



GENERAL SERVICE ADMINISTRATION

FEDERAL ACQUISITION SERVICE

AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/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 is available through *GSA Advantage!*, a menu-driven database system. The INTERNET address for *GSA Advantage!* is <http://www.gsaadvantage.gov>

SCHEDULE TITLE: IT Schedule 70 – GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE, AND SERVICES

Contract Number: GS-35F-499AA
Period Covered by Contract: September 1, 2013 – August 31, 2018

Contractor: CFocus Software Incorporated
10536 Joyceton Drive
Largo, MD 20774
(301) 499-2650 office • (301) 499-2651 fax
www.cfocussoftware.com

Contractor's Administration Source: Jasson Walker

CFocus Software Incorporated
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(301) 499-2650 office • (301) 499-2651 fax

**Business Size: SBA Certified Small Disadvantaged business
SBA Certified 8(a) Firm**

Current through Modification #: 0020 Effective 2/16/2017

Customer Information:

1a. SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

- FPDS Code D302 IT Systems Development Services
- FPDS Code D306 IT Systems Analysis Services
- FPDS Code D307 Automated Information Systems Design and Integration Services
- FPDS Code D308 Programming Services
- FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

SPECIAL ITEM NUMBER 132-100 – ANCILLARY SUPPLIES OR SERVICES

- FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified



CFocus Software Incorporated

Custom-solutions Focused. Customer Focused.

1b. LOWEST PRICE MODEL NUMBER AND PRICE FOR EACH SIN: **\$32.70 Help Desk Analyst I**

See page 5 of 9 for pricing.

1c. Hourly Rates: (Job Titles, Experience, Functional Responsibilities, Education)

See page 5 of 9 for pricing.

2. MAXIMUM ORDER*: \$500,000/per Order

*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, 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: *Domestic delivery* is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

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

Offerors are requested to check one of the following boxes:

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

5. POINT(S) OF PRODUCTION: N/A – Professional & Subscription Services Only

6. TERMS REGARDING MANUFACTURERS' END-USER LICENSE AGREEMENTS (FOR SOFTWARE ONLY): N/A

7. BASIS OF AWARD CONTRACT TERMS:

Basic Discount: GSA Net Prices are shown on the attached GSA Pricelist.

Negotiated discount has been applied and the IFF has been added.

8. PROMPT PAYMENT TERMS: Net 30 days.

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

10. FOREIGN ITEMS/TRADE AGREEMENTS ACT COMPLIANCE: None; the items herein are TAA Compliant. The information used by the Contracting Officer to make this determination was provided by the vendor and verified using all information available to the Government.

11a. TIME OF DELIVERY: As negotiated with ordering activity

11b. EXPEDITED DELIVERY: As negotiated with ordering activity

11c. OVERNIGHT AND 2-DAY DELIVERY: As negotiated with ordering activity

11d. URGENT REQUIREMENTS: As negotiated with ordering activity.

12. FOB POINT: Destination

Note: All travel required in the performance of this contract and orders placed hereunder must comply with the Federal Travel Regulations (FTR) or Joint Travel Regulations (JTR), 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. The contractor shall not add the Industrial Funding Fee onto travel costs. (FOB Terms noted above)

13a. ORDERING ADDRESS: **CFocus Software Incorporated**
10536 Joyceton Drive
Largo, MD 20774

13b. ORDERING PROCEDURES: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. PAYMENT ADDRESS: **CFocus Software Incorporated**
10536 Joyceton Drive
Largo, MD 20774

15. WARRANTY PROVISION: Standard

16. EXPORT PACKING CHARGES: Not Applicable

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: Accepted at or below the micro-purchase level.

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR: Not Applicable

19. TERMS AND CONDITIONS OF INSTALLATION: Not applicable

20b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): Not Applicable

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): Not Applicable

22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): Not Applicable

23. PREVENTIVE MAINTENANCE (IF APPLICABLE): Not Applicable

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

24b. Section 508 Compliance for EIT: I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes

No

25. DUNS NUMBER: 785144549

26. NOTIFICATION REGARDING REGISTRATION IN SAM: Contractor is registered Registered and valid in SAM.

Description of IT Professional Services and Pricing for CFocus Software Inc.

