capability to fully and professionally accomplish the requirements in the SOW. The Contractor's proposed BPA PM resume shall be included as part of the allotted twenty (20) pages for this evaluation factor.

## **18.3 Technical Evaluation Factor Three: Past Performance**

### ***Basis of Evaluation:***

On the Past Performance References Form, Appendix D, Contractors shall include descriptions of six (6) projects similar in scope to the requirements identified in Section 5.0 of this RFQ that were performed during the past three (3) years. For the reference to qualify, “performed” is defined as at least 50% completed as of June 1, 2017. Past performance will be evaluated based on relevance and quality of performance. The Government will verify submitted Past Performance References by contacting and completing the Past Performance Questionnaire in Appendix E to further evaluate technical effectiveness/timeliness of performance and management effectiveness.

### **18.3.1 The Contractors shall submit references from the Contractor’s identified projects as required below:**

#### ***Large Business Contractors***

- Six (6) references
- At least four (4) references should include the Contractor as the Prime with each having dollar values of at least \$1,000,000 annually
- The remaining two (2) references should be other relevant projects, in size and scope to the work in this BPA, and can include the Contractor as the Prime or Subcontractor

#### ***Small Business Contractors***

- Six (6) references
- At least four (4) references should include the Contractor as the Prime with each having dollar values of at least \$400,000 annually
- The remaining two (2) references should be other relevant projects, in scope to the work in this BPA, and can include the Contractor as the Prime or Subcontractor.

### **18.3.2 Past Performance References Form Submittal**

Sufficient information shall be provided to allow the Government to contact the agencies / organizations served and assess the relevance and quality of the services provided. The Contractors shall be held accountable for providing accurate contact information in the quote, failure to do so could result in an unsatisfactory evaluation for the technical factor.

A Past Performance References Form shall be completed for each reference. The Contractors shall note that the Government will consider all information available on the contractor’s experience and past performance, such as Government records, industry databases (e.g., Dunn and Bradstreet), and other sources. This shall include information that is in addition to that which is provided by the Contractor. The Past Performance References Form File in Appendix D

In addition, the definition of “similar in scope” for evaluation purposes is a program/project that demonstrates past performance of Task Area as explained below:



**Mandatory Past Performance Task Areas**

- Design Requirements (Task Area 1)
- Database Development (Task Area 2)
- Custom Application Development and Support (Task Area 3)
- Automated Testing (Task Area 4)
- Agile Services (Task Area 12)
- Data Management Services (Task Area 13)
- Quality Requirements (Task Area 15)

**Other Past Performance Task Areas**

- Usability and Accessibility Testing (Task Area 5)
- Other Testing (Task Area 6)
- Application Operations and Maintenance Support for PB-ITS Applications (Task Area 7)
- Application Development Operations and Maintenance (O&M) Requirements (Task Area 8)
- Optional Enhancements (Task Area 9)
- Specialized Building (Real Estate) Life-Cycle Systems (Task Area 10)
- Mobile Services (Task Area 11)
- Cloud Services (Task Area 14)
- GSA IT Building Technologies Services Division Support (Task Area 16)

**Past Performance Basis of Evaluation**

<b>Adjective</b>	<b>Evaluation Description</b>
<b>Excellent</b>	<ol style="list-style-type: none"><li>1. The quote includes at least six (6) past performance references, similar in size / scope to the SOW, and performed during the past three (3) years.</li><li>2. The Past performance questionnaire has ratings of excellent or good for Technical Effectiveness/Timeliness of Performance and Management Effectiveness, for all references provided.</li><li>3. At least ten (10) task areas, including all seven (7) mandatory task areas, are covered across all six (6) of the references.</li><li>4. At least three (3) of the past performance references must each include at least four (4) of the mandatory task areas.</li><li>5. There are no weaknesses and no deficiencies. The overall risk to the Government is very low.</li></ol>
<b>Very Good</b>	<ol style="list-style-type: none"><li>1. The quote includes at least six (6) past performance references, similar in size / scope to the SOW, and performed during the past three (3) years.</li><li>2. Received a past performance questionnaire rating of good or higher on five (5) of the six (6) references provided.</li><li>3. At least ten (10) task areas, including all seven (7) mandatory task areas, are covered across five (5) of the past performance references.</li><li>4. At least two (2) of the past performance references include at least four (4) of the mandatory task areas.</li><li>5. There are minimal weaknesses and no deficiencies. The overall risks to the Government are minimal and limited.</li></ol>



