

**GENERAL SERVICES ADMINISTRATION**

**Federal Supply Service**

**AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*<sup>®</sup>, a menu-driven database system. The INTERNET address GSA

***Advantage!*<sup>®</sup> is: GSAAvantage.gov.**

**INFORMATION TECHNOLOGY SCHEDULE PRICE LIST**

**GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES**

**FSC Group 70**

Contract number – 47QTCA20D0052

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).

Contract period – January 28, 2020 through January 27, 2025

**CONTRACTOR:**

Storm Petrel LLC  
74 Winchester Rd  
Brattleboro VT 05301

**Contract Administration source:**

Christina Moore  
[cmoore@storm-petrel.com](mailto:cmoore@storm-petrel.com)  
802-368-1982  
Storm Petrel LLC  
74 Winchester Rd  
Brattleboro VT 05301

## CUSTOMER INFORMATION

### 1a. Table of Awarded special item numbers

132-51 IT Professional Services

132-40 Cloud Computing

### 1b. Identification of the lowest priced model number and lowest unit price:

SIN	Cloud Computing Product	Commercial Rate	GSA Rate
132-40	Cloud Server Administrator	\$70.00/hour	\$69.82/hour

SIN	Cloud Computing Product	Commercial Rate	GSA Hourly Rate
132-51	Server Administrator	\$70.00/hour	\$68.41

### 1c. Hourly Rates

Awarded SIN	Labor Category	Commercial List Price (CPL) or Market Prices	GSA Price Including IFF
132-51	Senior Software Engineer	\$180.00	\$175.92
132-51	Data Management Specialist	\$125.00	\$122.17
132-51	Data Analytics Specialist	\$180.00	\$175.92
132-51	Junior Software Developer	\$125.00	\$122.17
132-51	Software Developer	\$150.00	\$146.60
132-51	Software Application Designer	\$150.00	\$185.69
132-51	Business Analyst	\$125.00	\$122.17
132-51	Senior Business Analyst	\$150.00	\$146.60
132-51	IT Project Manager	\$140.00	\$136.83
132-51	Network Engineer II	\$75.00	\$73.30
132-51	Network Engineer III	\$85.00	\$83.07
132-51	Virtualization Engineer II	\$75.00	\$73.30
132-51	Virtualization Engineer III	\$85.00	\$83.07
132-51	Server Administrator	\$70.00	\$68.41
132-51	Server Administrator II	\$80.00	\$78.19
132-40	Cloud Senior Software Engineer	\$180.00	\$179.55
132-40	Cloud Data Management Specialist	\$125.00	\$124.69
132-40	Cloud Data Analytics Specialist	\$180.00	\$179.55
132-40	Cloud Junior Software Developer	\$125.00	\$124.69
132-40	Cloud Software Developer	\$150.00	\$149.62
132-40	Cloud Software Application Designer	\$190.00	\$189.52
132-40	Cloud Business Analyst	\$125.00	\$124.69
132-40	Cloud Senior Business Analyst	\$150.00	\$149.62

Awarded SIN	Labor Category	Commercial List Price (CPL) or Market Prices	GSA Price Including IFF
132-40	Cloud IT Project Manager	\$150.00	\$139.65
132-40	Cloud Network Engineer II	\$75.00	\$74.81
132-40	Cloud Network Engineer III	\$85.00	\$84.79
132-40	Cloud Virtualization Engineer II	\$75.00	\$74.81
132-40	Cloud Virtualization Engineer III	\$85.00	\$84.79
132-40	Cloud Server Administrator	\$70.00	\$69.82
132-40	Cloud Server Administrator II	\$80.00	\$79.80

## 2. Maximum Order\*:

The maximum order is \$500,000 for SINs 132-51 and 132-40

\*If the best value selection places your order over the Maximum Order identified in this catalog/price list, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404

## 3. Minimum Order: \$100.00

**4. GEOGRAPHIC COVERAGE (delivery area):** Domestic and overseas delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Note that for products, domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

## 5. POINT OF PRODUCTION

Storm Petrel LLC  
74 Winchester Rd  
Brattleboro VT 05301

**6. DISCOUNT:** Prices shown are NET Prices; Basic Discounts have been deducted

## 7. QUANTITY DISCOUNTS:

- Prompt Payment: 1% Net 10
- Quantity: None
- Dollar Volume: 1% > \$300,000 for SIN 132-51
- Other Special Discounts (i.e. Government Education Discounts, etc.)

**8. PROMPT PAYMENT TERMS:** None - Net 30 days

**9a.** Government purchase cards are accepted at or below the micro-purchase threshold.

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

**10. FOREIGN ITEMS:** None

**11a. TIME OF DELIVERY:** The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<b>SPECIAL ITEM NUMBER</b>	<b>DELIVERY TIME (Days ARO)</b>
132-40 and 132-51	To Be Negotiated per Task Order

**11b. EXPEDITED DELIVERY:** Items available for expedited delivery are noted in this price list.

**11c. EXPEDITED DELIVERY** may be available. Contact Contractor for more information.

**11d. URGENT REQUIREMENTS:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

**12. FOB point:** Destination

**13a. ORDERING ADDRESS** Same as Contractor

**13b. ORDERING PROCEDURES:** Contact Contractor

**14. PAYMENT ADDRESS:** Same as Contractor

**15. WARRANTY PROVISION:** Standard Commercial Warranty

**16.** Export packing charges, if applicable: None

**17.** Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level) : None

**18.** Terms and conditions of rental, maintenance, and repair: None

**19.** Terms and conditions of installation: None

**20.** Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: None

**20a.** Terms and conditions for any other services: None

**21.** List of service and distribution points: None.

**22.** List of participating dealers: None

**23.** Preventive maintenance: None

**24a.** Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants) : None

**24b.** If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (<https://storm-petrel.com>). The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).

