

General Services Administration  
Federal Supply and Service  
Authorized Federal Supply Schedule Effective  
01/23/2018 through 01/22/2023



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

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Information Technology

FSC Group 70

CONTRACT NUMBER: 47QTCA18D005X

SINS: 511210 54151S OLM

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Calloway & Associates, Inc.  
8961 Harvest Oaks Drive, Suite 201  
Raleigh, NC 27165  
Telephone Number: 919 747 7486  
Fax: 919 844 5211  
[www.calloway-assoc.com](http://www.calloway-assoc.com)

**Small service disabled veteran and economically disadvantaged women owned firm.**

1. Awarded Special Item Number: 511210 54151S OLM
2. Maximum Order: \$500,000
3. Minimum Order: \$100.00
4. Geographic Coverage: The 48 Contiguous States and the District of Columbia, Alaska, Hawaii, Puerto Rico and International
5. Points of Production: Various
6. Prices herein are net
7. Quantity Discounts: Call/fax for consideration
8. Prompt Payment terms: 1% Net 15 software only
9. Government purchase cards are accepted below and above the micro-purchase threshold.
10. Foreign Item: N/A
11. Deliver Time: Within 3-7 Days ARO. Overnight and 2<sup>nd</sup> day delivery is available.
12. FOB Points:  
The 48 Contiguous States & The District of Columbia are FOB Destination. Alaska, Hawaii, Puerto Rico and Overseas are F.O.B. inland carrier point of exportation.
13. Ordering Address:  
Cassandra Johnson  
919 747 7486  
8961 Harvest Oaks Drive, Suite 201  
Raleigh, NC 27615  
TAX ID #008169919  
CAGE CODE: 3YUF3
14. Payment Address:  
Calloway & Associates  
8961 Harvest Oaks Drive, Suite 201  
Raleigh, NC 27615
15. Warranty Provisions: Customer's must obtain a return authorization number. No product will be accepted without prior authorization.  
Defective product – Product will be warranted for 180 days with replacement.  
Non-defective product – 0-30 days can be returned for a full refund. 31-180 days subject to re-stocking fee of 15%.
16. Export Packaging: Handled per request

**Calloway & Associates, Inc.**

**Information Technology Professional Services**

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17. Terms and conditions of Gov't Credit Cards: Accept any above micro-purchase threshold.
18. Printer parts that describe a core return required: It is the responsibility of the buyer to return the core to us within 15 days of purchase.
19. Remanufactured cartridges and printer parts are less expensive and environmentally beneficial.
20. DUNS #: 008169919
21. Central Contractor Registration: CAGE/NCAGE Code 3YUF3

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 511210 54151S OLM)**

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number (511210 54151S OLM) Information Technology Professional Services apply exclusively to IT within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

**3. ORDER**

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

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

#### **4. PERFORMANCE OF SERVICES**

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

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

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

(1) Cancel the stop-work order; or

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

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

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

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

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

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

## **6. INSPECTION OF SERVICES**

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

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

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

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

## **9. INDEPENDENT CONTRACTOR**

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

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

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

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

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

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

## **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 Service offered under 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.



**Calloway & Associates, Inc.**

**Information Technology Professional Services**

**Contract Number: 47QTC A18D005X**

<b>Labor Category</b>	Project Manager
<b>Education</b>	Bachelors Degree and a minimum of 10 years of experience
<b>Experience</b>	This role provides oversight, leadership, accountability and project management functions for one or more large size, complex projects. These projects require complex schedules and integration with other systems. Large sized projects typically have durations longer than 6 months with 20 or more team members, require communication at the Leadership level and have a medium to high risk. This person will perform long-term release planning based on organizational direction, regularly interact with the project management teams for status of budget, quality and schedule, escalate issues and risks as needed to executives and exercise project quality control activities to ensure project scope expectations are met.
<b>Labor Category</b>	Program Manager
<b>Education</b>	Bachelors Degree and a minimum of 12 years of experience
<b>Experience</b>	Manages contract support operations for complex, mission-critical, and strategic programs which may involve multiple projects and groups of personnel at multiple locations. Utilizes proven leadership skills to organize, direct, and deploy resources with broad technical, business, and industry expertise. Oversees program budget, schedules and all aspect of financial management of the program. Effectively manages funds, personnel, production standards, and resources (equipment and facilities) and ensures quality and timely delivery of all contractual items. Serves as focal point of contract with client regarding all program activities. In general, work complexity and responsibility will be greater at higher levels.
<b>Labor Category</b>	<b>Sr. Computer Specialist</b>
<b>Education</b>	Bachelors Degree and a minimum of 10 years of experience
<b>Experience</b>	Design and build course-related demonstrations and "hands on" lab exercises for the Institute's undergraduate programs in coordination with faculty and at the direction of the Assistant Director for Operations.  Ensure that facilities, equipment and supplies are up-to-date and ready for classroom usage; support program curriculum and student learning outcomes; oversee lab equipment by making sure that it is working and in good condition; check in/out lab materials/equipment to students as needed; maintain inventory of hardware for course usage (supplies, equipment, etc.) and make purchases as needed.  Install, update, configure and maintain software on computers; provide technical support for the lab to ensure reliable operation, timely upgrades and coordination of local and remote resources.
<b>Rate:</b>	

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<b>Labor Category</b>	Subject Matter Expert I
<b>Education</b>	Bachelors Degree and a minimum of 10 years of experience
<b>Experience</b>	Subject Matter Expert, must have the following skills and experience: Technical Training in Cybersecurity, Information Technology, Medical Systems, Network Design, and Strategic Planning. Ability to plan and organize work and interact with technical and non-technical personnel translating user requirements into responsive applications. Demonstrate detailed knowledge of IA concepts and requirements, comprehensive knowledge DOD military specifications and standards, system design integration planning, hardware and software Evaluation, system Test and Evaluation, planning execution and/or management, system requirements planning and oversight.
<b>Labor Category</b>	Subject Matter Expert II
<b>Education</b>	Bachelors Degree and a minimum of 12 years of experience
<b>Experience</b>	Provide domain expertise and analytical support, responsible for using, developing, maintaining, enhancing models, tools, and software has the ability to collect, evaluate, analyze and abstract data from specific sources; compiling the data into finished analysis and reports. Is able to work with open source data, to include social media; structured and unstructured data profiling; rules engines. Provide data analysis to support modeling and machine learning, which requires a strong statistical and analytical background.
<b>Labor Category</b>	Subject Matter Expert III
<b>Education</b>	Bachelors Degree and a minimum of 15 years of experience
<b>Experience</b>	The Subject Matter Expert 3 shall provide SME support for Task Orders; work with programmers, engineers, and scientists the SME will perform testing, implementation, and training on updated software and systems; assisting with the integration of cross-platform commonalties, and providing installation, updates, and configuration management on board various platforms (sub, surface, air). Working with the Engineer and programmers, provide training services, and support of products. Ability to support documentation, delivery, integration and testing of software and systems. Maintain the operational versions of software and systems updates and configuration management. Maintain strict compliance with all program requirements germane to this program.
<b>Labor Category</b>	Computer Specialist
<b>Education</b>	Bachelors Degree and a minimum of 8 years of experience
<b>Experience</b>	The Computer Support Specialist supports the end user by resolving and trouble-shooting hardware and software application issues related to desktop and network computing. The position is challenged to provide a high level of client care and satisfaction and attain performance goals set by management. The individual will respond to real-time events in the support