**Information Technology and Development Services**

*GSA Schedule 70 BPA*

<b>Good</b>	<ol style="list-style-type: none"> <li>1. The quote includes at least six (6) past performance references, similar in size / scope to the SOW, and performed during the past three (3) years.</li> <li>2. Received a past performance questionnaire rating of good or higher for Effectiveness/Timeliness of Performance and Management Effectiveness, on four (4) of the six (6) references provided.</li> <li>3. At least ten (10) task areas, including all seven (7) mandatory task areas, are covered across four (4) of the past performance references.</li> <li>4. At least three (3) of the past performance references include at least three (3) of the mandatory task areas.</li> <li>5. There are minimal weaknesses, no deficiencies, but there is a significant weakness. The overall risks to the Government are low.</li> </ol>
<b>Satisfactory/ Neutral</b>	<ol style="list-style-type: none"> <li>1. The quote includes at least six (6) past performance references, similar in size / scope to the SOW, and performed during the past three (3) years.</li> <li>2. Received a past performance questionnaire rating of fair or higher for Effectiveness/Timeliness of Performance and Management Effectiveness on all references provided.</li> <li>3. At least ten (10) task areas, including all seven (7) mandatory task areas, are covered across three (3) of the past performance references.</li> <li>4. At least one (1) of the past performance references include at least two (2) of the mandatory task areas.</li> <li>5. There are no deficiencies, but there multiple significant weakness. The overall risk to the Government low-moderate.</li> <li>6. A Contractor with no record of relevant past performance will receive a neutral rating.</li> </ol>
<b>Marginal</b>	<ol style="list-style-type: none"> <li>1. The quote includes at least six (6) past performance references, similar in size / scope to the SOW, and performed during the past three (3) years.</li> <li>2. Received a past performance questionnaire rating of poor or unsatisfactory for Effectiveness/Timeliness of Performance and Management Effectiveness on most references provided.</li> <li>3. The past performance references cover at least five (5), but less than the seven (7) mandatory task areas.</li> <li>4. The quote has multiple deficiencies and multiple weaknesses. The overall risk to the Government is high.</li> </ol>
<b>Unacceptable</b>	<ol style="list-style-type: none"> <li>1. The quote includes none or less than six (6) past performance references, similar in size / scope to the SOW, and performed during the past three (3) years. There is insufficient evidence to show that the contractor could perform the requirements of the RFQ.</li> <li>2. Received a past performance questionnaire rating of poor or unsatisfactory for Effectiveness/Timeliness of Performance and Management Effectiveness on all references provided.</li> <li>3. The past performance references cover less than five (5) of the seven (7) mandatory task areas.</li> <li>4. There are numerous deficiencies and weaknesses. This approach has numerous disadvantages based on its substance. Collectively, the advantages and disadvantages will not result in satisfactory performance. The risk of unsuccessful performance is unacceptably high.</li> </ol>

#### **18.3.4 Teaming Partners and Subcontractor requirements**

At least one (1) past performance reference shall be submitted for each teaming partner/ subcontractor of the quote. If teaming partners/ subcontractors exceed five (5), Contractors shall limit their responses to include only the five (5) teaming partners/ subcontractors anticipated to perform the majority of the work. Teaming Partners and subcontractors may submit references that include their past performance as either a Prime or a Subcontractor at any dollar value.

If there are less than five (5) teaming partners/subcontractors: A Prime Contractor may submit more than one (1) reference from teaming partners/ subcontractors up to five (5) references total for all teaming partners/ subcontractors. Alternatively, a teaming partners/subcontractor's past performance can exceed one (1) page if the total past performance submittal for teaming partners/ subcontractors totals five (5) pages or less. Include all proposed teaming partners/ subcontractors in the Transmittal Cover Letter's teaming partner/ subcontractor list.