**25. Data Universal Number System (DUNS) number:** 078680991

**26. Notification regarding registration in Central Contractor Registration (CCR) database.** Contractor has an active registration.

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF  
CLOUD COMPUTING SERVICES  
(SPECIAL ITEM NUMBER 132 40)**

**1. SCOPE**

The prices, terms and conditions stated under Special Item Number (SIN) 132-40 Cloud Computing Services apply exclusively to Cloud Computing Services within the scope of this Information Technology Schedule.

This SIN provides ordering activities with access to technical services that run in cloud environments and meet the NIST Definition of Cloud Computing Essential Characteristics. Services relating to or impinging on cloud that do not meet all NIST essential characteristics should be listed in other SINs.

The scope of this SIN is limited to cloud capabilities provided entirely as a service. Hardware, software and other artifacts supporting the physical construction of a private or other cloud are out of scope for this SIN. Currently, an Ordering Activity can procure the hardware and software needed to build on premise cloud functionality, through combining different services on other IT Schedule 70 SINs (e.g. 132-51).

Sub-categories in scope for this SIN are the three NIST Service Models: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). Offerors may optionally select a single sub-category that best fits a proposed cloud service offering. Only one sub-category may be selected per each proposed cloud service offering. Offerors may elect to submit multiple cloud service offerings, each with its own single sub-category. The selection of one of three sub-categories does not prevent Offerors from competing for orders under the other two sub-categories.

See service model guidance for advice on sub-category selection.

Sub-category selection within this SIN is optional for any individual cloud service offering, and new cloud computing technologies that do not align with the aforementioned three sub-categories may be included without a sub-category selection so long as they comply with the essential characteristics of cloud computing as outlined by NIST.

See [Table 1](#) for a representation of the scope and sub-categories.

**TABLE 1: CLOUD COMPUTING SERVICES SIN**

SIN Description	Sub-Categories <sup>1</sup>
<ul style="list-style-type: none"> <li>Commercially available cloud computing services</li> <li>Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing essential characteristics</li> <li>Open to all deployment models (private, public, community or hybrid), vendors specify deployment models</li> </ul>	<ol style="list-style-type: none"> <li><b>Software as a Service (SaaS):</b> Consumer uses provider's applications on cloud infrastructure. Does not manage/control platform or infrastructure. Limited application level configuration may be available.</li> <li><b>Platform as a Service (PaaS):</b> Consumer deploys applications onto cloud platform service using provider-supplied tools. Has control over deployed applications and some limited platform configuration but does not manage the platform or infrastructure.</li> <li><b>Infrastructure as a Service (IaaS):</b> Consumer provisions computing resources. Has control over OS, storage, platform, deployed applications and some limited infrastructure configuration, but does not manage the infrastructure.</li> </ol>

## 2. DESCRIPTION OF CLOUD COMPUTING SERVICES AND PRICING

PRODUCT NAME	PRODUCT DESCRIPTION	UOI	Commercial List Price (CPL) or Market Prices	GSA PRICE (inclusive of the .75% IFF)
Tempest-GEMS v5 Grant Administration	<p>The Tempest-GEMS Grant Administration module addresses the needs of the entity that administers grants or grant programs, typically performed by a governmental entity, quazi-governmental entity, NGO, or multi-national entity. The Grant Administration module provides oversight and coordination with grant recipients and grant sub-recipients who are using the Tempest-GEMS Grant Execution Module. Features of the Grant Administration include:</p> <p>Program-wide status dashboard, ;Workflows related to “Requests” from recipients/sub-recipients for activities such as grant application and award, financial advances, reimbursements, and workflows regarding scope, appeals, closeout;Period reports (aka progress reports, quarterly reports, etc);Email notifications;Coordination/configuration of regulatory compliance checklists and tasks;Transparency on procurement, financial, and documentation efforts</p> <p>The annual subscription includes:Administration of initial (one) Grant Type, sometimes called “grant program”; Additional Grant Types for additional fees;Design and development of a novel grant application process or up to 5 modifications cycles to an existing grant application process. ;Up to 20 modifications of Requests and related Workflows. Intended to cover normal and routine modifications to business processes during a year within a fixed fee.;Modification or development of up to 20 reports. A Report is one graphical, or columnar element of a dashboard, an Interactive or Classic report as defined by Oracle, or one PDF report. Scope is intended to cover normal and routine modifications to business processes during a year within a fixed fee structure. ;Up to 10,000 users;Up to 4,000 organizations using the Grant Execution Module (no additional fees or subscriptions needed).</p>	Monthly	\$ 13,750.00	\$ 13,715.37