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	and maintenance of information technology assets in a courteous manner to ensure the timely resolution of hardware and software application problems.
<b>Labor Category</b>	Sr. Systems Analyst
<b>Education</b>	Bachelors Degree and a minimum of 10 years of experience
<b>Experience</b>	The Senior Business Systems Analyst position will lead / facilitate requirements development, business process improvement via the methodical investigation, analysis, review and documentation of functional business specifications to satisfy information technology (IT) and business needs. This resource will act as the liaison among internal stakeholders to manage the requirements development process through the elicitation, analysis, specification and verification of multiple levels of requirements from an end-to-end perspective and supports the ongoing management of the requirements. In addition, the job will entail working with internal applications and integrating them with enterprise applications. The Senior Systems Analyst will also coordinate and manage the implementation and/or integration of products or new features for clients including client training
<b>Labor Category</b>	Computer Systems Analyst
<b>Education</b>	Bachelors Degree and a minimum of 8 years of experience
<b>Experience</b>	This individual will provide training and mentoring to lower-level employees.  Identify end-user training requirements; oversees the development of end-user training materials and programs. Administer training program for major applications. Assure that appropriate IT security is considered in all tasks; analyze network communication requirements; manage a multiple data base environment; and develop procedures and means of storage for archiving data. This individual will lead a technical team in developing network infrastructure and design a client workflow using multiple software to accomplish a group of tasks.
<b>Labor Category</b>	Applications Programmer
<b>Education</b>	Bachelors Degree and a minimum of 6 years of experience
<b>Experience</b>	The Applications Programmer performs systems analysis, design, coding, testing, and documentation for these projects. The position must interact with analysts, other developers, and project management staff assigned to the team. The individual must have the ability to communicate effectively in oral and written form, and the ability to establish and maintain good working relationships within and outside the team. Expertise in the design and implementation applications is highly desirable.
<b>Labor Category</b>	Programmer Analyst
<b>Education</b>	Bachelors Degree and a minimum of 5 years of experience
<b>Experience</b>	Provides end users and other partner groups with continuing training and

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	<p>assistance for a specific application, system or process - Assists in the developing communication content for specific system changes being implemented in production - Guides internal clients on applications, systems and/or processes for identifying and resolving, processing/reporting programming problems. Provides consultation through troubleshooting and/or education - Assembles and maintains dictionaries for applications and systems support by the analyst - Create and evaluate programming changes for each systems development phase prior to implementation. Log test cases and expected results. Verify that results meet requirements. May plan basic tests or a defined subset of larger tests. May suggest acceptance/rejection when requirements are not met - Analyzes and records issues, collaborating with other programmers to fix code problems - Evaluates methods of processing. Makes suggestions for improvements - Analyzes user requests for changes or improvements to systems. Creates documents of functional requirements and reviews cost, feasibility and utility. Suggests how, when and whether to proceed with changes.</p>
<b>Labor Category</b>	DataBase Manager
<b>Education</b>	Bachelors Degree and a minimum of 6 years of experience
<b>Experience</b>	Database Manager to oversee our data entry staff, interface with users, and utilize our proprietary management system. The DBA will also, manage our local network, and work with outside developers to enhance our proprietary SQL database system. This position requires an individual with solid communication skills, a technical orientation, and a professional demeanor
<b>Labor Category</b>	DataBase Management Specialist
<b>Education</b>	Bachelors Degree and a minimum of 8 years of experience
<b>Experience</b>	Maintaining an enterprise environment, analyzing complex problems that impact the project and provide innovative solutions/options for improving performance; analyze database requirements within an object-relational database system of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. The ability to develop new database design and modifications; applying knowledge of database management systems to coordinate maintenance and changes to databases; writing logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions.
<b>Labor Category</b>	Quality Assurance Manager
<b>Education</b>	Bachelors Degree and a minimum of 8 years of experience
	A QA staff member that can maintain existing relationships with customers and auditors. Participating and heading audits. Tracking data, such as training documents and ensuring they are filed appropriately for easy

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	retrieval. Oversee the receiving and inspection areas. Facilitate and carry out the Quality training to new personnel. Root-cause analysis of all issues as necessary. Work within a continuous improvement management style. Implement and utilize statistics for process improvement. Develop, implement, and enforce standard operating procedures.
<b>Labor Category</b>	Quality Assurance Specialist
<b>Education</b>	Bachelors Degree and a minimum of 6 years of experience
<b>Experience</b>	<p>The Quality Assurance Specialist is responsible for analyzing, testing, tracking and issue reporting of IT product lines that are developed for customers. This position will collaborate with other departments to ensure that the applications development projects have been tested thoroughly and meet the required deliverables and quality standards.</p> <p>Participate in requirements/design meetings with business owners, business analysts and programmers. Create testing estimates based off requirements documents. Develop and execute test scripts and test cases including automation scripts. Perform manual software testing. Identify tests which are candidates for Automated Testing. Verify test results to ensure the system is performing functions as described in business requirements and design documents. Write detailed and accurate problem reports/defects. Identify and create action plans for process improvement. Escalate issues which impact the timeline of test completion to the QA manager. Provide mentoring and cross training to other QA team members including creation and maintenance of any training and procedures.</p>
<b>Labor Category</b>	Software Engineer
<b>Education</b>	Bachelors Degree and a minimum of 8 years of experience
<b>Experience</b>	Daily responsibilities for the Software Engineer will be on project development and existing application support. Evaluation of user requests for new or re-engineered applications to determine their feasibility and time requirements and their compatibility with current systems and architecture standards. Recommend solutions, develop, and build applications.
<b>Labor Category</b>	Systems Engineer
<b>Education</b>	Bachelors Degree and a minimum of 6 years of experience
<b>Experience</b>	The primary function is to lead and manage the successful introduction of new products and projects and the enhancement of existing product for the company and its customers. Must be able to support application development, quote and design development, process management and the successful installation of products at customer sites. Requires the ability to develop and evaluate new designs and concepts to meet customer needs, evaluate new concepts and designs, program requirements, and time-lines to support the Company's sales strategy/objectives, provide technical expertise to support customer, utilize and develop communication tools for

