

****PRICELIST COVER PAGE****

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

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

- FPDS Code D301 IT Facility Operation and Maintenance
- FPDS Code D302 IT Systems Development Services
- FPDS Code D306 IT Systems Analysis Services
- FPDS Code D307 Automated Information Systems Design and Integration Services
- FPDS Code D308 Programming Services
- FPDS Code D310 IT Backup and Security Services
- FPDS Code D311 IT Data Conversion Services
- FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
- FPDS Code D316 IT Network Management Services
- FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
- FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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

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

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

OpalSoft Inc.
1288 Kifer Road, Suite 201
Sunnyvale, CA 94086
Phone: (408) 267-2211 Fax: (408) 774-1451
Email:sharad@opalsoft.com Internet www.opalsoft.com

Contract Number: GS-35F-0688N

Period Covered by Contract: 06-12-03 thru 06-11-13

General Services Administration
Federal Acquisition Service

Pricelist current through Modification # _____, dated _____.

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

INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

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

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

OpalSoft Inc.

1288 Kifer Road, Suite 201, Sunnyvale, CA 94086

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

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

408-636-2887

Name: Sharad Sharma,

Email: sharad@opalsoft.com, Telephone number 408-636-2887, Cell (408) 910-9684, Fax: 408-774-1451

3. LIABILITY FOR INJURY OR DAMAGE

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

4. STATICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule
 Block 16: Data Universal Numbering System (DUNS) Number: 050191704
 Block 30: Type of Contractor - Small Disadvantage Business
 Block 31: Woman-Owned Small Business - No
 Block 36: Contractor's Taxpayer Identification Number (TIN): 94-3280543

- 4a. CAGE Code: 1XLH7
- 4b. Contractor has/has not registered with the Central Contractor Registration Database.

5. FOB DESTINATION

6. DELIVERY SCHEDULE

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

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
<u>132-51</u>	<u>30</u> Days
_____	_____ Days

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

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

- a. Prompt Payment: 0 % - ___ days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity
- c. Dollar Volume
- d. Government Educational Institutions
- e. Other

8. TRADE AGREEMENTS ACT OF 1979, as amended:

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

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING: **None**

10. Small Requirements: The minimum dollar value of orders to be issued is \$ **1000.00**

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

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
Special Item Number 132-51 - Information Technology (IT) Professional Services

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

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

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS

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

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):

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

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

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

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

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

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

- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

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

16. GSA ADVANTAGE!

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

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

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

17. PURCHASE OF OPEN MARKET ITEMS

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

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

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

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

19. OVERSEAS ACTIVITIES

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

None

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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

23. SECTION 508 COMPLIANCE.

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

OpalSoft Inc. 1288 Kifer Road, Suite 201, Sunnyvale, CA 94086
www.opalsoft.com

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

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:
This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

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

- (a) **The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.**
- (b) **Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—**
 - (1) **For such period as the laws of the State in which this contract is to be performed prescribe; or**
 - (2) **Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.**
- (c) **The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.**

26. SOFTWARE INTEROPERABILITY.

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

27. ADVANCE PAYMENTS

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

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

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

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

- (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

- a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT/EC SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT/EC Service offered under Special Item Numbers 132-51 and 132-52. IT/EC Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

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

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

EXAMPLE: Commercial Job Title: System Engineer

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

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

Minimum Education: Bachelor's Degree in Computer Science

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

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

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

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;

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

(h) Date of Shipment.

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

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

BASIC GUIDELINES FOR USING
“CONTRACTOR TEAM ARRANGEMENTS”

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

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

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

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

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

Here is a general outline on how it works:

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

GSA Labor Category Descriptions

FSS Contract GS035F0688N

LC01 Business Analyst I

Analyst works as liaisons between organizational groups to enhance communications under general supervision. The key is that they possess the skills to clearly identify the business and customer requirements and be able to communicate and document them for the various organizational areas that rely on that information to define system requirements or organizational processes.