PRODUCT NAME	PRODUCT DESCRIPTION	UOI	Commercial List Price (CPL) or Market Prices	GSA PRICE (inclusive of the .75% IFF)
Tempest-GEMS v5 Grant Administration Additional Grant Type	The Grant Administration – Additional Grant Type is used when an organization using the Grant Administration module requires more than one Grant Type. Each Grant Type involves: Grant application process; Requests and corresponding Workflows for processing grants through their lifecycle; Reports (dashboards, PDF, etc.); Notifications via email. The annual subscription includes: Administration of one additional Grant Type, sometimes called “grant program”; Design and development of a novel grant application process or up to 5 modifications cycles to an existing grant application process. ; Up to 20 modifications of Requests and related Workflows. Intended to cover normal and routine modifications to business processes during a year within a fixed fee.; Modification or development of up to 20 reports. A Report is one graphical, or columnar element of a dashboard, an Interactive or Classic report as defined by Oracle, or one PDF report. Scope is intended to cover normal and routine modifications to business processes during a year within a fixed fee structure.; Up to 10,000 users; Up to 4,000 organizations using the Grant Execution Module (no additional fees or subscriptions needed).	Monthly	\$ 3,750.00	\$ 3,740.55
Tempest-GEMS v5 Grant Execution	The Tempest-GEMS Grant Execution module provides grant recipients and grant sub-recipients to manage grants from drafting an application, through the grant life cycle to and including grant close out. This web-based application tracks application data, budget data, collects actual costs along with supporting documentation. The software aid grant recipients/sub-recipients with document management, document compliance, document completeness, procurement compliance and procurement policy compliance. The module can be purchased and operate independently of other Tempest-GEMS modules.	Monthly	\$ 833.33	\$ 831.23
Tempest-GEMS v5 Grant Execution - Each Grant Type	This optional element enables grant one additional grant program type to be managed within the Grant Execution module. This module is intended for a grant recipient only.	Monthly	\$ 416.67	\$ 415.62
Tempest-GEMS v5 Request for Public Assistance	The Tempest-GEMS Request for Public Assistance (RPA) module is an optional component of the Grant Execution module. This module permits a FEMA Public Assistance Grant Program administrator (‘recipient’) to allow sub-recipients to submit RPA via a web-based portal. The requests are reviewed for approval in the Tempest-GEMS Grant Administration Module.	Monthly	\$ 833.33	\$ 831.23



PRODUCT NAME	PRODUCT DESCRIPTION	UOI	Commercial List Price (CPL) or Market Prices	GSA PRICE (inclusive of the .75% IFF)
Tempest-GEMS v5 Doxshire.com	DoxShire.com <sup>®</sup> provide a secure and read-only access to Tempest-GEMS grant data. This tool, used by a federal-funding agency, a partnering agency, or an oversight agency. It permits users to review and download PDF documents uploaded during the grant management process. This web-based application provides a funding agency independent oversight to the grant administration process while ensuring cybersecurity and document privacy while logging activities. This module is an optional module of the Tempest-GEMS suite. The use of the module requires the use of both the Grant Administration and the Grant Execution modules.	Monthly	\$ 2,500.00	\$ 2,493.70
Tempest-GEMS v5 State EMAC	Tempest-GEMS <sup>®</sup> EMAC module permits a state-level recipient of a FEMA Public Assistance Grant to manage Emergency Management Assistance Compact (EMAC). This module permit states to communicate EMAC costs and EMAC supporting document. This module also converts an EMAC into a FEMA public assistance grant which is then managed through to close out in the Tempest-GEMS Grant Execution module. The use of the module requires the use of both the Grant Execution and the Grant Administration modules Tempest-GEMS Project Management.	Monthly	\$ 2,083.33	\$ 2,078.09
Tempest-GEMS v5 Finance	Tempest-GEMS <sup>®</sup> Accounting module links the Grant Administration module to bank accounts and a chart of accounts for tracking the flow of cash and viewing account balances. This module includes the ability to reconcile accounts. This module is used a means of doing double-entry accounting with general-ledger-like features in the Tempest-GEMS suite.	Monthly	\$ 916.67	\$ 914.36
Tempest-GEMS v5 Project Management	Tempest-GEMS Project Management module tracks tasks, assignments, and due dates for grant-related activities. The module has Gantt charts and calendar to view tasks. The system is linked to Tempest-GEMS sub-recipients and grant programs thereby permitting either a grant recipient or grant sub-recipient the ability to coordinate the work and scheduling of a grant management team. The software includes features to schedule meetings, post meeting agenda and store meeting notes. The reporting and presentation follow PMBOK standards for project management.	Monthly	\$1,250.00	\$ 1,246.85
Oracle Database Hosting I - 24-hour Recovery	Hosting an Oracle database application for a web-based application. Services include Oracle database within virtual machine infrastructure at Amazon Web Services (AWS). The hosting includes web application firewall (WAF), load balancers, HTTPS/HTTP access for application with SSL certificate termination, links for outbound email services, performance monitoring and tuning, data storage plus backup services that push backups to AWS S3 nightly. Monthly deliverable includes hosting report detailing data volume, data growth, server CPU performance graph, status of backups, and exceptions. Tier I services are for 0 to 250Gb of active storage. Serviced priced and billed monthly.	Month	\$1,095.00	\$ 1,092.24