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	the product business/projects.
<b>Labor Category</b>	Telecom Network Engineer
<b>Education</b>	Bachelors Degree and a minimum of 5 years of experience
<b>Experience</b>	<p>Must be able to do installing, Commissioning, integrating, System verification &amp; acceptance Network Element. Develop and maintain project competence, process, and documents for deployment. Individual should be able to perform advance troubleshooting, able to follow documentation and independently resolve project issues. Coordinate actions and investigation of technical Issues between Customer, regional management, tier2/tier3/Product Line support teams. Provide support to customers, ensure quality customer satisfaction survey targets and carry end to end RAN support function. Work as Project Support Engineer for atomization of the process and improve in efficiency &amp; execution of the task.</p>
<b>Labor Category</b>	Communications Specialist
<b>Education</b>	Bachelors Degree and a minimum of 10 years of experience
<b>Experience</b>	<p>Plans and implements moderately-complex integrated communications programs that are part of the company's overall program or part of the total communications support team. Assists in the creation of strategies, plans and projects for programs that are assigned by and subsequently reviewed by senior professionals or management. Uses professional knowledge to determine communication tactics and recommendations for the use of specific vehicles (e.g., advertising, sales promotion, direct mail, electronic, trade shows, sponsorships, etc.) for assigned programs of a moderately-complex nature. The individual works with senior professionals or management to define projects and objectives, but approaches and activities used to achieve effectiveness.</p> <p>Manages moderately-complex programs and projects, using both internal and external resources in small teams, and leads program implementation. Defines and negotiates approaches and activities used to achieve program effectiveness independently and reviews work with more senior professionals, controls own work priorities and makes tradeoffs to ensure the corporate or departmental objectives, budgets and schedules are met, able to recommend improvements to communication deliverables in development, provide technical direction and assistance to less knowledgeable department and/or team members while making continuous improvements.</p>

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<b>Labor Category</b>	Help Desk Manager
<b>Education</b>	Bachelors of Science and a minimum of 6 years' experience
<b>Experience</b>	<p>Manages a team of support personnel who troubleshoot and resolve IT issues. Ensure the help desk staff uses the required tools and software to identify, document, track and resolve reported problems. Plan, prioritize and schedule help desk activities to ensure maximum issue resolutions in minimum time. Develop and train help desk staff. Analyze help desk activities and develop tools and process improvements to optimize service and staff performance. May maintain help desk software and make recommendations for new systems.</p> <p>Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of department processes.</p>
<b>Labor Category</b>	Help Desk Specialist
<b>Education</b>	Bachelors of Science and a minimum of 7 years' experience
<b>Experience</b>	<p>Responsible for providing technical assistance and support related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, isolates problem, and determines and implements solution.</p> <p>Primary responsibilities include providing technical assistance and support for incoming queries and issues related to computer systems, software, and hardware, responding to queries either in person or over the phone, write training manuals, training computer users, maintaining daily performance of computer systems, responding to email messages for customers seeking help, asking questions to determine nature of problem, walking customer through problem-solving process, install, modify, and repair computer hardware and software.</p>
<b>Labor Category</b>	Training Specialist
<b>Education</b>	Bachelors of Science and a minimum of 5 years' experience
<b>Experience</b>	<p>Delivers company training programs and workshops to employees and managers. Monitors the effectiveness of training on employees using individual or group performance results. Collects feedback on sessions from attendees to use for future improvements to content and presentation. Contributes to new training program design and existing program enhancements. Assists in the development and creation of lesson plans and training aids</p>
<b>Labor Category</b>	Facilitator
<b>Education</b>	Bachelors of Science and a minimum of 6 years' experience
<b>Experience</b>	<p>Creates a learning environment in an organization, develops and coordinates administration of training and intervention programs, evaluates training</p>



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	<p>outcomes and conducts research to gather and provide information.</p> <p>Responsibilities include mapping out training plans and schedules, designing and developing training programs (outsourced or in-house) for corporate, HR training and more, choosing appropriate training methods per case (virtual, simulated, mentoring, on the job training, professional development classes, etc.) marketing available training opportunities to employees and providing necessary information.</p>
<b>Labor Category</b>	Documentation Specialist
<b>Education</b>	Bachelors of Science and a minimum of 6 years' experience
<b>Experience</b>	<p>Develops, prepares and/or maintains documentation pertaining to business processes, systems operation, product development and other technical processes. Researches, reviews, and collects available technical information as basis for documentation. Creates new documentation or updates existing documentation to accurately reflect changes in a product or process. Writes and maintains end user documentation or on line instructional content.</p> <p>Must be detail-oriented and able to work with a high volume of documents in a fast-paced environment. Must be highly organized and process-oriented. Must have excellent oral and written communications skills to interact with all levels of an organization. Must have excellent listening skills, and be able to handle multiple requests while detailing document activity.</p>
<b>Labor Category</b>	Technical Writer
<b>Education</b>	Bachelors of Science and a minimum of 6 years' experience
<b>Experience</b>	<p>Prepare instruction manuals, journal articles, and other supporting documents to communicate complex and technical information more easily. They also develop, gather, and disseminate technical information among customers, designers, and manufacturers.</p> <p>Responsibilities include determining the needs of end users of technical documentation, study product samples and talk with product designers and developers, work with technical staff to make products easier to use and thus need fewer instructions, organize and write supporting documents for products, use photographs, drawings, diagrams, animation, and charts that increase users' understanding , select appropriate medium for message or audience, such as manuals or online video, gather usability feedback from customers, designers, and manufacturers, revise documents as new issues arise</p>
<b>Labor Category</b>	Senior Technical Writer