### **18.4 Technical Evaluation Factor Four: Small Business Participation**

#### ***Basis of Evaluation:***

All Prime Contractors, small businesses and large businesses, are required to perform 50% or more of the work under this BPA in order to be the "prime." The terms Subcontractor and Teaming Partner are not interchangeable in this SOW. Consult Section 2.0. Teaming Arrangements or Subcontracting Agreements are encouraged as Contractors shall be able to perform work in all sixteen (16) task areas in Section 5. All Contractor's shall submit a copy of all signed Teaming Arrangements or Subcontracting Agreements as attachments to the technical quote. The Teaming Arrangements or Subcontracting Agreements will be reviewed and used to confirm the validity of the Transmittal Cover Letter. Teaming Arrangements or Subcontracting Agreements not provided will be considered a weakness, none will be a deficiency.

A Small Business Summary Plan must be submitted detailing the Contractor's planned subcontracting activities. Contractors shall provide a summary that outlines their proposed small business participation plan and goals for this BPA.

All Large Prime Contractors must submit as an attachment to the quote, the Contractor's approved GSA Schedule 70 Commercial Subcontracting Plan. In the Small Business Summary Plan, large Contractors shall clarify how the Commercial Plan will specifically be used for this BPA.

All small businesses are not required to submit a subcontracting plan; however a Small Business Summary Plan must be submitted detailing the small Contractor's planned subcontracting activities. Contractors shall provide a summary that outlines their proposed small business participation plan and goals for this BPA.

The Small Business Summary Plan shall include a list of all participating businesses (Prime Contractor, teaming partners, and/or Subcontractors) that are current small businesses. The summary should include the Contractor's small business goals and if the Contractor is a large business, detail how the large business Contractor shall ensure that at least 20% of the BPA

**Information Technology and Development Services**

*GSA Schedule 70 BPA*

Calls' dollars, for each fiscal year, is performed by a small business in order to reach the socio-economic goals established for this BPA. A yearly review shall be performed by the CO or COR across all BPA Calls to ensure compliance for that fiscal year.

Small and large business primes are required to submit a list of all participating small businesses (Prime and Subcontractors and/or Teaming Partners) and their anticipated percentage of work expected. *See example below:*

Contractor Name	Contractor Role	Socio-economic Size	Anticipated Percentage of Work Expected
Contractor A	Prime Contractor	Large	65%
Contractor B	Subcontractor	Small (WOSB)	15%
Contractor C	Subcontractor	Small (WOSB/SDVOSB)	20%
Total			100%

Additionally the Small Business Summary Plan shall include any other factors that favor small business participation in the BPA. This is different from a subcontracting plan, as the small business summary plan may discuss how small business-teaming arrangements will utilize small business participation or overall small business BPA goals, not just those goals limited to subcontracting.

All Contractors shall demonstrate their ability to successfully meet their goals for small business participation; this may include reference other contracts with successfully completed small business goals. GSA will allow an incumbent BPA Holder to use their current BPA small business goal attainment as evidence of a successful program.

**19.0 Price Evaluation Factors and Evaluation Methodology**

Price quotes should provide fixed labor hour rates per the BPA labor categories and descriptions offered in section 7.1 of this SOW. Every labor category in section 7.1 is a requirement for this BPA and shall have a corresponding labor category and price on the Contractors' current GSA Schedule 70 Contract. Contractors may use any of their GSA Schedule 70 labor categories to represent more than one of the BPA labor categories, as long as the labor category is capable of performing the duties described and fulfills the requirements.

Prices shall be fixed for the duration of the BPA. Contractors shall submit pricing for each BPA labor category delineated by year, as outlined in Appendix F, The Price Quote Template. The template shall be completed in Excel and submitted as an Excel document as part of the Contractor's Price Quote.