PRODUCT NAME	PRODUCT DESCRIPTION	UOI	Commercial List Price (CPL) or Market Prices	GSA PRICE (inclusive of the .75% IFF)
Oracle Database Hosting II - 24-hour Recovery	Hosting an Oracle database application for a web-based application. Services include Oracle database within virtual machine infrastructure at Amazon Web Services (AWS). The hosting includes web application firewall (WAF), load balancers, HTTPS/HTTP access for application with SSL certificate termination, links for outbound email services, performance monitoring and tuning, data storage plus backup services that push backups to AWS S3 nightly. Monthly deliverable includes hosting report detailing data volume, data growth, server CPU performance graph, status of backups, and exceptions. Tier II services are for 251Gb to 500Gb of active storage. Serviced priced and billed monthly.	Month	\$1,678.00	\$ 1,673.77
Oracle Database Hosting III - 24-hour Recovery	Hosting an Oracle database application for a web-based application. Services include Oracle database within virtual machine infrastructure at Amazon Web Services (AWS). The hosting includes web application firewall (WAF), load balancers, HTTPS/HTTP access for application with SSL certificate termination, links for outbound email services, performance monitoring and tuning, data storage plus backup services that push backups to AWS S3 nightly. Monthly deliverable includes hosting report detailing data volume, data growth, server CPU performance graph, status of backups, and exceptions. Tier III services are for 501Gb to 1.99Tb of active storage. Serviced priced and billed monthly	Month	\$4,125.00	\$ 4,114.61
Oracle Database Hosting IV - 24-hour Recovery	Hosting an Oracle database application for a web-based application. Services include Oracle database within virtual machine infrastructure at Amazon Web Services (AWS). The hosting includes web application firewall (WAF), load balancers, HTTPS/HTTP access for application with SSL certificate termination, links for outbound email services, performance monitoring and tuning, data storage plus backup services that push backups to AWS S3 nightly. Monthly deliverable includes hosting report detailing data volume, data growth, server CPU performance graph, status of backups, and exceptions. Tier IV services are for 2.0Tb to 4.99Tb of active storage. Serviced priced and billed monthly	Month	\$6,354.00	\$ 6,337.99
Oracle Database Hosting V - 24-hour Recovery	Hosting an Oracle database application for a web-based application. Services include Oracle database within virtual machine infrastructure at Amazon Web Services (AWS). The hosting includes web application firewall (WAF), load balancers, HTTPS/HTTP access for application with SSL certificate termination, links for outbound email services, performance monitoring and tuning, data storage plus backup services that push backups to AWS S3 nightly. Monthly deliverable includes hosting report detailing data volume, data growth, server CPU performance graph, status of backups, and exceptions. Tier V services are for 5.0Tb to 10Tb of active storage. Serviced priced and billed monthly.	Month	\$10,452.00	\$ 10,425.67

PRODUCT NAME	PRODUCT DESCRIPTION	UOI	Commercial List Price (CPL) or Market Prices	GSA PRICE (inclusive of the .75% IFF)
Oracle Database Hosting VI - 4-hour Recovery	Hosting an Oracle database application for a web-based application. Services include Oracle database within virtual machine infrastructure at Amazon Web Services (AWS). The hosting includes web application firewall (WAF), load balancers, HTTPS/HTTP access for application with SSL certificate termination, links for outbound email services, performance monitoring and tuning, data storage plus backup services that push backups to AWS S3 nightly. Monthly deliverable includes hosting report detailing data volume, data growth, server CPU performance graph, status of backups, and exceptions. Tier IV services are for 0 to 2.99Tb of active storage. Serviced priced and billed monthly.	Month	\$6,152.00	\$ 6,136.50
Oracle Database Hosting VII - 4-hour Recovery	Hosting an Oracle database application for a web-based application. Services include Oracle database within virtual machine infrastructure at Amazon Web Services (AWS). The hosting includes web application firewall (WAF), load balancers, HTTPS/HTTP access for application with SSL certificate termination, links for outbound email services, performance monitoring and tuning, data storage plus backup services that push backups to AWS S3 nightly. Monthly deliverable includes hosting report detailing data volume, data growth, server CPU performance graph, status of backups, and exceptions. Tier IV services are for 2.0Tb to 4.99Tb of active storage. Serviced priced and billed monthly.	Month	\$8,235.00	\$ 8,214.26
Oracle Database Hosting VII - 4-hour Recovery	Hosting an Oracle database application for a web-based application. Services include Oracle database within virtual machine infrastructure at Amazon Web Services (AWS). The hosting includes web application firewall (WAF), load balancers, HTTPS/HTTP access for application with SSL certificate termination, links for outbound email services, performance monitoring and tuning, data storage plus backup services that push backups to AWS S3 nightly. Monthly deliverable includes hosting report detailing data volume, data growth, server CPU performance graph, status of backups, and exceptions. Tier V services are for 5Tb to 10Tb of active storage. Serviced priced and billed monthly.	Month	\$12,487.00	\$ 12,455.55
Customer Service I East English	Best effort response to email during the hours of 0800h and 1700h eastern time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English.	Month	\$ 4,332.80	\$4,321.89

PRODUCT NAME	PRODUCT DESCRIPTION	UOI	Commercial List Price (CPL) or Market Prices	GSA PRICE (inclusive of the .75% IFF)
Customer Service I East Bilingual	Best effort response to email during the hours of 0800h and 1700h eastern time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English and Spanish.	Month	\$5,462.40	\$ 5,448.64
Customer Service I Central English	Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English.	Month	\$ 4,332.80	\$ 4,321.89
Customer Service I Central Bilingual	Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English and Spanish.	Month	\$ 5,462.40	\$ 5,448.64
Customer Service I Mountain English	Best effort response to email during the hours of 0800h and 1700h mountain time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English.	Month	\$ 4,332.80	\$ 4,321.89
Customer Service I Mountain Bilingual	Best effort response to email during the hours of 0800h and 1700h mountain time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English and Spanish.	Month	\$ 5,462.40	\$ 5,448.64