SIN	Labor Category	Labor Rates
132-51	Program Manager	\$140.13
132-51	Project Manager	\$85.53
132-100	Administrative Assistant	\$46.38
132-100	Call Center Supervisor	\$53.05
132-100	Call Center Lead Operator	\$41.86
132-100	Call Center Operator	\$41.86
132-51	Test Engineer	\$77.04
132-51	Configuration Management Specialist	\$73.15
132-51	Software Developer I	\$69.58
132-51	Software Developer II	\$85.53
132-51	Systems Administrator	\$78.52
132-51	Help Desk Analyst I	\$32.70
132-51	Help Desk Analyst II	\$38.76

Labor Category Descriptions and Minimum Education and Experience Requirements

Labor Category	Minimum Years of Experience	Functional Responsibility	Educational Requirements
Program Manager	10 years	Responsible for all phases of contract management, work flow, and resource management; and for the quality of the program and deliverables, timeliness, minimization of problems, risk assessment and program performance. May perform other duties as assigned.	Bachelor's degree in a technical discipline relating to the required services.
Project Manager	5 years	Oversees financial management and administrative activities, such as budgeting, manpower, resource planning, and financial reporting. Develops work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provides daily supervision and direction to staff. This position serves as the primary interface between the client and the project team.	Bachelor's in computer science, business or other relevant discipline. Four years of relevant work experience may be substituted for degree requirements
Administrative Assistant	1 year	Provide clerical and administrative support to the Program/Project Manager. Daily call monitoring and international call logs; update schedules; maintain Operator Services filing systems; shreds proprietary call data.	Bachelor's Degree required. One year of relevant professional experience may be substituted for each year of college education.
Systems Administrator	4 years	Supervises and manages the daily activities of configuration and operation of business systems, which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.	Bachelor's in computer science or other relevant IT discipline. Four years of relevant work experience may be substituted for degree requirements
Test Engineer	4 Years	Conducts system and user acceptance testing of application sand components; identifies requirements to create test plans, conditions, and scripts necessary to test implementation, configuration, and integration of applications and components. As builds are released, executes test Scripts and creates defect logs in manual or automated test tools.	Bachelor's in computer science or other relevant IT discipline. Four years of relevant work experience may be substituted for degree requirements
Configuration Management Specialist	3 Years	Conducts and prepares configuration management plans and procedures, performs configuration audits, monitors trouble reports and change requests, evaluates and selects tools to automate the change control process, and provides status accounting support. Coordinates with users and developers on the release of new software versions. Establishes, operates, and maintains program documentation support libraries.	Bachelor's in computer science or other relevant IT discipline. Four years of relevant work experience may be substituted for degree requirements
Software Developer I	3 Years	Under general supervision, designs and develops software systems through the implementation of structured techniques and appropriate standards, and executes software development life cycle phases of computing systems. Provides design, coding, testing and validating programs that solve engineering related problems. Works closely with end-users and/or internal project teams to develop detailed technical requirements and specifications for the development of the software element for complex systems. Works closely with other engineers, systems analysts and system end-users for the development of appropriate system architecture and implementation of system designs. Develops the architecture, detailed system design, coding, testing, integration and configuration management schemes for software systems.	Bachelor's in computer science or other relevant IT discipline. Four years of relevant work experience may be substituted for degree requirements
Software Developer II	5 Years	Responsible for software engineering tasks, including software implementation, testing, operations, debugging and configuration management; apply principles consistent with industry best practices, Agile Software Development, Agile Methodologies, and Scrum. Expertise with Microsoft SharePoint development and implementation, and knowledge of visualization software such as Microsoft Bing (Virtual Earth), Google Maps, or Google Earth integrated with Autonomy search software	Bachelor's in computer science, software engineering, or other relevant IT discipline. Four years of relevant work experience may be substituted for degree requirements.

Labor Category	Minimum Years of Experience	Functional Responsibility	Educational Requirements
Call Center Supervisor	Minimum 1 to 2 years of experience in a Lead Operator position	<p>Responsible for managing the day-to-day operations of the call center during his or her shift. Manages Operators' weekly work schedules and communicates and trains to any changes in policies and procedures that impact the Operators' duties and tasks. Coaches, trains, and monitors the Operators and is instrumental in building morale and promoting a winning team spirit. Supervisors maintain expertise of all operator functions. The Call Center Site Supervisor is both a working supervisor and actively performs the duties of a telephone operator when necessary in order to meet performance metrics.</p> <p>May be required to participate in development, production, distribution, and maintenance of call center standard operating procedures (SOPs). May be required to perform periodic review of the SOPs with staff members as a refresher and when there are changes to the SOPs. May be required to establish work schedules, oversee staffing requirements, monitor the call center environment, and participate in staff training activities.</p> <p>May be required to work with the Project Manager to ensure that the call center is in a constant state of readiness in accordance with facility availability requirements and that telecommunications are maintained in an operable mode. Promptly reports equipment malfunctions to the Project Manager. Provides weekly status report, as required, summarizing operational status, staffing levels, and unusual events (i.e., equipment outages and emergencies).</p> <p>In the event of an emergency, may be required to execute emergency closing procedures for the center, in accordance with standard operating procedure and Emergency Evacuation Procedures. May be required to notify all operators at the call center if they are to report to a backup call center location. The Call Center Operator Supervisor's responsibilities are not limited to and may include the following: Weekly Schedules: Coordinates weekly schedules with the Program Manager and keeps the Attendance Record. Training, Monitoring, Counseling and Evaluations Seating, Faxes, Telegrams, Conference Calls, Signal Pages, etc. Customer Complaints and Trouble</p> <p>May perform other duties as assigned.</p>	High School Diploma or equivalency