Selecting or customizing an application software package
Design or redesign of an application system
Business process improvement
Procedural changes
Data warehousing
E-commerce

Education: MBA and 3 years, or an equivalent of 7 years of work related experience.
Hourly Rate: \$67.04
Volume/Quantity discount for more than 1000 hours: \$ 61.68

LC02 Business Analyst II

Description: As per LC01
Education: MBA and 5 years, or an equivalent of 12 years of work related experience.
Hourly Rate: \$92.83
Volume/Quantity discount for more than 1000 hours: \$ 85.40

LC03 System Analyst I

Our team members under this category can handle the following duties:

This player's responsibilities are to:

Design and document in detail all system components, their interfaces and operational environment;
Design data structures and files, sub-systems and modules, programs, batch, on line, and production monitoring procedures, testing strategy and systems;
Document system design, concepts and facilities, present and obtain approval of detailed system design;
Write user manual covering manual processes and operational procedures, define user acceptance testing checklist and obtain user acceptance thereof;
Identify and document system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, and naming conventions;
Initiate hardware/software acquisition; develop conversion plans and parallel operation procedures, estimate resource and cost requirements.

Education: BS and 4 years, or equivalent of 7 years of experience.
Hourly Rate: \$67.04
Volume/Quantity discount for more than 1000 hours: \$ 61.68

LC04 System Analyst II

Description: As per LC03

Education: MS and 7 years, or equivalent of 12 years of experience

Hourly Rate: \$97.98

Volume/Quantity discount for more than 1000 hours: \$ 90.15

LC05 Implementation Analyst:

This player's responsibilities are to:

Produce an operational system including all forms, manuals, programs, data files, procedures and training material;

Create system production library, operations manual, training manuals and test system;

Implement quality assurance standards to be used during implementation phase, design programs and present program design, and writes modules and procedures;

Develop test system and test modules, programs, sub-systems, system and procedures; analyze performance and tunes system, and complete system documentation;

Perform independent verification and validation of software applications and systems function and performance.

Education: BS and 5 years, or an equivalent of 7 years work related experience.

Hourly Rate: \$97.98

Volume/Quantity discount for more than 1000 hours: \$ 90.15

LC06 Senior Solution Architect

The Solution Architect provides the appropriate technical architecture to be used in the projects. The Solution Architect works with all related parties (management, end users, requirements analysts, project teams) in order to determine the objectives of each system, as well as the constraints (chronological, technical, financial). Based on the objectives and constraints specific to each project, the Architect will determine the most suitable technical architecture and define & develop the solution in developing the detailed technical architecture. After providing the selection and/or approval of the technical architecture, the Architect will provide technical oversight of the project to ensure that the technical architecture is designed, developed, tested, and deployed properly and according to plan. The Architect works in close co-ordination with the selected integrator (in-house or external teams) to deliver component-based technical architectural solutions to the end-user customers. The Solution Architect keeps abreast of all current and upcoming technologies related to component based technical architectures, specifically those surrounding Open Technologies and Open Standards, J2EE, .NET, and web services.

Education: MS with 5 years, or an equivalent of 12 years of work related experience.

Hourly Rate: \$103.14

Volume/Quantity discount for more than 1000 hours: \$ 94.89

LC07 Program Manager

The Program Policy and Procedure Manual must be implemented and new/improved procedure forms and records must be prepared, approved and controlled. The Program/Project Manager is responsible for the administration of the design/development and documentation function of The Company's products. The Program Manager is also responsible for ensuring the Design, R & D, Product Engineering and Operations Departments conform to the company quality system procedures for design control as documented. Establish and or meet program objectives. Identify and that ensure adequate and appropriate resources are assigned to program/projects to ensure the design is controlled, the company's goals for the successful completion of the program/project is achieved and the customer's needs are met. Directly responsible for implementation and maintenance of design control procedures, reporting on the performance of the program/project and ensuring that the customer requirements are met.

Education: BS and/or MBA with 5 years, or an equivalent of 12 years work related experience
Hourly Rate: \$103.14
Volume/Quantity discount for more than 1000 hours: \$94.89

LC08 Project Manager I

A project manager is a facilitator of the project. Manages engineers, analysts, developers and others in the performance and delivery on a contract. Ensuring that the software project team can do their work. This means working with management to ensure they provide the resources and support required as well as dealing with team issues that are negatively impacting a team's productivity. Task may include system design, analysis. Programming, evaluation, installation, testing the application.