PRODUCT NAME	PRODUCT DESCRIPTION	UOI	Commercial List Price (CPL) or Market Prices	GSA PRICE (inclusive of the .75% IFF)
Customer Service I Pacific English	Best effort response to email during the hours of 0800h and 1700h pacific time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English,	Month	\$ 4,332.80	\$ 4,321.89
Customer Service I Pacific Bilingual	Best effort response to email during the hours of 0800h and 1700h pacific time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English and Spanish.	Month	\$ 5,462.40	\$ 5,448.64
Customer Service II English	Best effort response to email during the hours of 0800h and 200h eastern time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English.	Month	\$ 9,024.80	\$ 9,002.07
Customer Service II Bilingual	Best effort response to email during the hours of 0800h and 200h eastern time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English and Spanish.	Month	\$ 11,281.00	\$ 11,252.58
Customer Service III English	Response to email averaging 10 minutes and a dedicated phone number during the hours of 0800h and 200h eastern time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English.	Month	\$ 14,773.60	\$ 14,736.39

PRODUCT NAME	PRODUCT DESCRIPTION	UOI	Commercial List Price (CPL) or Market Prices	GSA PRICE (inclusive of the .75% IFF)
Customer Service III Bilingual	Response to email averaging 10 minutes and a dedicated phone number during the hours of 0800h and 200h eastern time zone Monday through Friday excluding all U.S. federal holidays. Services include written responses via email, access to on-line knowledgebase. Services include resetting user accounts, troubleshooting software issues, reporting software deficiencies, requesting custom features, reporting performance issues, guidance on the use of software or software features, and assistance finding article on the knowledgebase website. Support offered in English and Spanish.	Month	\$ 18,467.00	\$ 18,420.48

**On-Demand Self-Service:** Storm Petrel, LLC services provide a user format that most efficiently meets and manages users' demands. After an initial service consultation with our clients, Storm Petrel modifies its Tempest-GEMS<sup>®</sup> application along with any related Storm Petrel applications and provides an end-product that focuses on users' specific needs. The customized end-product is then deployed. Upon deployment, Storm Petrel customers then have immediate, uninterrupted and autonomous management of the service without provider intervention, unless Storm Petrel management or technology services are retained for application operation and management.

**Broad Network Access:** Storm Petrel's cloud-based platforms and services allow licensed users access to specifically designed features using smart phones, computers or virtually any other device with functional access to the World Wide Web. Access to any cloud-based network or platform designed or provided by Storm Petrel is governed by authorization and security protocols set by the client. In other words, Storm Petrel ensures that only licensed or authorized users can access user data. Storm Petrel cloud-based services obviate the need for creating specialized local networks, use of multiple/new servers or dedicated routers or other hardware for operation of cloud-based applications.

**Resource Pooling:** Storm Petrel cloud-based services and applications are configured in such a way that their cloud infrastructure runs on its own applications and utilizes industry-wide best technology to ensure project critical functionalities in the cloud service with around-the-clock delivery. Storm Petrel services and applications ensure flexibility and control in their ability to deliver a stable user experience to licensed users through use of resources drawn from a common pool and maintained/monitored by Storm Petrel. Our services and applications support users anywhere, regardless of user location.

**Rapid Elasticity:** Storm Petrel services and applications are easily and quickly modified to accommodate any growth or change in client needs, including providing increased access to the clients' cloud-based infrastructure and application, both through client growth, user community

expansion and increase in client customer base/use. Skilled IT professionals are readily available to shape end-product functionality to our clients' changing needs. Storm Petrel cloud-based applications and services utilize infrastructure and platforms that are quickly modified and enhanced, so scalability and flexibility are inherent in Storm Petrel product design and support structure. Storm Petrel professionals are always available to meet client requests, and project changes are made only after personal client consultation. In addition, Storm Petrel's cloud-based services provide clients with vast data storage capacity and allow for single-site metering.

Measured Service: Storm Petrel cloud-based services and applications are configured to provide tools and reports at users' fingertips so that clients can monitor where, how and why their data is used. This monitoring is always available to users to track and measure improvements in project completion, to evaluate project costs and needs, to look for additional areas of improvement and to ascertain capacity needs. These services allow our clients to quickly expand or change their cloud-based requirements and needs, and Storm Petrel can quickly modify services, products and service terms to meet client needs.

#### CLOUD COMPUTING SERVICES DEPLOYMENT MODEL:

Provide a written description of how the proposed service meets the NIST definition of a particular deployment model (Public, Private, Community, or Hybrid), within a one half (1/2) page limitation for each designated deployment model of each cloud service submitted. Multiple deployment model selection is permitted, but at least one model must be indicated.

Storm Petrel, LLC provides varied cloud-based services/applications to a broad spectrum of clients, both within the government sphere and within the commercial world. Our cloud-based services and end-products have been deployed using a variety of different models, including deployment on private cloud networks, community clouds and hybrid clouds. Storm Petrel has the ability and expertise to meet client requirements related to the balance between user access and proper cloud security.

The relevant project experiences related to cloud-based services that are included as a part of this proposal, demonstrate Storm Petrel's experience and ability to deploy cloud-based services and products in all models mentioned above. For example, our work with Puerto Rico involved the use of a community cloud, while our work for Simmons Disaster Recovery Consulting involved deployment of a cloud-based application on a private cloud. Oftentimes our work involves the use of hybrid models wherein some aspects of our applications are accessible only by users within a private environment, while other aspects are part of a shared community of users, i.e. multiple contractors and multiple governmental agencies or departments.

#### CLOUD COMPUTING SERVICES SERVICE MODEL (OPTIONAL):



For each cloud computing service proposed to be categorized under a specific sub-category (IaaS, PaaS or SaaS), provide a written description of how the proposed service meets the NIST definition of that service model, within a half (1/2) page limitation for each cloud service submitted.

