

General Services Administration General Purpose Commercial Information Technology (IT) Equipment, Software & Services

Authorized Federal Supply Schedule Price List



Contractor:



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Falls Church, VA 22042
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www.centechgroup.com

DUNS Number: 191341627

CAGE Code: OJLA1

TAX ID: 54-1468652

Contract POC:

Lucy R. Aguinaldo, Executive Director of
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**FEDERAL SUPPLY SERVICE
AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST GENERAL
PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT,
SOFTWARE AND SERVICES**

SIN 132-33 PERPETUAL SOFTWARE LICENSE & MAINTENANCE

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Large Scale Computers and Microcomputers Application Software

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

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

FPDS Code D301 IT Facility Operation and Maintenance

FPDS Code D302 IT Systems Development Services FPDS Code D306 IT
Systems Analysis Services

FPDS Code D307 Automated Information System FPDS Code D308 Programming
Services

FPDS Code D310 IT Backup and Security Services

FPDS Code D311 IT Data Conversion Services FPDS Code D316 IT Network
Management Services

FPDS Code D317 Creation/Retrieval of IT Related Au

Other Information Services (All other information services belong under Schedule 76)

FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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

NOTE 2: Offerors and Agencies are advised that the Group 80 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services

THE CENTECH GROUP, Inc.

6402 Arlington Blvd., 10th Floor, Falls Church, Virginia 22042-2356

Telephone: 703-525-4444

Facsimile: 703-525-2349

Internet Web Site: www.CENTECHGROUP.com

Contract Number: 47QTCA18D00GB

Contract Period of Performance: July 13, 2018 –July 12, 2023

General Services
Administration Federal
Acquisition Service

Pricelist current through Modification

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



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Training Specialist 1:	40
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Customer Information

- 1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)
132-33 and 132-51
- 1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:
132-33: SM025 \$2,392.95
132-51: Network Specialist 1 \$32.59
- 1c. HOURLY RATES: See Labor Rate Table
- 2. MAXIMUM ORDER: \$500,000 for SINs 132-33 and 132-51
- 3. MINIMUM ORDER: \$100
- 4. GEOGRAPHIC COVERAGE: Domestic Delivery
- 5. POINT(S) OF PRODUCTION: US
- 6. DISCOUNT FROM LIST PRICES: Prices shown herein are Net (discounts deducted).
- 7. QUANTITY DISCOUNT: None
- 8. PROMPT PAYMENT TERMS: Net 30 Days
- 9.a Government Purchase Cards must be accepted at or below the micro-purchase threshold.
- 9.b Government Purchase Cards are not accepted above the micro-purchase threshold.
- 10. FOREIGN ITEMS: Not Applicable
- 11a. TIME OF DELIVERY:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-33	30 Days
132-51	As Negotiated
- 11b. EXPEDITED DELIVERY: As Negotiated
- 11c. OVERNIGHT AND 2-DAY DELIVERY: As Negotiated
- 11d. URGENT REQUIRMENTS: As Negotiated
- 12. FOB POINT: Destination



- 13a. ORDERING ADDRESS:
THE CENTECH GROUP, Inc.
Attn: Lucy R. Aguinaldo – Executive Director of Contracts
6402 Arlington Blvd., 10th Floor
Falls Church, VA 22042-2356
- 13b. ORDERING PROCEDURES: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3
14. PAYMENT ADDRESS:
THE CENTECH GROUP, Inc.
Attn: Accounts Receivable
6402 Arlington Blvd., 10th Floor
Falls Church, VA 22042-2356
15. WARRANTY PROVISION: CENTECH SecurityManager[®] – 30 Days
16. EXPORT PACKING CHARGES: Not Applicable
17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: Not Applicable
18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR: Not Applicable
19. TERMS AND CONDITIONS OF INSTALLATION: Not Applicable
20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES: Not Applicable
- 20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Not Applicable
21. LIST OF SERVICE AND DISTRIBUTION POINTS: Not Applicable
22. LIST OF PARTICIPATING DEALERS: Not Applicable
23. PREVENTIVE MAINTENANCE: 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: Not Applicable
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25. DUNS NUMBER: 19-134-1627

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) REGISTRATION DATABASE: THE CENTECH GROUP, Inc. is current in SAM



Terms and Conditions Applicable to Perpetual Software Licenses and Maintenance (SIN 132-33) of General Purpose Commercial Information Technology

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.
- 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. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)
- 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 703-525-444 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 9 am to 5 pm.

5) SOFTWARE MAINTENANCE

- a) Software maintenance is defined as:

Software Maintenance as a Product (SIN 132-33)

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.