Education: BS, MBA and 7 years, or an equivalent of 12 years work related experience.
Hourly Rate: \$103.14
Volume/Quantity discount for more than 1000 hours: \$ 94.89

LC09 Project Manager II

Description: As per LC08

Education: MS, MBA and 15 years of experience.
Hourly Rate: \$136.41
Volume/Quantity discount for more than 1000 hours: \$129.59

LC10 Functional Consultant I

This category of consultant has extensive functional experience in ERP technologies (SAP, Oracle, JD Edwards & PeopleSoft). Key functions areas are HR, Financials, Manufacturing, supply chain management and CRM applications. Sufficient technical knowledge to also perform techno-functional roles.

Education: Business degree, MS and 5 years of experience in the related field.
Hourly Rate: \$103.14
Volume/Quantity discount for more than 1000 hours: \$94.89

LC11 Technical Consultant I

Consultants have extensive experience in ERP and other enterprise solutions (SAP, Oracle, JD Edwards, PeopleSoft, and Sibel. Key technical areas are in HR, Financials (Purchasing, Accounts Receivables, Accounts payable, General Ledger & project accounting), Manufacturing (WIP, BOM & Inventory), Supply chain management, project management, transport management, They also have their secondary skills in Oracle DB, DB2, UNIX, Cobol, AS/400 & XML.

Education: BS and 5 years, or an equivalent of 8 years of experience.
Hourly Rate: \$72.20
Volume/Quantity discount for more than 1000 hours: \$66.42

LC12 Technical Consultant II

Description: As per LC11

Education: MS and 5 years, or an equivalent of 12 years of experience.

Hourly Rate: \$106.75

Volume/Quantity discount for more than 1000 hours: \$101.41

LC13 Technical Lead

Technical Leads are responsible for all aspects of the technical implementation of a business solution. As such, they are involved in the both business consulting and the development processes, and will interface directly with the Client, the Project Manager, and Development team. Technical lead directs the technical flow of the project from business requirements to solution development and delivery. Both on and off of projects, the role of Technical lead is to work closely with the Project Manager to define system and application architectures, and with both the Project Managers and Development Managers as an informational resource.

Other technical capabilities:

Definition of hardware and software architecture for projects, including off-the-shelf software components, custom software specifications, database schema, and network infrastructure.

Assignment of personnel.

Management of the software development lifecycle.

Technical project management, including resources, vendors, and budget

Serving as the primary client interface for issues relating to technology.

Development of the client relationship from a technology perspective.

Interfacing with senior production and marketing management on the project.

Professional development of junior personnel.

Education: BS and 7 years, or an equivalent of 12 years of experience.

Hourly Rate: \$130.47

Volume/Quantity discount for more than 1000 hours: \$123.95

LC14 Application Programmer I

Computer Programmer writes the code that would run on the client as well as the code that would run on the server.

Programmers are well experienced in the computer languages and related web application technologies.

Technical Skills:

Languages: C, C++, COBOL, VB/ASP, HTML, DHTML, and Java & XML

OS: WINDOWS2000, NT, UNIX, AND MVS

Application Servers: Weblogic, Websphere & ATG Dynamo

Databases: Oracle, SQL Server & Db2. IMS, IDMS, VSAM

Technology Platform: .net & J2EE

Education: BS and 3 years, or an equivalent of 7 years of experience.

Hourly Rate: \$79.42

Volume/Quantity discount for more than 1000 hours: \$75.45

LC15 Application Programmer II

Description: As per LC14

Education: BS and 7 years, or an equivalent of 10 years of experience.

Hourly Rate: \$96.44

Volume/Quantity discount for more than 1000 hours: \$91.62

LC16 Database Designer

Most software projects boil down to information storage and retrieval. Deciding how and where this information is stored is the domain of the database designer. Working with a system architect and a requirements analyst, the database designer ensures that all necessary data has a place to be stored. At the same time, the speed at which the data can be stored and retrieved are taken in to account so that user's are not left waiting for unreasonable amounts of time. Key responsibility includes data architecture.

Education: BS and 7 years, or an equivalent of 10 years of experience.

Hourly Rate: \$103.14

Volume/Quantity discount for more than 1000 hours: \$97.98

LC17 Database Developer I

Database Developer under general supervision develops, implements and maintains complex databases. This includes maintains of database directories and integration of systems through database design. Participates in all phases of system development life cycle.