The Contractor's hourly rates for all BPA labor categories shall be evaluated, including any discounts offered by Contractors off of their GSA Schedule 70 pricing, for reasonableness to determine the best value to the Government. GSA seeks additional discounts from GSA Schedule 70 rates. The Government is not utilizing an evaluation formula that applies hours to

## *Information Technology and Development Services*

### *GSA Schedule 70 BPA*

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the different labor categories in order to arrive at a formulated total evaluation price. Hourly rates for all labor categories will be evaluated for the best value to the Government.

Contractors are to propose pricing for the labor categories by fixed price per year. Contractors have discretion to include any annual price escalations on each year's proposed fixed prices. The Government will evaluate all proposed fixed prices for reasonableness. GSA will verify all rates are in accordance with the accepted GSA Schedule rates. The final acceptable rate will be incorporated into the BPA.

Contractors shall not expand the labor categories to address assorted skill levels, such as Junior, Journeyman, or Expert. The Contractor shall only provide rates for the labor categories in Section 7. Contractors may assign multiple labor categories from their GSA Schedule 70 labor categories to any specified BPA labor category, however Contractors shall only propose one labor rate for any required BPA labor category. No Contractors shall quote "open market" line items in order to accommodate all of the BPA labor categories; "open market" items are not allowed at the BPA establishment level.

Contractors shall only propose labor categories and rates that are on the Prime Contractor's existing GSA Schedule 70 Contract or, if using CTAs--Contractor Teaming Arrangements (not Subcontracting Agreements)--the labor categories and rates from the Teaming Partner(s)'s GSA Schedule 70 Contract. However, each quote shall submit one set of pricing for the BPA. This may be a combination of the best pricing from all CTA partners' Schedule 70 Contracts. GSA will not accept multiple pricing submissions for a labor category.

Contractors shall propose both Government Site Rates and Contractor Site Rates.

#### **Government Site Rates occur when:**

- The Government provides work space for the Contract employee
- The Government and/or the Contractor allows the Contract employee to work from home or another Government off-site which does not incur an additional cost on the Contractor (this may be termed "work at home", "Telework" or "Mobile Work")
- Or a combination of the two bullets above

#### **Contractor Site Rates occur when:**

- The Contractor provides work space for the Contract employee and incurs an additional overhead cost

GSA, PBS is looking into more innovative and efficient ways to utilize employee work space in order to bring down our agency's overhead cost. Accordingly we expect our Contractors to do the same as a way to offer the most competitive Contractor Site Rates and to decrease the burden on the Government and taxpayers as we transition to less Government-wide square footage. Though with the past BPAs, PBS utilized Contractor Sites minimally, if at all, PBS may need to increase our reliance on Contractor Sites at some point during this BPA as we consolidate our GSA work space. Therefore, we require that Contractors price their Contractor Site Rates reasonably but with innovation and efficiency in mind.

## APPENDICES

### Appendix A EQP Documents

Appendix A- Enterprise Quality Program (EQP) Configuration Management Plan.



GSA PB-ITS  
EQP\_Configuration M

### Appendix B Security Requirements

*GSA supplies the Appendix A for informational purposes. No response is necessary in the Contractor's quote.*



PBS BPA SOW  
Security Language- 2

Contractors entering into an agreement for services to the General Services Administration (GSA) and/or its Federal customers shall be contractually subject to all GSA and Federal IT Security standards, policies, and reporting requirements. The Contractor shall meet and comply with all GSA IT Security Policies and all applicable GSA and NIST standards and guidelines, other Government-wide laws and regulations for protection and security of Information Technology.

### Appendix C Q & A Format Template

Q&A format in Appendix C - attached separately through an Excel file.

### Appendix D Past Performance References Form

Appendix D- attached separately through an Excel file.

### Appendix E Past Performance Questionnaire

Appendix E- attached separately through an Excel file. *GSA supplies the Appendix E for informational purposes. No response is necessary in the Contractor's quote.*

### Appendix F ITDS BPA Price Quote Template

Appendix F- attached separately through an Excel file.