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<b>Education</b>	Bachelors of Science and a minimum of 6 years' experience
<b>Experience</b>	Drives the creation of a documentation methodology and framework and maintains proper methodology for purposes of consistency and efficiency. This role prepares and/or maintains documentation pertaining to programming, systems operation and user documentation. This position translates business specifications into user documentation. The senior technical writer plans, writes and maintains systems and user support documentation efforts, including online help screen. This position is familiar with a variety of the field's concepts, practices and procedures. A wide degree of creativity and latitude is expected.
<b>Labor Category</b>	Internet/Intranet Site Developer
<b>Education</b>	Bachelors of Science and a minimum of 8 years' experience
<b>Experience</b>	Designs and develops user interfaces to Internet/intranet applications by setting expectations and features priorities throughout development life cycle; determining design methodologies and tool sets; completing programming using languages and software products; designing and conducting tests.
<b>Labor Category</b>	Senior Security Analyst
<b>Education</b>	Bachelors of Science and a minimum of 10 years' experience
<b>Experience</b>	<p>Plans and implements security measures to protect computer systems, networks and data. Information security analysts are expected to stay up-to-date on the latest intelligence, including hackers' methodologies, in order to anticipate security breaches.</p> <p>Responsibilities include establishing system controls by developing framework for controls and levels of access; recommending improvements, maintains access by providing information, resources, and technical support ensures authorized access by investigating improper access; revoking access; reporting violations; monitoring information requests by new programming; recommending improvements, establishes computer and terminal physical security by developing standards, policies, and procedures; coordinating with facilities security; recommending improvements, safeguards computer files by performing regular backups; developing procedures for source code management and disaster preparedness; recommending improvements, develops security awareness by providing orientation, educational programs, and on-going communication.</p>
<b>Labor Category</b>	Functional Specialist

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<b>Education</b>	Bachelors of Science and a minimum of 8 years' experience
<b>Experience</b>	<p>Expert in a specific discipline, such as human resources, finance, marketing, information technology or continuous improvement. They can either manage a department or take a key role in one area of the department.</p> <p>Key responsibilities include identify, define, and model the application requirements for the packaged application and the custom components, define physical program units and data structures based on the logical model to satisfy the requirements for the application custom components, and prepare deployment and post deployment plans to support the conversion and deployment of the solution.</p>
<b>Labor Category</b>	Senior Functional Specialist
<b>Education</b>	Bachelors of Science and a minimum of 8 years' experience
<b>Experience</b>	Provides professional, technical, and administrative support to the department. Specifically, will provide on-site expertise and support of through data entry, manipulation and analysis of data contained. Senior Functional specialist will prepare briefing materials and supervise Functional Specialists.
<b>Labor Category</b>	Design Engineer I
<b>Education</b>	Bachelors of Science and a minimum of 6 years' experience
<b>Experience</b>	Contributes to the designs of new products and improvements to existing products. Researches and evaluates products, parts, or processes for cost efficiency and reliability. Analyzes test results and recommends appropriate design changes. Coordinates with other engineering staff to complete projects. Work is closely managed.
<b>Labor Category</b>	Design Engineer II
<b>Education</b>	Bachelors of Science and a minimum of 6 years' experience
<b>Experience</b>	Responsible for the successful implementation of new piston designs for our pinnacle motorsports programs including preliminary design preparation, design layout, evaluation and analysis, component and assembly modeling, and drawing preparation and release. Will work closely with other engineers to continually develop pistons across multiple engine programs and will work closely with relevant engine build shop and in-house machine shop team members to ensure the highest level of parts assembly quality. Responsibilities will also include parts quality and on-time delivery by coordinating in-house procurement and Q/A staff and external suppliers.
<b>Labor Category</b>	Design Engineer III

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<b>Education</b>	Bachelors of Science and a minimum of 8 years' experience
<b>Experience</b>	Designs, develops, and tests all aspects of mechanical components, equipment, and machinery. Applies knowledge of engineering principles to design products such as engines, instruments, controls, robots, machines, etc. Conducts product testing and creates models and prototypes. May be involved in fabrication, operation, application, installation, and/or repair of mechanical products. Requires a Bachelors degree of Mechanical Engineering. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.
<b>Labor Category</b>	Security Specialist I
<b>Education</b>	Bachelors of Science and a minimum of 5 years' experience
<b>Experience</b>	Maintains an organization's automated security systems and employee identification card system. Serves as the point of contact for security system related issues. Provides training to employees on use and features of security systems.  Responsibilities include :Analyze and establish security requirements for your systems/networks, Defend systems against unauthorized access, modification and/or destruction, Configure and support security tools such as firewalls, anti-virus software, patch management systems, etc., Define access privileges, control structures and resources, Perform vulnerability testing, risk analyses and security assessments, Identify abnormalities and report violations, oversee and monitor routine security administration, Develop and update business continuity and disaster recovery protocols, Train fellow employees in security awareness, protocols and procedures, Design and conduct security audits to ensure operational security, Respond immediately to security incidents and provide post-incident analysis, Research and recommend security upgrades, and Provide technical advice to colleagues
<b>Labor Category</b>	Security Specialist II
<b>Education</b>	Bachelors of Science and a minimum of 7 years' experience
<b>Experience</b>	Perform technical analysis and support for computer security procedures including personnel, physical security, communications, hardware, software, and data. Enforce security requirements for protecting data against unauthorized, accidental or deliberate, modification, disclosure, denial, and destruction. Responsibilities include: Performs periodic and on-demand system audits and vulnerability assessments, including user accounts, application access, file system, and external Web integrity scans, Monitors and proactively mitigates information security risks and conducts system security testing. Plans, designs, implements, and manages, in conjunction with engineering staff, all security systems and their corresponding software, including firewalls, VPNs, intrusion detections systems, secure messaging, and antivirus software. Recommends, develops, monitors, and enforces information security policies, Promotes general security and awareness