- b) Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). **PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.**

6) UTILIZATION LIMITATIONS - (132-33)

- 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:
 - i) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
 - ii) 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.
 - iii) 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



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- 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.
- iv) 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.
 - v) "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.

7) SOFTWARE CONVERSIONS - (132-33)

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 perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version.

8) 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.

9) RIGHT-TO-COPY PRICING

Not Applicable

**CENTECH SECURITYMANAGER®**

PRODUCT NAME	PRODUCT DESCRIPTION	GSA PRICE	WARRANTY
CENTECH SecurityManager® Version 4	Includes First 10 users, PERSEC Module and Contract Module	\$338,166.50	30 Days
Annual Maintenance First 10 Users	Annual Maintenance for First 10 Users	\$100,537.28	1 Year
Additional 10 System Users	Each Additional 10 System Users	\$31,586.90	30 Days
Annual Maintenance - Additional 10 System Users	Annual Maintenance - Additional 10 System Users	\$11,362.67	1 Year
eDelivery Module	eDelivery Module	\$126,347.61	30 Days
Annual Maintenance - eDelivery Module	Annual Maintenance - eDelivery Module	\$37,563.53	1 Year
eAdjudication Module	eAdjudication Module	\$126,347.61	30 Days
Annual Maintenance - eAdjudication Module	Annual Maintenance - eAdjudication	\$37,563.53	1 Year
Classified Visit Module	Incoming and Outgoing Classified Visit Module	\$157,934.51	30 Days
Annual Maintenance - Classified Visit Module	Annual Maintenance - Classified Visit Module	\$46,954.41	1 Year
Information Security Module	Information Security Module	\$129,959.04	30 Days
Annual Maintenance - Information Security Module	Annual Maintenance - Information Security Module	\$38,987.81	1 Year
Foreign National Visitor Module	Foreign National Visitor Module	\$129,959.04	30 Days
Annual Maintenance - Foreign National Visitor Module	Annual Maintenance - Foreign National Visitor Module	\$38,987.81	1 Year
Credentialing Module	Credentialing Module	\$210,579.35	30 Days



PRODUCT NAME	PRODUCT DESCRIPTION	GSA PRICE	WARRANTY
Annual Maintenance - Credentialing Module	Annual Maintenance - Credentialing Module	\$62,605.24	1 Year
Anti-Terrorism Module	Anti-Terrorism Module	\$157,934.51	30 Days
Annual Maintenance - Anti-Terrorism Module	Annual Maintenance - Anti-Terrorism Module	\$46,954.41	1 Year
Investigations and Intelligence Module	Investigations and Intelligence Module	\$157,934.51	30 Days
Annual Maintenance - Investigations and Intelligence Module	Annual Maintenance - Investigations and Intelligence Module	\$46,954.41	1 Year
Emergency Management Module	Emergency Management Module	\$157,934.51	30 Days
Annual Maintenance - Emergency Management Module	Annual Maintenance - Emergency Management Module	\$46,954.41	1 Year
CENTECH SecurityManager® Test and Training System	CENTECH SecurityManager® Test and Training System	\$36,851.39	30 Days
Annual Maintenance - CENTECH SecurityManager® Test and Training System	Annual Maintenance - CENTECH SecurityManager® Test and Training System	\$10,975.01	1 Year
User Training	User Training - per Day	\$2,392.95	None



Terms and Conditions Applicable to Information Technology (IT) Professional Services (SIN-132-51)

1. SCOPE

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

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April2000)

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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



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

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

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

- b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place



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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted.

Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (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—
 - The offeror;
 - Subcontractors; and/or
 - 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 SERVICES AND PRICING

Labor Category	Year 1 July 13, 2018 -July 12, 2019	Year 2 July 13, 2019 -July 12, 2020	Year 3 July 13, 2020 – July 12, 2021	Year 4 July 13, 2021 -July 12, 2022	Year 5 July 13, 2022 -July 12, 2023
Project Manager 1	\$60.36	\$62.17	\$64.04	\$65.96	\$67.94
Project Manager 2	\$62.21	\$64.07	\$65.99	\$67.97	\$70.01
Project Manager 3	\$99.65	\$102.64	\$105.72	\$108.89	\$112.16
Project Manager 4	\$177.58	\$182.90	\$188.39	\$194.04	\$199.86
Senior Operations Manager	\$160.08	\$164.88	\$169.83	\$174.92	\$180.17
Program Manager 1	\$127.74	\$131.57	\$135.52	\$139.59	\$143.77
Program Analyst Support	\$95.49	\$98.36	\$101.31	\$104.35	\$107.48
IT Analyst Management Support	\$84.96	\$87.51	\$90.13	\$92.83	\$95.62
Information Systems Management Support	\$86.57	\$89.16	\$91.84	\$94.59	\$97.43
IT Certified Professional	\$103.48	\$106.58	\$109.78	\$113.08	\$116.47
Computer Scientist	\$143.41	\$147.71	\$152.14	\$156.71	\$161.41
IT Subject Matter Expert 1	\$135.53	\$139.60	\$143.79	\$148.10	\$152.54
IT Subject Matter Expert 2	\$167.79	\$172.82	\$178.01	\$183.35	\$188.85
IT Subject Matter Expert 3	\$197.48	\$203.41	\$209.51	\$215.79	\$222.27
IT Subject Matter Expert 4	\$252.97	\$260.56	\$268.38	\$276.43	\$284.72
Configuration Management Specialist 1	\$107.08	\$110.30	\$113.61	\$117.01	\$120.52