Storm Petrel, LLC provides cloud-based services and end-products for clients which almost always involve a combination of Software as a Service (SaaS), and/or Platform as a Service (PaaS) and/or Infrastructure as a Service (IaaS), and as a result, our services and products do not fall exclusively within any single Cloud Computing Services sub-category mentioned above. Nor are Storm Petrel's services and products so compartmentalized that they can be divided into the specific sub-categories. For example, our work with the government of Puerto Rico, mentioned above, required Storm Petrel to design a customized version of our cloud-based application Tempest-Gems® for our client that was then deployed using a customized platform and infrastructure assembled by Storm Petrel. Simply put, Storm Petrel provides all cloud-based services or products needed for its clients, and Storm Petrel has the skills and tools at its disposal to create customized cloud-based software for clients, build client specific cloud-based platforms and put together the infrastructure necessary to meet a client's cloud-based needs.

Labor Category	Functional Responsibilities	Experience
Cloud Senior Software Engineer	Works both independently and as a part of a team to meet deliverables in a timely manner. Assumes full responsibility for assigned deliverables. Ability to act as a mentor to less experienced team members. Assists in resource planning for assigned project as requested by project/resource manager. Assists in resource planning for assigned project as requested by project/resource manager. Fully master the technical skills surrounding the individual area of expertise.	Bachelors Degree, or equivalent / 5+ years.
Cloud Data Management Specialist	Designs, develops and supports enterprise-wide business intelligence and data management applications and architecture. Responsibilities may include but are not limited to: analyzing data management systems, gathering user requirements, designing and documenting data management systems and architecture, creating and translating data files, solving complex technical problems, and optimizing systems to ensure efficiency and integrity of data storage.	Bachelors Degree, or equivalent / 5+ years.
Cloud Data Analytics Specialist	Responsible for developing information driven insights to help identify trends and opportunities and provide solutions based on these insights. They will extract meaning from complex data relationships in order to provide insight into data provided. They will provide in depth analysis of Data using Data Mining and Profiling techniques to assist in understanding data behavior and potentially predicting future needs. An expert in Big Data relationships this individual will have the background in trend analysis and predictive modelling required to develop reports that enable us to anticipate and meet member needs with solutions tailored to their individual circumstances.	Bachelors Degree, or equivalent / 5+ years.
Cloud Junior Software Developer	Under general supervision, develops, codes, tests, and debugs new software and enhancements to existing web software. Competent to work on fairly complex programs with guidance. Works with technical staff to understand problems with web software and resolve them.	Bachelors Degree, or equivalent / 3+ years.



Labor Category	Functional Responsibilities	Experience
Cloud Software Developer	Responsible for design, development, troubleshooting, debugging, and implementation of software code for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.	Bachelors Degree, or equivalent / 5+ years.
Cloud Software Application Designer	Design and layout of graphical user interfaces particularly screen layouts and functionality for client-server applications. Designs and builds applications using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Conducts studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy.	Bachelors Degree, or equivalent / 5+ years.
Cloud Business Analyst	Responsible for presenting to the clients the business and technical solutions based on client needs, available technology and Storm Petrel standards. Coordinates with users to define problems, data availability, requirements and implements complex systems which are the most cost effective. Provide technical assistance in identifying, evaluating, and developing system procedures which are cost effective and meet user requirements. Analyzes and evaluates user and/or business problems of complex or diverse scope where analysis requires evaluation of various factors. Plans and conducts preliminary studies of alternative data processing applications and prepares design proposals	Bachelors Degree, or equivalent / 3+ years.
Cloud Senior Business Analyst	Responsible for presenting to the clients the business and technical solutions based on client needs, available technology and Storm Petrel standards. Participates in client engagements, client relationship management, analysis, research, deliverable preparation, and lead specific work efforts over the course of the project. Coordinating with users to define problems, data availability, requirements and implements complex systems which are the most cost effective. Provide technical assistance in identifying, evaluating, and developing system procedures which are cost effective and meet user requirements. Analyzes and evaluates user and/or business problems of complex or diverse scope where analysis requires evaluation of various factors. Plans and conducts preliminary studies of alternative data processing applications and prepares design proposals.	Bachelors Degree, or equivalent / 5+ years.
Cloud IT Project Manager	Plans, directs, and coordinates activities of designated project to ensure that goals or objectives of project are accomplished within prescribed timeframe and funding parameters. Responsibilities may include but are not limited to: establishing project baselines, creating and monitoring work plan, directing and coordinating activities of project personnel, coordinating project activities with government customer, preparing and reviewing status reports with key stakeholders, and working with personnel to resolve issues.	Bachelors Degree, or equivalent / 5+ years.