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	among staffs.
<b>Labor Category</b>	Security Specialist III
<b>Education</b>	Bachelors of Science and a minimum of 9 years' experience
<b>Experience</b>	Performs technical analysis and support for computer security procedures including personnel, physical security, communications, hardware, software, and data. Enforces security requirements for protecting data against unauthorized, accidental or deliberate, modification, disclosure, denial, and destruction. Performs all responsibilities of Security Specialist II while serving supervisory role.
<b>Labor Category</b>	Senior Task Lead
<b>Education</b>	Bachelors of Science and a minimum of 10 years' experience
<b>Experience</b>	Oversees the completion of a specific project. The lead will be supervising a group of people who are working on the project, checking in with them to gauge progress and reporting the project status to higher-level managers.  Responsibilities include: Develop reports and information papers. Provides technical, administrative, editorial, and graphics assistance for the purpose of preparing reports, studies, analyses, briefing slides and papers. Conducts information searches. Assists in data collection, data analysis, scientific, medical, and technical writing, editing, graphics preparation, and report layout, design and production, Conduct and assist members in executing fact finding, analysis and research. Assists with development of Board recommendations and reports.
<b>Labor Category</b>	Process Improvement Analyst I
<b>Education</b>	Bachelors of Science and a minimum of 6 years' experience
<b>Experience</b>	Serves as a consultant to an organization, evaluating, planning, and implementing improvements in business processes and practices. Other aspects of the job will include team building and group facilitation, compiling and tracking data, and preparing training materials. A process improvement analyst I will be well trained in hardware and software applications.
<b>Labor Category</b>	Process Improvement Analyst II
<b>Education</b>	Bachelors of Science and a minimum of 8 years' experience
<b>Experience</b>	Serves as a consultant to an organization, evaluating, planning, and implementing improvements in business processes and practices. Other aspects of the job will include team building and group facilitation, compiling and tracking data, and preparing training materials. A process improvement analyst II will be well trained in hardware and software applications.

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<b>Labor Category</b>	Process Improvement Analyst III
<b>Education</b>	Bachelors of Science and a minimum of 10 years' experience
<b>Experience</b>	Serves as a consultant to an organization, evaluating, planning, and implementing improvements in business processes and practices. Other aspects of the job will include team building and group facilitation, compiling and tracking data, and preparing training materials. A process improvement analyst III will be well trained in hardware and software applications.
<b>Labor Category</b>	Process Improvement Analyst IV
<b>Education</b>	Bachelors of Science and a minimum of 12 years' experience
<b>Experience</b>	Serves as a consultant to an organization, evaluating, planning, and implementing improvements in business processes and practices. Other aspects of the job can include team building and group facilitation, compiling and tracking data, and preparing training materials. A process improvement analyst IV will be well trained in hardware and software applications.
<b>Labor Category</b>	Process Improvement Analyst V
<b>Education</b>	Bachelors of Science and a minimum of 14 years' experience
<b>Experience</b>	Serves as a consultant to an organization, evaluating, planning, and implementing improvements in business processes and practices. Other aspects of the job can include team building and group facilitation, compiling and tracking data, and preparing training materials. A process improvement analyst V will be well trained in hardware and software applications.
<b>Labor Category</b>	Associate Director
<b>Education</b>	Bachelors of Science and a minimum of 12 years' experience
<b>Experience</b>	Well-versed in performance and operations management and competent in assuming delegated duties. They are leaders and critical thinkers, ready to solve problems before they become obstacles. The goal is to help the department attain objectives of productivity and employee satisfaction.  Responsibilities include: Assist in developing and implementing plans and goals for the department. Work with the director to coordinate and supervise daily operations. Ensure compliance with regulations and internal policies, Monitor attainment of objectives. Undertake staffing responsibilities (hiring, training, evaluating etc.), Assist in budgeting and monitoring expenses. Maintain scheduling of events and represent the company when needed. Create reports and submit them to the director or other executives, and Fulfill duties as assigned by the director.

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<b>Labor Category</b>	Network Administrator
<b>Education</b>	Bachelors of Science and a minimum of 10 years' experience
<b>Experience</b>	Responsible for designing, organizing, modifying, installing, and supporting a company's computer systems. Designs and installs LANs, WANs, Internet and intranet systems, and network segments.
<b>Labor Category</b>	Security Administrator
<b>Education</b>	Bachelors of Science and a minimum of 10 years' experience
<b>Experience</b>	Troubleshoots network access problems and implements network security policies and procedures. Ensures network (LAN/WAN, telecommunications, and voice) security access and protects against unauthorized access, modification, or destruction. Typically reports to a supervisor or manager. Works independently within established procedures associated with the specific job function. Has gained proficiency in multiple competencies relevant to the job. Responsibilities include: Identify threats and work to create steps to defend against them. Performs vulnerability and penetration tests across all network segments, Monitor network traffic for suspicious behavior, Configure security systems such as firewalls, antivirus, and IDS/IPS software. Create network policies and authorization roles for file access. Analyze current security requirements and make suggestions for improvements. Define disaster recovery plans, and Consult with staff, managers and executives on the best security practices
<b>Labor Category</b>	Senior Systems Engineer
<b>Education</b>	Bachelors of Science and a minimum of 12 years' experience
<b>Experience</b>	Responsible for resolving escalated service issues, coaching other engineers to resolutions, engineering and implementing complex projects, and for maintaining and overseeing the technology of their assigned accounts. This role is a key position within the service department and will be called upon to resolve the highest level technical issues.
<b>Labor Category</b>	Functional Analyst II4
<b>Education</b>	Bachelors of Science and a minimum of 10 years' experience
<b>Experience</b>	Gathers information through interviews with employees and managers, and studying the procedures and systems currently in place. They then design computer systems to meet an organization's requirements by researching emerging technologies for new solutions and using techniques such as data modeling, which creates rules for computers to follow. They typically prepare reports that balance costs and benefits to present to managers. When given the go-ahead, functional analysts install and configure new systems or upgrade existing ones. They run tests to ensure that systems meet specifications, write user manuals and other documentation, and train existing users on new capabilities.