Education: BS and 4 years. Or an equivalent of 8 years work related experience,

Hourly Rate: \$72.20

Volume/Quantity discount for more than 1000 hours: \$66.43

LC18 Database Developer II

Performs system analysis, design, integration, programming, documentation, and implementation of applications, which are administrative or business oriented in nature using a database as development tool. Participates in all phases of SDLC. Applies business and data manipulation principles and methods to technical problems to arrive at automated solutions.

Education: MS and 7 years, or an equivalent of 12 years work related experience.

Hourly Rate: \$103.14

Volume/Quantity discount for more than 1000 hours: \$97.98

LC19 Database Administrator I

DBA's key responsibility is in ensuring that a database is available at all to the users and programs that need it. This includes making backups and archiving data. It also includes on-going monitoring to ensure that the database is responding to requests quickly. DBA also has some hardware knowledge so that the appropriate servers can be purchased so that the database's performance is not impacted by hardware bottlenecks. Establishing policies and

procedures pertaining to the management, security, maintenance, and use of the database management system and training employees in database management and use.

Detailed job responsibilities include:

Work very closely with the users in order to maintain and safeguard the database.

Identify requirements for improvements to existing databases by determining users' information requirements and system performance and functional requirements.

Maintains data dictionaries.

Develop and implement procedures that will ensure the accuracy, completeness and timeliness of data stored in the database.

Mediate and resolve conflicts among users' needs for data.

Develop and implement security procedures for the database, including access and user account management.

Advise programmers, analysts and users about the efficient use of data.

Maintain configuration control of the database.

Perform and/or co-ordinate updates to the database design.

Control and co-ordinate changes to the database, including the deletion of records, changes to the existing records and additions to the database.

Develop and co-ordinate back-up, disaster recovery and virus protection procedures.

Education: BS and 3 years, or an equivalent of 7 years of work related experience.

Hourly Rate: \$77.35

Volume/Quantity discount for more than 1000 hours: \$71.17

LC20 Database Administrator II

Description: As per LC19

Education: Bs and 7 years, or an equivalent of 12 years of work related experience.

Hourly Rate: \$122.48

Volume/Quantity discount for more than 1000 hours: \$116.35

LC21 QA Manager

Develops a Quality Plan as a part of the overall Project Management Procedures. The quality plan identifies the major deliverables, completeness and correctness criteria, quality control activities and quality assurance activities. QA manager is closely involved in planning and analysis up front. QA Manager ensures that the quality control activities for every deliverable are performed. During the project, conduct the quality assurance activities. At the end of each project, provide feedback to the organization on the quality process and the metrics captured. These can be leveraged by the organization for an organization wide metrics program and provide input into best practices that can be used again.

Education: BS with 7 years, or an equivalent of 12 years of work related experience.

Hourly Rate: \$87.67

Volume/Quantity discount for more than 1000 hours: \$80.66

LC22 QA Lead

Assist Quality plan with QA Manager as part of the overall Project Management Procedures. QA lead is closely involved in planning and analysis up front. They ensure quality control activities for every deliverables are performed.

Education: BS, with 5 years or 7 years of work related experience.

Hourly Rate: \$72.20

Volume/Quantity discount for more than 1000 hours: \$66.42

LC23 QA Tester

QA tester ensures bug-free software. Our testers are well experienced to put the software through rigorous test regime. They are able to suppress any thoughts about how a user "should" use an application and instead come up with all the ways that a user "might" use an application. All of this is geared towards identifying unhand led errors before an application gets in to the hands of the user.

Education: BS with 2 years, or an equivalent of 5 years work related experience.

Hourly Rate: \$61.88

Volume/Quantity discount for more than 1000 hours: \$56.93

LC24 Technical Writer

OpalSoft has technical writers as our team members who are experts at writing documentation that explains technical issues in ways that non-technical people can understand. A technical write is responsible for writing the how-to manual for a software application.

Education: BS with 2 years, or an equivalent of 5 years of experience.

Hourly Rate: \$51.57

Volume/Quantity discount for more than 1000 hours: \$47.45

LC25 Web/Internet Developer and Graphic Designer

Web designer focuses on the user interface. They are responsible for layout, color pellets, and usability Web designers/Developers have programming skills (HTML/DHTML and JavaScript) to enable them to include certain features in the interface such as rollovers or dynamic menus. A web developer is responsible for programming the functionality of a web site. So while a [requirements analyst](#) is tasked with determining what a web site should do, the web developer figures out how it is going to do it and then writes the necessary programming code. Much of this programming code is behind the scenes and not visible to the user.