Labor Category	Functional Responsibilities	Experience
Cloud Network Engineer II	Conducts a broad range of engineering activities on network systems. Responsibilities may include but are not limited to: developing network specifications and documentation, ensuring delivery and installation of network equipment, evaluating and testing networks, performing network maintenance, optimizing network quality and performance, developing and implementing solutions for network problems, and recommending strategies to key stakeholders.	Bachelors Degree, or equivalent / 5+ years.
Cloud Network Engineer III	Conducts a broad range of engineering activities on network systems. Responsibilities may include but are not limited to: developing network specifications and documentation, ensuring delivery and installation of network equipment, evaluating and testing networks, performing network maintenance, optimizing network quality and performance, developing and implementing solutions for network problems, and recommending strategies to key stakeholders. May supervise teams of engineers.	Bachelors Degree, or equivalent / 8+ years.
Cloud Virtualization Engineer II	Virtualization Engineer experienced with at least one industry recognized vendor solution, Blade Server technology, and Storage Area Networks. Focused on implementation, installation, testing, troubleshooting, and some system design. Experienced with LAN and WAN technologies interfacing with a virtual environment. Responsible for the integration of software and hardware according to the designed solution. Will work with a variety of industry vendors and client personnel and will assist with integration efforts when needed. Designs and builds new virtual infrastructures - solid understanding of server and server hardware. Identifies and resolves virtual, network, and hardware related system performance problems Perform troubleshooting activities to minimize impact to operations. Actively participate in planning, coordinating, and implementing Windows operating systems and applications. Working experience with server and client side architectures and systems design, perform hardware upgrades and swaps and will interface with external vendors as necessary and onsite customers as needed. Related Technical Skills-- Server Virtualization Products and Storage Area Networks; Blade Enclosures and Blade Servers; Server Hardware; Backup solutions; and Remote Access solutions.	Bachelors Degree, or equivalent / 5+ years.
Cloud Virtualization Engineer III	Virtualization Engineer experienced with at least one industry recognized vendor solution, Blade Server technology, and Storage Area Networks. Focused on implementation, installation, testing, troubleshooting, and some system design. Experienced with LAN and WAN technologies interfacing with a virtual environment. Responsible for the integration of software and hardware according to the designed solution. Will work with a variety of industry vendors and client personnel and will assist with integration efforts when needed. Designs and builds new virtual infrastructures - solid understanding of server and server hardware. Identifies and resolves virtual, network, and hardware related system performance problems Perform troubleshooting activities to minimize impact to operations. Actively participate in planning, coordinating, and implementing Windows operating systems and applications. Experience with server and client side architectures	Bachelors Degree, or equivalent / 8+ years.

Labor Category	Functional Responsibilities	Experience
	and systems design, perform hardware upgrades and swaps and will interface with external vendors as necessary and onsite customers as needed. Related Technical Skills-- Server Virtualization Products and Storage Area Networks; Blade Enclosures and Blade Servers; Server Hardware; Backup solutions; and Remote Access solutions.	
Cloud Server Administrator	Maintains data files and control procedures for business systems that may be mainframe-, mini-, or client/server-based. Assigns passwords and monitors use of resources. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software. Performs backups, database administration, and file recovery. Provides assistance to users in accessing and using business systems	Bachelors Degree, or equivalent / 5+ years.
Cloud Server Administrator II	Maintains data files and control procedures for moderately complex business systems that may be mainframe-, mini-, or client/server-based. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Applies extensive knowledge of the business applications and expertise in commercial software programs and unique applications in resolving problems. Troubleshoots computer-related problems and contacts appropriate service representatives to resolve systems problems. Installs hardware and software. Performs backups, database administration, and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users in accessing and using business systems. May provide task direction to team members.	Bachelors Degree, or equivalent / 5+ years.

**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 apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES I-FSS-60 PERFORMANCE INCENTIVES (APRIL 2000)**

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT/IAM Services must comply with the

Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

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

(1) Cancel the stop-work order; or

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

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

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

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

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

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

**6. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS

(MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS ☐ COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I ☐ ☐ OCT ☒

(DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

## 7. RESPONSIBILITIES OF THE CONTRACTOR

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

## 8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

## 9. INDEPENDENT CONTRACTOR

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

## 10. ORGANIZATIONAL CONFLICTS OF INTEREST

### a. Definitions.

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

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

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

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

## **11. INVOICES**

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

## **12. PAYMENTS**

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

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

## **13. RESUMES**

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

## **14. INCIDENTAL SUPPORT COSTS**

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

## **15. APPROVAL OF SUBCONTRACTS**

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



## 16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

Labor Category	Functional Responsibilities	Education / Experience
Senior Software Engineer	Works both independently and as a part of a team to meet deliverables in a timely manner. Assumes full responsibility for assigned deliverables. Ability to act as a mentor to less experienced team members. Assists in resource planning for assigned project as requested by project/resource manager. Assists in resource planning for assigned project as requested by project/resource manager. Fully master the technical skills surrounding the individual area of expertise.	Bachelors Degree, or equivalent / 5+ years.
Data Management Specialist	Designs, develops and supports enterprise-wide business intelligence and data management applications and architecture. Responsibilities may include but are not limited to: analyzing data management systems, gathering user requirements, designing and documenting data management systems and architecture, creating and translating data files, solving complex technical problems, and optimizing systems to ensure efficiency and integrity of data storage.	Bachelors Degree, or equivalent / 5+ years.
Data Analytics Specialist	Responsible for developing information driven insights to help identify trends and opportunities and provide solutions based on these insights. They will extract meaning from complex data relationships in order to provide insight into data provided. They will provide in depth analysis of Data using Data Mining and Profiling techniques to assist in understanding data behavior and potentially predicting future needs. An expert in Big Data relationships this individual will have the background in trend analysis and predictive modelling required to develop reports that enable us to anticipate and meet member needs with solutions tailored to their individual circumstances.	Bachelors Degree, or equivalent / 5+ years.
Junior Software Developer	Under general supervision, develops, codes, tests, and debugs new software and enhancements to existing web software. Competent to work on fairly complex programs with guidance. Works with technical staff to understand problems with web software and resolve them.	Bachelors Degree, or equivalent / 3+ years.