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<b>Labor Category</b>	Functional Analyst III
<b>Education</b>	Bachelors of Science and a minimum of 12 years' experience
<b>Experience</b>	Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and creates system specifications that drive system development and implementation. Incumbents function as a liaison between IT and users and have both business and technical expertise.
<b>Labor Category</b>	Supervising Technician
<b>Education</b>	Bachelors of Science and a minimum of 10 years' experience
<b>Experience</b>	Maintains systems and equipment by completing preventive maintenance schedules; restoring, repairing, rebuilding, or replacing faulty or inoperative components and parts; supervising staff.
<b>Labor Category</b>	Architect
<b>Education</b>	Bachelors of Science and a minimum of 10 years' experience
<b>Experience</b>	Identify and communicate risk to business and technology leaders in the any given office; once these leaders decide on a course of action, architects are responsible for designing solutions that balance business needs with security.
<b>Labor Category</b>	Design and Development Specialist
<b>Education</b>	Bachelors of Science and a minimum of 8 years' experience
<b>Experience</b>	Creates, administers, and delivers training programs for organizations. To do this, they must first assess the needs of an organization. Once those needs are determined, specialists develop custom training programs that take place in a classroom, computer laboratory, or training facility. Organize or offer training sessions using lectures, group discussions, team exercises, hands-on examples, and other training formats. Some training is in the form of a video, Web-based program, or self-guided instructional manual. Training also may be collaborative, which allows employees to connect informally with experts, mentors, and colleagues, often through the use of technology. May monitor instructors, guide employees through media-based programs, or facilitate informal or collaborative learning programs.

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**Approved Rates including IFF Fee**

<b>Labor Category</b>	<b>1/2018 - 1/2019</b>	<b>1/2019 - 1/2020</b>	<b>1/2020 - 1/2021</b>	<b>1/2021 - 1/2022</b>	<b>01/2022 - 01/2023</b>
Program Manager	\$178.96	\$183.43	\$188.02	\$192.72	\$197.54
Project Manager	\$171.90	\$176.20	\$180.61	\$185.12	\$189.75
Senior Computer Specialist	\$154.27	\$158.13	\$162.08	\$166.14	\$170.29
Subject Matter Expert I	\$178.08	\$182.53	\$187.09	\$191.77	\$196.56
Subject Matter Expert II	\$198.35	\$203.31	\$208.39	\$213.60	\$218.94
Subject Matter Expert III	\$215.98	\$221.38	\$226.92	\$232.59	\$238.40
Computer Specialist	\$171.90	\$176.20	\$180.61	\$185.12	\$189.75
Senior Systems Analyst	\$163.09	\$167.17	\$171.35	\$175.63	\$180.02
Computer Systems Analyst	\$132.23	\$135.54	\$138.93	\$142.40	\$145.96
Applications Programmer	\$92.56	\$94.88	\$97.25	\$99.68	\$102.17
Programmer Analyst	\$110.20	\$112.95	\$115.77	\$118.67	\$121.64
Data Base Manager	\$171.90	\$176.20	\$180.61	\$185.12	\$189.75
Data Base Management Specialist	\$180.72	\$185.24	\$189.87	\$194.62	\$199.48
Quality Assurance Manager	\$136.64	\$140.06	\$143.56	\$147.15	\$150.83
Quality Assurance Specialist	\$119.01	\$121.99	\$125.04	\$128.16	\$131.37
Software Engineer	\$136.64	\$140.06	\$143.56	\$147.15	\$150.83
Systems Engineer	\$127.83	\$131.02	\$134.30	\$137.66	\$141.10
Telecomm Network Engineer	\$110.20	\$112.95	\$115.77	\$118.67	\$121.64
Communications Specialist	\$83.75	\$85.84	\$87.99	\$90.19	\$92.44
Help Desk Manager	\$92.56	\$94.88	\$97.25	\$99.68	\$102.17
Help Desk Specialist	\$83.75	\$85.84	\$87.99	\$90.19	\$92.44
Testing specialist	\$83.75	\$85.84	\$87.99	\$90.19	\$92.44
Facilitator	\$83.75	\$85.84	\$87.99	\$90.19	\$92.44
Documentation Specialist	\$74.93	\$76.81	\$78.73	\$80.69	\$82.71
Technical Writer	\$92.56	\$94.88	\$97.25	\$99.68	\$102.17



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Senior Technical Writer	\$110.20	\$112.95	\$115.77	\$118.67	\$121.64
Internet/Intranet Site Developer	\$145.46	\$149.09	\$152.82	\$156.64	\$160.56
Senior Security Analyst	\$136.64	\$140.06	\$143.56	\$147.15	\$150.83
Functional Specialist	\$127.83	\$131.02	\$134.30	\$137.66	\$141.10
Senior Functional Specialist	\$136.64	\$140.06	\$143.56	\$147.15	\$150.83
Design Engineer I	\$154.27	\$158.13	\$162.08	\$166.14	\$170.29
Design Engineer II	\$163.09	\$167.17	\$171.35	\$175.63	\$180.02
Design Engineer III	\$171.90	\$176.20	\$180.61	\$185.12	\$189.75
Security Specialist I	\$136.64	\$140.06	\$143.56	\$147.15	\$150.83
Security Specialist II	\$154.27	\$158.13	\$162.08	\$166.14	\$170.29
Security Specialist III	\$171.90	\$176.20	\$180.61	\$185.12	\$189.75
Senior Task Lead	\$136.64	\$140.06	\$143.56	\$147.15	\$150.83
Process Improvement Analyst I	\$92.56	\$94.88	\$97.25	\$99.68	\$102.17
Process Improvement Analyst II	\$110.20	\$112.95	\$115.77	\$118.67	\$121.64
Process Improvement Analyst III	\$127.83	\$131.02	\$134.30	\$137.66	\$141.10
Process Improvement Analyst IV	\$145.46	\$149.09	\$152.82	\$156.64	\$160.56
Process Improvement Analyst V	\$163.09	\$167.17	\$171.35	\$175.63	\$180.02
Associate Director	\$198.35	\$203.31	\$208.39	\$213.60	\$218.94
Network Administrator	\$92.56	\$94.88	\$97.25	\$99.68	\$102.17
Security Administrator	\$140.61	\$144.12	\$147.73	\$151.42	\$155.21
Senior Systems Engineer	\$154.27	\$158.13	\$162.08	\$166.14	\$170.29
Functional Analyst II	\$154.27	\$158.13	\$162.08	\$166.14	\$170.29
Functional Analyst III	\$171.90	\$176.20	\$180.61	\$185.12	\$189.75
Supervising Technician	\$180.72	\$185.24	\$189.87	\$194.62	\$199.48
Architect	\$193.94	\$198.79	\$203.76	\$208.86	\$214.08

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**Contract Number: 47QTCA18D005X**

Design and Development Specialist	\$198.35	\$203.31	\$208.39	\$213.60	\$218.94
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**TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 511210 54151S OLM)**

**1. INSPECTION/ACCEPTANCE**

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post-acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

**2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)**

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

**3. GUARANTEE/WARRANTY** a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

As a term license re-seller, Contractor passes the manufacturer's warranties through to their customers. Warranties will vary from part number, product line and manufacturer and can include on-site, depot and replacement. Warranties will also vary in length of their coverage period. Generally, Contractor will provide a replacement unit for product that is DOA (Dead on Arrival) for the first 30 days after purchase. Thereafter, all warranty work is handled either directly from the manufacturer or through a contracted third party.