Education: BS and 2 years, or an equivalent of 5 years of experience.

Hourly Rate: \$61.88

Volume/Quantity discount for more than 1000 hours: \$56.93

LC26 Webmaster & Internet Specialist

Webmaster & internet specialist provides World Wide Web information and is responsible for maintaining the public pages and keeping the Web server running and properly configured. As a specialist he creates and manages the information content (words and pictures) and organization of a Web site. Manages the computer server and technical programming aspects of a Web site. Also writes and has graphics design background and has Web site creation skills (mainly knowledge and experience with HTML/DHTML and JavaScript) and programming skills. The "technical" Webmaster runs the server and manager authorization associated with file systems and writes programs.

Education: BS and 4 years, or an equivalent of 8 years of experience.

Hourly Rate: \$82.51

Volume/Quantity discount for more than 1000 hours: \$75.91

LC27 Helpdesk Support II

Manages the helpdesk functions. Provides daily supervision and direction to staff that are responsible for phone and in person support to users in the area of email, directories, standard windows desktop applications and application developed or developed under the contract. These personnel serve as the first point of contact for troubleshooting hardware/software, PC and printers problems.

Education: Technical certification and 3 years, or an equivalent of 7 years of work related experience.

Hourly Rate: \$51.57

Volume/Quantity discount for more than 1000 hours: \$47.45

LC28 Data Warehouse & Business Intelligent Specialist

Data warehouse specialist can built large database and optimizes to answer business questions. Well versed in dealing with customers and transactions. Data warehouses experts consolidate information from disparate data sources into one central location. Each data-warehousing project has its own set of challenges. Giant warehouses need sophisticated tuning procedures to improve their speed to reasonable levels. Warehouses open to the web need extra security measures to ward off intruders and protect customer privacy. OpalSoft team is geared to handle such projects.

Education: BS with 5 years, or an equivalent of 12 years of work related experience.

Hourly Rate: \$130.47

Volume/Quantity discount for more than 1000 hours: \$123.95

LC29 Data mining Expert

Our data-mining experts have excellent skills to deal with the formal/informal process of extracting "valuable information" from the data sets to maximize profit and minimize risks. In most of our experience we find these data sets are large and messy.

Education: BS with 7 years, or an equivalent of 12 years of work related experience.

Hourly Rate: \$113.46

Volume/Quantity discount for more than 1000 hours: \$104.38

LC30 Report Writer & Designer

Report writer are trained to design, build and write the reports output from the software application. Reports can contain sales and inventory counts; usage statistics and metrics; and revenue vs. expense summaries. Aside from designing the layout of a report, the report designers have a good understanding of the underlying data sources (databases) as well as expertise in interpreting the requirements being provided by the client. They are proven expertise in reporting tools such as CRYSTAL, SQL Report Writer, Business Objects, Cognos & Focus.

Education: BS with 4 years, or an equivalent of 8 years of work related experience.

Hourly Rate: \$61.88

Volume/Quantity discount for more than 1000 hours: \$56.93

LC31 Network Engineer

Network engineer are trained to plan, organize, coordinates and supervise the communication network and operational aspects of the information services.

Analyzes network and other system hardware problems and coordinates their remedy.

Provides technical support and troubleshooting to wide-area network issues.

Monitors progress and prepare reporting on network and operations status.

Install network operating system and application software, performs upgrades.

Education: Bachelor of Computer Science, or an equivalent of 4 years of work related experience.

Hourly Rate: \$51.57

Volume/Quantity discount for more than 1000 hours: \$47.45

LC32 Network and Infrastructure Management

OpalSoft project managers are trained to in execution of the set of functions required for controlling, planning, allocating, deploying, coordinating, and monitoring the resources of a telecommunications network. Set of responsibilities include but not limited to:

Analysis and Management Services

Network Design

Monitoring system

Network Disaster Recovery

Quality of Network services

Education: Bachelor of Computer Science or an equivalent of 8 years of work related experience.

Hourly Rate: \$92.83

Volume/Quantity discount for more than 1000 hours: \$85.40