Labor Category	Functional Responsibilities	Education / Experience
Software Developer	Responsible for design, development, troubleshooting, debugging, and implementation of software code for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.	Bachelors Degree, or equivalent / 5+ years.
Software Application Designer	Design and layout of graphical user interfaces particularly screen layouts and functionality for client-server applications. Designs and builds applications using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Conducts studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy.	Bachelors Degree, or equivalent / 5+ years.
Business Analyst	Responsible for presenting to the clients the business and technical solutions based on client needs, available technology and Storm Petrel standards. Coordinates with users to define problems, data availability, requirements and implements complex systems which are the most cost effective. Provide technical assistance in identifying, evaluating, and developing system procedures which are cost effective and meet user requirements. Analyzes and evaluates user and/or business problems of complex or diverse scope where analysis requires evaluation of various factors. Plans and conducts preliminary studies of alternative data processing applications and prepares design proposals	Bachelors Degree, or equivalent / 3+ years.
Senior Business Analyst	Responsible for presenting to the clients the business and technical solutions based on client needs, available technology and Storm Petrel standards. Participates in client engagements, client relationship management, analysis, research, deliverable preparation, and lead specific work efforts over the course of the project. Coordinating with users to define problems, data availability, requirements and implements complex systems which are the most cost effective. Provide technical assistance in identifying, evaluating, and developing system procedures which are cost effective and meet user requirements. Analyzes and evaluates user and/or business problems of complex or diverse scope where analysis requires evaluation of various factors. Plans and conducts preliminary studies of alternative data processing applications and prepares design proposals.	Bachelors Degree, or equivalent / 5+ years.



Labor Category	Functional Responsibilities	Education / Experience
IT Project Manager	Plans, directs, and coordinates activities of designated project to ensure that goals or objectives of project are accomplished within prescribed timeframe and funding parameters. Responsibilities may include but are not limited to: establishing project baselines, creating and monitoring work plan, directing and coordinating activities of project personnel, coordinating project activities with government customer, preparing and reviewing status reports with key stakeholders, and working with personnel to resolve issues.	Bachelors Degree, or equivalent / 5+ years.
Network Engineer II	Conducts a broad range of engineering activities on network systems. Responsibilities may include but are not limited to: developing network specifications and documentation, ensuring delivery and installation of network equipment, evaluating and testing networks, performing network maintenance, optimizing network quality and performance, developing and implementing solutions for network problems, and recommending strategies to key stakeholders.	Bachelors Degree, or equivalent / 5+ years.
Network Engineer III	Conducts a broad range of engineering activities on network systems. Responsibilities may include but are not limited to: developing network specifications and documentation, ensuring delivery and installation of network equipment, evaluating and testing networks, performing network maintenance, optimizing network quality and performance, developing and implementing solutions for network problems, and recommending strategies to key stakeholders. May supervise teams of engineers.	Bachelors Degree, or equivalent / 8+ years.
Virtualization Engineer II	Virtualization Engineer experienced with at least one industry recognized vendor solution, Blade Server technology, and Storage Area Networks. Focused on implementation, installation, testing, troubleshooting, and some system design. Experienced with LAN and WAN technologies interfacing with a virtual environment. Responsible for the integration of software and hardware according to the designed solution. Will work with a variety of industry vendors and client personnel and will assist with integration efforts when needed. Designs and builds new virtual infrastructures - solid understanding of server and server hardware. Identifies and resolves virtual, network, and hardware related system performance problems Perform troubleshooting activities to minimize impact to operations. Actively participate in planning, coordinating, and implementing Windows operating systems and applications. Working experience with server and client side architectures and systems design, perform hardware upgrades and swaps and will interface with external vendors as necessary and onsite customers as needed. Related Technical Skills:- Server Virtualization Products and Storage Area Networks; Blade Enclosures and Blade Servers;-Server Hardware; Backup solutions; and Remote Access solutions.	Bachelors Degree, or equivalent / 5+ years.



Labor Category	Functional Responsibilities	Education / Experience
Virtualization Engineer III	Virtualization Engineer experienced with at least one industry recognized vendor solution, Blade Server technology, and Storage Area Networks. Focused on implementation, installation, testing, troubleshooting, and some system design. Experienced with LAN and WAN technologies interfacing with a virtual environment. Responsible for the integration of software and hardware according to the designed solution. Will work with a variety of industry vendors and client personnel and will assist with integration efforts when needed. Designs and builds new virtual infrastructures - solid understanding of server and server hardware. Identifies and resolves virtual, network, and hardware related system performance problems. Perform troubleshooting activities to minimize impact to operations. Actively participate in planning, coordinating, and implementing Windows operating systems and applications. Experience with server and client side architectures and systems design, perform hardware upgrades and swaps and will interface with external vendors as necessary and onsite customers as needed. Related Technical Skills:- Server Virtualization Products and Storage Area Networks;-Blade Enclosures and Blade Servers;-Server Hardware; Backup solutions; and Remote Access solutions.	Bachelors Degree, or equivalent / 8+ years.
Server Administrator	Maintains data files and control procedures for business systems that may be mainframe-, mini-, or client/server-based. Assigns passwords and monitors use of resources. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software. Performs backups, database administration, and file recovery. Provides assistance to users in accessing and using business systems	Bachelors Degree, or equivalent / 5+ years.
Server Administrator II	Maintains data files and control procedures for moderately complex business systems that may be mainframe-, mini-, or client/server-based. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Applies extensive knowledge of the business applications and expertise in commercial software programs and unique applications in resolving problems. Troubleshoots computer-related problems and contacts appropriate service representatives to resolve systems problems. Installs hardware and software. Performs backups, database administration, and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users in accessing and using business systems. May provide task direction to team members.	Bachelors Degree, or equivalent / 5+ years.