\_b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

#### **4. TECHNICAL SERVICES**

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 919 747 7486 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 9:00a.m. \_\_\_\_\_ to 7: 30p.m. EST. Additional technical support is available directly with the manufacturer of the software

#### **5. SOFTWARE MAINTENANCE a. Software maintenance as a Product.**

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

#### **6. PERIODS OF TERM LICENSES (SIN 511210 54151S OLM)**

a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.

b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.

c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.

d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12-month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

**7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE** a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.

b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.

c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.

d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to 0 % of all term license payments during the period that the software was under a term license within the ordering activity.

**8. TERM LICENSE CESSATION** a. After a software product has been on a continuous term license for a period of 12 months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited. For the purposes of our contract, "Perpetual licenses" does not include the right to "Maintenance" as described above. In the context of this contract, Perpetual License refers to the continued use of the software following the end of the "Term License".

b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number I32-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

**9. UTILIZATION LIMITATIONS - (SIN 511210 54151S OLM)** a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following: (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

(2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site

for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

#### **10. SOFTWARE CONVERSIONS - (SIN 511210 54151S OLM)**

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a term license (511210, 54151S, OLM), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

#### **11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY**

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

#### **12. RIGHT-TO-COPY PRICING**

The Contractor shall insert the discounted pricing for right-to-copy licenses.

**Calloway & Associates, Inc.**

**Information Technology Professional Services**

**Contract Number: 47QTCA18D005X**

Approved Rates including IFF Fee

<b>Product Name</b>	<b>Description</b>	<b>Part Number</b>	<b>Rate</b>
Lenovo	ABSOLUTE DDS PREMIUM - 48 MONTH TERM - U	CA-4L40K61512	\$177.24
Lenovo	ABSOLUTE DDS PREMIUM - 60 MONTH TERM - U	CA-4L40K61513	\$183.77
Barracuda Networks Inc	Barracuda Cloud Video Gateway 330 with 1 Year EU	CA-BCA330a1	\$847.06
Barracuda Networks Inc	Barracuda Essentials - Advanced Email Security Edition Account (<250 Users) 3 YR User License	CA-BEOES100a36	\$55.99
Symantec Corp Gov	ABSOLUTE DDS PREMIUM - 48 MONTH TERM - U	CA-21359726	\$9,499.47
Atlassian	JIRA Service Desk (Server) 50 Agent Tier (Perpetual license, 50 Agent Tier per instance, 12 Mos.) Atlassian Inc. - ATL-JSDSR-50R Start Date	ATL-JSDSR-50R	\$8,996.56
IBM	IBM i2 Analyst's Notebook Concurrent Users Annual SW subscription & Support Renewal 12 months	EODQTLL	\$4,339.88
IBM	Renew IBM Direct Licenses	EOBX3LL	\$2,569.59
IBM	COGNOS ANALYTICS ADMINISTRATOR VLIC PER AUTHORIZED USER SW SUBSCRIPTION	EOK30LL-SB	\$3,067.08
IBM	COGNOS ANALYTICS ADMINISTRATOR VLIC PER AUTHORIZED USER SW SUBSCRIPTION	EOK30LL-SB	\$2,997.57
IBM	COGNOS ANALYTICS EXPLORER LICS AUTHORIZED USER SW SUBSCRIPTION	EOK2DLL-SB	\$506.29
IBM	COGNOS ANALYTICS EXPLORER LICS AUTHORIZED USER SW SUBSCRIPTION	EOK2DLL-SB	\$506.29
IBM	COGNOS ANALYTICS USER PER PROC LICS VALUE (PVU) SW SUBSCRIPTION SUPPORT	E0HVPLL-SB	\$347.49
IBM	COGNOS ANALYTICS USER PER PROC LICS VALUE (PVU) SW SUBSCRIPTION SUPPORT	E0HVPLL-SB	\$347.69

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IBM	Renew IBM Direct Licenses	E0BXLL	\$18,060.00
IBM	COGNOS ANALYTICS SOFTWARE SLIC DEVELOPMENT KIT AUTHORIZED USER SW	E0622LL-SB	\$1,580.02
IBM	COGNOS ANALYTICS SOFTWARE SLIC DEVELOPMENT KIT AUTHORIZED USER SW	E0622LL-SB	\$1,580.02
IBM	IBM Rational ClearCase Floating User License with SW Subscription and Support 12 Months IBM Part Number	D5315LL	\$4,999.50
IBM	I2 TEXT CHART CONCURRENT USER SLIC SW SUBSCRIPTION SUPPORT REINSTE	D0WBJLL-SB	\$1,189.49
IBM	I2 ANALYST'S NOTEBOOK MLIC CONCURRENT USER SW SUBSCRIPTION	DOPIGLL-SB	\$4,234.03
IBM	IBM SPSS Statistics Standard Authorized User Licenses + SW Subscription & Support 12 months	D0EKZLL	\$5,600.00
IBM	IBM i2 Text Chart Concurrent User Annual SW Subscription& Support Renewal 12 months.	EOFX9LL	\$1,219.23
Proofpoint	Assisted SIEM Integration (Includes Rsyslog/syslog configuration); Proofpoint, Inc. PPOPST-SIEM	PP-PST-SIEM	\$2,042.00
Proofpoint	TAP URL Defense & AttDef, TAP Dashboard, Dynamic Reputation, Spam, Virus Protection, Zero-Hour Anti-Virus, Email Firewall, Impostor email, greymail filtering, Smart Search - FSecure - Hosted Subscription, SaaS 2501 to 5000 12 Months	PP-B-TBEPF-S-A-107	\$43.26
Proofpoint	PFPT Domain Discover - for 12 months 3500 users Proofpoint, Inc. - PP-B DOMDIS-S-C-101	PP-B-DOMDIS-S-C-101- 2	\$8,060.53
Proofpoint	Unlimited access to Email Fraud Defense features.	PP-A-EFD360U-S-A-103- 2	\$22.14