Labor Category	Year 1 July 13, 2018 -July 12, 2019	Year 2 July 13, 2019 -July 12, 2020	Year 3 July 13, 2020 – July 12, 2021	Year 4 July 13, 2021 -July 12, 2022	Year 5 July 13, 2022 -July 12, 2023
Configuration Management Specialist 2	\$133.19	\$137.19	\$141.30	\$145.54	\$149.91
Configuration Management Specialist 4	\$161.38	\$166.22	\$171.21	\$176.35	\$181.64
Data Architect 2	\$121.30	\$124.94	\$128.69	\$132.55	\$136.53
Data Architect 3	\$167.04	\$172.05	\$177.21	\$182.53	\$188.00
Helpdesk Specialist 1	\$38.09	\$39.24	\$40.41	\$41.63	\$42.88
Helpdesk Specialist 2	\$45.73	\$47.10	\$48.51	\$49.97	\$51.47
Helpdesk Specialist 3	\$94.62	\$97.46	\$100.39	\$103.40	\$106.50
Helpdesk Specialist 4	\$116.19	\$119.67	\$123.26	\$126.96	\$130.77
IA/Security Specialist 1	\$41.23	\$42.47	\$43.75	\$45.06	\$46.41
IA/Security Specialist 2	\$65.63	\$67.60	\$69.63	\$71.72	\$73.87
IA/Security Specialist 3	\$107.43	\$110.65	\$113.97	\$117.39	\$120.91
IA/Security Specialist 4	\$142.42	\$146.70	\$151.10	\$155.63	\$160.30
Database Specialist 1	\$90.81	\$93.54	\$96.34	\$99.23	\$102.21
Database Specialist 2	\$115.11	\$118.57	\$122.12	\$125.79	\$129.56
Database Specialist 3	\$115.17	\$118.63	\$122.18	\$125.85	\$129.63
Database Specialist 4	\$149.35	\$153.84	\$158.45	\$163.20	\$168.10
Database Administrator 1	\$64.16	\$66.09	\$68.07	\$70.11	\$72.21
Database Administrator 2	\$111.51	\$114.85	\$118.30	\$121.85	\$125.50
Database Administrator 3	\$121.37	\$125.01	\$128.76	\$132.63	\$136.61
Network Administrator 1	\$58.70	\$60.46	\$62.28	\$64.14	\$66.07
Network Administrator 2	\$79.51	\$81.89	\$84.35	\$86.88	\$89.48
Network Administrator 3	\$84.48	\$87.02	\$89.63	\$92.32	\$95.09
Network Administrator 4	\$91.22	\$93.95	\$96.77	\$99.67	\$102.67
Network Specialist 1	\$32.59	\$33.57	\$34.58	\$35.62	\$36.69
Network Specialist 2	\$37.45	\$38.58	\$39.73	\$40.93	\$42.15
Network Specialist 3	\$45.73	\$47.10	\$48.51	\$49.97	\$51.47
Network Specialist 4	\$88.48	\$91.14	\$93.87	\$96.69	\$99.59



