

## SECTION C

### DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

#### C.1 Background

The General Services Administration, Federal Supply Service (GSA FSS) Small Business Government Wide Acquisition Contract (GWAC) Center, located in Kansas City, Missouri, has responsibility for awarding and administering contracts with small disadvantaged 8(a) firms.

The resultant contracts provide high-quality information technology (IT) solutions. These contracts will enable the federal marketplace to fulfill IT requirements. These contracts also provide the Small Business GWAC Center the opportunity to offer Federal Agencies innovative solutions that deliver best value to support their missions worldwide.

#### C.2 Scope – General

The term of this contract shall be a 3-year base with two, 2-year options for a total contract period of seven years.

The solicitation will result in Multiple Award Indefinite Delivery Indefinite Quantity (MAIDIQ) contracts. **Agencies wishing to obtain direct order authority must obtain written authorization from the Small Business GWAC Center prior to the issuance of any orders.**

The Government shall order IT services under this contract by means of task orders with specifically defined requirements, deliverable products, and schedules. The contractor shall perform work under this contract only as directed in orders issued by an authorized Contracting Officer.

#### C.3 Scope

For all task orders issued against the contract, the contractor shall provide information technology and network solutions at or below the fully burdened ceiling rates established in Section B under the resultant contract. This procurement will be set-aside for 8(a) businesses with the following North American Industrial Classification System (NAICS) codes, which can also be downloaded from <http://www.census.gov/epcd/naics02/naicod02.htm>

FA 1: NAICS code 541511 – Custom Computer Programming Services

FA 2: NAICS code 541512 – Computer Systems Design Services

FA 3: NAICS code 541513 – Computer Facilities Management Services

FA 4: NAICS code 518210 – Data Processing, Hosting and Related Services

FA 5: NAICS code 541519 – Other Computer Related Services  
FA 6: NAICS code 516110 –Internet Publishing and Broadcasting  
FA 7: NAICS code 519190 – All Other Information Services  
FA 8: NAICS code 517110 – Wired Telecommunications Carriers

Contractors may bid individually for separate contracts in any of the functional areas.

## **FUNCTIONAL AREAS (FA) DESCRIPTIONS**

### **FA1 - 541511 Custom Computer Programming Services.**

This U.S. industry comprises establishments primarily engaged in writing, modifying, testing, and supporting software to meet the needs of a particular customer.

Business Categories --

- Applications Software Programming Services
- Computer Program or Software Development
- Computer Programming Services
- Computer Software Support Services
- Database Design/Generation
- Legacy Interfaces/Data Migration
- Software Analysis and Design
- Software Programming
- Software Testing
- Web Design

### **FA2 - 541512 Computer Systems Design Services.**

This U.S. industry comprises establishments primarily engaged in planning and designing computer systems that integrate computer hardware, software, and communication technologies. The hardware and software components of the system may be provided by this establishment or company as part of integrated services or may be provided by third parties or vendors. These establishments often install the system and train and support users of the system.

Business Categories --

- Business Process Reengineering (BPR)
- Cabling & Wiring
- Computer-Aided Design (CAD) Services
- Computer-Aided Engineering (CAE) Services
- Computer-Aided Manufacturing (CAM) Services
- Computer Hardware Consulting Services
- Computer Software Consulting Services
- Computer Systems Integration Analysis and Design

- Computer Systems Integration Design Consulting
- Configuration Management
- Enterprise Architecture Development
- Enterprise Resource Planning (ERP)
- Hardware
- IT Capital Planning Management
- LAN/WAN Design
- Network Design & Installation
- Network Systems Integration
- Systems Analysis
- Systems Integration

**FA3 - 541513 Computer Facilities Management Services.**

This U.S. industry comprises establishments primarily engaged in providing on-site management and operation of clients' computer systems and/or data processing facilities. Establishments providing computer systems or data processing facilities support services are included in this industry.

Business Categories --

- Computer Operations/Support
- Computer Systems Facilities Services
- Data Processing Facilities Services
- End User Support
- Equipment Inventory & Maintenance
- Facilities Management, Operation, & Support
- Facilities Planning
- Hardware/Software Maintenance
- Help Desk
- Network Management

**FA4 - 518210 Data Processing, Hosting and Related Services.**

This industry comprises establishments primarily engaged in providing infrastructure for hosting or data processing services. These establishments may provide specialized hosting activities, such as web hosting, streaming services or application hosting, provide application service provisioning, or may provide general time-share mainframe facilities to clients. Data processing establishments provide complete processing and specialized reports from data supplied by clients or provide automated data processing and data entry services.

Business Categories --

- Application Hosting
- Application Service Providers (ASPs)
- Automated Data Processing

- Computer Input Preparation
- Data Capture Imaging Services
- Data Entry Services
- Data Processing
- Data Warehousing
- Document Imaging
- Electronic Data Processing
- Media Streaming
- Microfiche/Microfilm Services
- Scanning Services
- Storage Area Networks
- Web Hosting

**FA5 - 541519 Other Computer Related Services.**

This U.S. industry comprises establishments primarily engaged in providing computer related services (except custom programming, systems integration design, and facilities management services). Establishments providing computer disaster recovery services or software installation services are included in this industry.