Labor Category	Minimum Years of Experience	Functional Responsibility	Educational Requirements
Call Center Lead Operator	Minimum 2 to 5 years of experience as an Operator.	<p>Provides senior call center operator duties and assist the call center supervisors as necessary</p> <p>Duties may require telephone, voice paging, electronic signal and information, trouble reporting, and ordering services.</p> <p>Assists the Operator Supervisor in administrative and monitoring tasks.</p> <p>Possesses the skills to perform Supervisory functions whenever necessary.</p> <p>May be the primary point of contact for scheduling and establishing call center conference calls in addition to performing telephone operator functions.</p> <p>Actively performs the duties of a telephone operator.</p> <p>Responsibilities are not limited to and may include the following:</p> <p>Serves as sole operator on a workstation.</p> <p>Handles incoming and outgoing calls, including long distance and conference calls, in a prompt courteous manner.</p> <p>Responsible for obtaining billing information for toll calls, and rejects unauthorized calls or refer caller to prescribed authorizing official.</p> <p>Responsible for operating any of the positions assigned to an Operator, including answering all incoming calls and processing outgoing calls on a teledirectory network communication telephone console system.</p> <p>Follows instructions given by Supervisors and Program Manager regarding handling heavy volume of traffic pertaining to government and other related agencies, restricted lines and other procedures.</p> <p>Ensures that staff is able to log on and off the scheduling system. Ensure shift schedules are properly staffed and maintains strict adherence to scheduling requirements including holidays.</p> <p>Responds to calls from the public by directing them to the appropriate agency office.</p> <p>May be required to respond to calls that relate to a potential or actual agency-related emergency) by connecting them to the appropriate party, as designated by standard operating procedures.</p> <p>May be required to serve as an Information Operator for a Government agency, supplying numbers, extensions, names, etc., and performing locator services as required. In complex situations, questions callers as necessary to determine the appropriate organizational referral.</p> <p>May be required to operate call center equipment, personal computers, facsimile machines, specialized equipment for audio teleconferencing bridges, telecommunications devices for the deaf (TDD), ISDN telephone instruments, and office furniture necessary for performance of the position.</p> <p>May be required to perform directory and record keeping, including forms, logs, and other records necessary to perform the call center services.</p> <p>May be required to update call center and backup console telephone directory databases.</p> <p>May be required to maintain logs and records of communication activities in accordance with call center standard operating procedures. May perform other duties as assigned.</p>	High school graduate or equivalency.

Labor Category	Minimum Years of Experience	Functional Responsibility	Educational Requirements
Call Center Operator	One (1) year	<p>Duties may require telephone, voice paging, electronic signal, information and trouble reporting, and ordering services. Responsibilities are not limited to and may include the following:</p> <p>Serves as sole operator on a workstation. Handles incoming and outgoing calls, including long distance and conference calls, in a prompt, courteous manner.</p> <p>Obtains proper billing information for toll calls, and rejects unauthorized calls or refers caller to prescribed authorizing official. Adheres to directives given by Supervisors and Program Manager regarding handling heavy volume of traffic pertaining to Government and other related agencies, restricted lines, and other procedures.</p> <p>Obtains information by utilizing a teledirectory network and personal computer. Responds to calls from the public by directing them to the appropriate agency office.</p> <p>May be required to respond to calls that relate to a potential or actual agency-related emergency by connecting them to the appropriate party, as designated by standard operating procedures.</p> <p>May be required to serve as an Information Operator for a Government agency, supplying numbers, extensions, names, etc., and performing locator services as required. In complex situations, questions callers as necessary to determine the appropriate organizational referral.</p> <p>May be required to operate call center equipment, personal computers, facsimile machines, specialized equipment for audio teleconferencing bridges, telecommunications devices for the deaf (TDD), ISDN telephone instruments, and office furniture necessary for performance of the position.</p> <p>May be required to perform directory and record keeping, including forms, logs, and other records necessary to perform the call center services. May be required to update call center and backup console telephone directory databases. May be required to maintain logs and records of communication activities in accordance with call center standard operating procedures.</p> <p>May perform other duties as assigned.</p>	High school graduate or equivalency.
Help Desk Analyst I	0 year	Under general supervision, provides phone and in-person support to users in the areas of electronic mail, directories, standard "shrink wrapped" software applications, network operating systems, hardware dispatch and escalation procedures.	Associate's in computer science or other relevant IT discipline. Two years of relevant work experience may be substituted for degree requirements
Help Desk Analyst II	1 year	Under general supervision, provides phone and in-person support to users in the areas of electronic mail, directories, standard "shrink wrapped" software applications, network operating systems, hardware dispatch and escalation procedures.	Associate's in computer science or other relevant IT discipline. Two years of relevant work experience may be substituted for degree requirements