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	Defend against all email fraud tactics used in an organization's email ecosystem (domain spoofing, display name spoofing and the use of look-alike domains).- 2501 to 5000 users - for 12 months Proofpoint, Inc. - PP-A-EFD360U-S-A-103		
Teradici	Desktop Access 1Y 1User - Renewal Teradici Corporation - TDA01YP-R	TDA01YP-R	\$39.90
Teradici	Desktop Access 1Y 1User - Renewal Teradici Corporation - TDA01YP-R	TDA01YP-R	\$25.95
Svalick	Federal Ivanti Patch for Windows Workstations Maint + Content Subscription, powered Svalick	S-PWS-WS-MI-F	\$8.52
VMWare	RNWL FED PROD SNS WORKSTATION SLIC SNS	WS-P-SSS-F	\$61.97
VMware	PROD SNS VSPHERE 7 STD 1 PROC LIC 1YR Product	VS7-STD-P-SSS-F	\$307.95
VMware	VSPHERE 7 STD 1 PROC LIC	VS7-STD-F	\$895.94
VMWare	vSphere 6 Enterprise Plus for 1 processor	VS6-EPL-P-SSSF-2	\$865.15
VMWare	RNWL FED PROD SNS VSPHERE 6 ENT PLUS	VS6-EPL-P-SSS-F	\$854.98
VMWare	FED VSPHERE 6 ENT PLUS FOR 1 LIC PROC	VS6-EPL-F	\$3,230.63
VMWare	RNWL FED PROD SNS VSPHERE 6 ENTSLIC FOR 1 PROC	VS6-ENT-P-SSS-F	\$704.72
VMWare	RNWL PROD SNS VREAL OPS 7 STD SLIC PER CPU 1YR	VR7-OSTC-P-SSS-F	\$1,571.22
VMWare	RNWL FED PROD SNS VI 3 ACCEL SLIC KIT	VI-AK-P-SSS-F	\$6,170.28
VMWare	RNWL FED PROD SNS VIEW SLIC PREMIER BNDL 10PK	VDI-PRE-STR-P-SSS-F	\$612.47
VMWare	RNWL FED PROD SNS VIEW SLIC PREMIER BNDL 10PK	VDI-PRE-10PK-P-SSS-F	\$612.47
VMWare	RNWL FED PROD SNS VCENTER SRM 6 STD 25PK VM	VC-SRM8-25S-PSSS-F	\$1,194.51
VMWare	RNWL FED PROD SNS VCENTER SRM 6 STD 25PK VM	VC-SRM6-25S-P-SSS-F	\$1,194.50
VMWare	RNWL FED PROD SNS VCENTER SERVER 6 STD FOR	VCS6-STD-P-SSS-F	\$1,468.39

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	VSPHERE 6		
VMWare	FED VC SERVER 6 STD FOR VSPHERELICS PER INSTANCE	VCS6-STD-F	\$5,549.13
VMWare	FED USER ENVIRONMENT MGR 10PK LICS NAMED	UEM-NU-10-F	\$267.88
VMWare	FED PROD SNS USER ENVIRONMENT SLIC MNGR 100PK NAMED 1YR	UEM-NU-100-P-SSS-F	\$735.52
VMWare	FED USER ENVIRONMENT MGR 100PK LICS NAMED	UEM-NU-100-F	\$2,678.81
VMware	RNWL FED PROD SNS VSAN 6 ADV 1 SLIC PROC	NX-DC-EPL-P-SSS-F	\$3,712.19
VMWare	FED PROD SNS HRZN 7 STD 10PK SLIC CCU 1YR	HZ7-STD-10-P-SSS-F	\$612.78
VMWare	FED HRZN 7 STD 10PK CCU LICS	HZ7-STD-10-F	\$2,232.34
VMWare	FED PROD SNS HRZN 7 STD 100PK SLIC CCU 1YR	HZ7-STD-100-P-SSS-F	\$6,125.80
VMWare	FED HRZN 7 STD 100PK CCU LICS	HZ7-STD-100-F	\$22,323.39
VMWare	U.S. Federal Production Support/Subscription for VMware Horizon 7 Enterprise: 10 Pack (CCU) for 1 year	HZ7-ENC-10-P-SSS-F	\$5,146.81
VMWare	U.S. Federal Production Support/Subscription for VMware Horizon 7 Enterprise: 10 Pack (CCU) for 1 year VMware Inc - HZ7-ENC-10-P-SSS-F, VMware Inc - CLIN:S02022017.01-05	HZ7-ENC-10-F-L1	\$1,412.00
VMWare	U.S. Federal Consulting & Training Credits - Prepaid Services PSO Credit 1201+ VMware Inc. - SVC-CR-20-	SVC-CR-20-F-2	\$76.86
VMWare	PROD SNS APP VOL ADV 4.0 10 PK VLIC CCU 1YR	AVA-ADVC-10-P-SSS-F	\$367.28
VMWare	APP VOL ADV 4.0 10 PK CCU VLIC	AVA-ADVC-10-F	\$1,339.40
VMWare	PROD SNS APP VOL ADV 4.0 100 PKVLIC CCU 1YR	AVA-ADVC-100-P-SSS-F	\$3,675.67
VMWare	APP VOL ADV 4.0 100 PK CCU VLIC	AVA-ADVC-100-F	\$13,394.03
Tripwire	Tripwire Enterprise for Desktops - Enterprise Support - 26-50 licenses	172105-02-0026	\$24.00
Tripwire	Tripwire Enterprise for	172105-00-0026	\$93.00

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	Desktops - License (per node) - 26-50 licenses		
VMWare	RNWL FED PROD SNS VSPHERE 6 ENTSLIC FOR 1 PROC	VS6-ENT-P-SSS-F	\$704.72
VMware	FED RNWL PROD SNS VREAL NTWRK ISLIC NST ADDON NSX PER CPU 3YR	VR-NI-ANXC-P-SSS-F	\$566.27
VMWare	U.S. Federal VMware vSAN 6 Standard	ST6-VSAN-P-SSS-F	\$609.60
VMware	RNWL FED PROD SNS VSAN 6 ADV 1 SLIC PROC	ST6-AD-P-SSS-F	\$1,798.42
VMWare	RNWL FED PROD SNS HRZN 7 STD SLIC 10PK CCU	HZ7-STD-10-P-SSS-F	\$612.46