Business Categories --

- Computer Disaster Recovery
- Contingency Planning
- Disaster Preparedness/Recovery
- Documentation
- Information Assurance and Security
- Independent Verification & Validation
- Software Installation
- Virus Detection/Recovery

**FA6 - 516110 Internet Publishing and Broadcasting.**

This industry comprises establishments engaged in publishing and/or broadcasting content on the Internet exclusively. These establishments do not provide traditional (non-Internet) versions of the content that they publish or broadcast. Establishments in this industry provide textual, audio, and/or video content of general or specific interest on the Internet.

Business Categories --

- Broadcasting exclusively on the Internet
- Internet Broadcasting
- Internet Video Broadcast
- Special Interest Portals
- Video Broadcasting, exclusively on the Internet
- Web Broadcasting

#### **FA7 - 519190 All Other Information Services.**

This industry comprises establishments primarily engaged in providing other information services (except news syndicates and libraries and archives).

Business Categories --

- Call Centers
- Distance Learning
- E-Commerce
- Telephone-Based Recorded Information Services
- Video Conferencing

#### **FA8 - 517110 Wired Telecommunications Carriers.**

This industry comprises establishments engaged in (1) operating and maintaining switching and transmission facilities to provide point-to-point communications via landlines, microwave, or a combination of landlines and satellite linkups or (2) furnishing telegraph and other non-vocal communications using their own facilities.

Business Categories --

- Facilities-Based Telecommunications Carriers (except wireless)
- Local Telephone Carriers (except wireless)
- Long-Distance Telephone Carriers
- Telecommunications Carriers
- Telecommunications Networks
- Telegram Services
- Telephone Installation Services

#### **C.4 Statement of Work**

The contractor shall furnish a comprehensive solution for client requirements to include, but are not limited to, all personnel, materials, services, facilities, and management necessary to perform the requirements as set forth in this contract and all orders issued under this contract.

#### **C.5 Delivery Instructions**

Additional delivery instructions for hardware/software and services will be specified in individual orders, as necessary.

## **C.6 Definitions**

### **C.6.1 Administrative Contracting Officer (ACO)**

The Administrative Contracting Officer (ACO) is a Government official delegated contract administration responsibility, which includes the authority to issue and modify orders. Contracting officers for ordering agencies wishing to obtain direct order authority shall be assigned the ACO function.

### **C.6.2 Procuring Contracting Officer (PCO)**

The PCO is the Government Contracting Officer with full responsibility over this contract and whose name is listed on the SF 33, used to effect award of the contract. The PCO performs all of the functions related to award and administration of the contract including the issuing of contract modifications, exercising contract options and terminating the contract.

### **C.6.3 Client Agency**

Client agencies include all agencies, departments, boards, bureaus, commissions, and independent establishments, including wholly owned and quasi-Government corporations in the legislative, judicial, and executive branches of the federal government as authorized in GSA Order ADM 4800.2E.

### **C.6.4 Client Representative (CR)**

The client agency shall assign a Client Representative (CR) to each order. The CR is responsible for monitoring technical performance under orders for the client agency and supporting the GSA ITM/ITR. The CR has no express or apparent authority under the contract to make commitments for the Government or authorize changes to the contract or order terms and conditions.

### **C.6.5 FTS Client Support Centers (CSC)**

Within GSA, Federal Technology Service (FTS), national and regional Client Support Centers (CSC) work with the Small Business GWAC Center to provide value added technical and acquisition support services to Government clients interested in fulfilling their requirements via the 8(a) FAST<sup>2</sup> contracts. CSCs provide direct client interface and support, issue and manage orders against the contract, and deliver (resell) solutions to clients. There are 5 national and 11 regional FTS CSCs. A listing of these locations and points of contact may be downloaded from the website at <http://www.gsa.gov/gwacs>.

### **C.6.6 FTS Information Technology Manager (ITM) and FTS Information Technology Representative (ITR)**

The GSA FTS ITMs/ITRs are located within the Regional Client Support Centers and provide technical advice and assistance to clients in identifying and defining requirements. On orders issued by GSA FTS, the ITM/ITR acts as the technical liaison between the Government and the contractor and between the client agency and the CO.

### **C.6.7 Other Direct Costs (ODCs)**

Other Direct Costs (ODCs) are those costs incurred by the contractor (when authorized by an order) to obtain supplies or services, including hardware, software, training, subcontractor costs, etc. All ODCs must be itemized to the maximum extent possible on individual orders. ACOs shall determine price reasonableness for all ODCs proposed under the order.

### **C.6.8 Task Order**

"Task order" means an order for services placed against an established contract or with Government sources.