Labor Category	Year 1 July 13, 2018 -July 12, 2019	Year 2 July 13, 2019 -July 12, 2020	Year 3 July 13, 2020 – July 12, 2021	Year 4 July 13, 2021 -July 12, 2022	Year 5 July 13, 2022 -July 12, 2023
Network Engineer 1	\$65.20	\$67.15	\$69.17	\$71.24	\$73.38
Network Engineer 2	\$87.42	\$90.04	\$92.74	\$95.52	\$98.39
Network Engineer 3	\$99.91	\$102.90	\$105.99	\$109.17	\$112.44
Network Technician 1	\$77.22	\$79.54	\$81.93	\$84.39	\$86.92
Network Technician 2	\$111.17	\$114.51	\$117.94	\$121.48	\$125.13
Network Technician 3	\$121.59	\$125.24	\$128.99	\$132.86	\$136.85
Programmer/Developer	\$119.60	\$123.19	\$126.89	\$130.69	\$134.62
Software Engineer 2	\$128.14	\$131.98	\$135.94	\$140.02	\$144.22
Systems Engineer 1	\$65.83	\$67.81	\$69.84	\$71.93	\$74.09
Systems Engineer 2	\$101.65	\$104.70	\$107.84	\$111.08	\$114.41
Systems Engineer 3	\$141.30	\$145.54	\$149.90	\$154.40	\$159.03
Web Designer 1	\$61.63	\$63.48	\$65.39	\$67.35	\$69.37
Web Designer 2	\$148.40	\$152.85	\$157.43	\$162.16	\$167.02
Web Designer 3	\$100.76	\$103.79	\$106.90	\$110.11	\$113.41
Web Content Analyst	\$106.70	\$109.90	\$113.20	\$116.59	\$120.09
Administrative Assistant 1	\$36.11	\$37.19	\$38.31	\$39.46	\$40.64
Administrative Assistant 2	\$66.20	\$68.18	\$70.23	\$72.33	\$74.50
Administrative Assistant 3	\$82.00	\$84.46	\$87.00	\$89.61	\$92.30
Application Developer 1	\$92.25	\$95.02	\$97.87	\$100.81	\$103.83
Application Developer 2	\$114.24	\$117.67	\$121.20	\$124.84	\$128.58
Application Developer 3	\$144.71	\$149.06	\$153.53	\$158.13	\$162.88
Application Developer 4	\$214.26	\$220.68	\$227.31	\$234.12	\$241.15
Application Systems Analyst 1	\$83.88	\$86.40	\$88.99	\$91.66	\$94.41
Application Systems Analyst 2	\$90.35	\$93.06	\$95.85	\$98.73	\$101.69
Application Systems Analyst 3	\$98.17	\$101.11	\$104.15	\$107.27	\$110.49
Application Systems Analyst 4	\$171.70	\$176.85	\$182.16	\$187.62	\$193.25



Labor Category	Year 1 July 13, 2018 -July 12, 2019	Year 2 July 13, 2019 -July 12, 2020	Year 3 July 13, 2020 – July 12, 2021	Year 4 July 13, 2021 -July 12, 2022	Year 5 July 13, 2022 -July 12, 2023
Hardware Engineer 1	\$87.41	\$90.03	\$92.73	\$95.51	\$98.38
Hardware Engineer 2	\$110.63	\$113.95	\$117.37	\$120.89	\$124.51
Hardware Engineer 3	\$137.77	\$141.91	\$146.16	\$150.55	\$155.06
Hardware Engineer 4	\$171.83	\$176.98	\$182.29	\$187.76	\$193.39
QA Specialist 1	\$103.25	\$106.35	\$109.54	\$112.83	\$116.21
QA Specialist 2	\$109.81	\$113.10	\$116.50	\$119.99	\$123.59
QA Specialist 3	\$136.06	\$140.15	\$144.35	\$148.68	\$153.14
QA Specialist 4	\$193.58	\$199.39	\$205.37	\$211.53	\$217.88
QA Engineer 1	\$71.09	\$73.23	\$75.42	\$77.69	\$80.02
QA Engineer 2	\$80.53	\$82.95	\$85.44	\$88.00	\$90.64
QA Engineer 3	\$116.24	\$119.72	\$123.32	\$127.02	\$130.83
Technical Writer/Editor	\$79.64	\$82.03	\$84.49	\$87.03	\$89.64
Training Specialist 1	\$69.44	\$71.53	\$73.67	\$75.88	\$78.16
Training Specialist 2	\$75.81	\$78.09	\$80.43	\$82.84	\$85.33
Training Specialist 3	\$81.93	\$84.39	\$86.92	\$89.53	\$92.22



Labor Descriptions

Project Manager 1:

Minimum Education/Experience: Bachelor's degree and six(6) years of experience

Functional Responsibility: Provides senior leadership for large projects or a significant segment of a large project. Translates customer requirements into formal agreements and plans that culminate in customer acceptance of results while meeting business objectives. Oversees the development of the proposed solution. Performs as the project lead in initiating, planning, controlling, executing, and closing tasks of a project or a segment of a project to produce an acceptable solution. Uses the concepts defined ANSI/PMI Standard 99-001-2008 to ensure project objectives are met. Analyzes new and complex project-related problems and creates innovative solutions to the customer's requirements.

Project Manager 2:

Minimum Education/Experience: Bachelor's degree and eight (8) years of experience

Functional Responsibility: Leads team on large projects or significant segment of large complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources. Oversees all aspects of projects.

Project Manager 3:

Minimum Education/Experience: Bachelor's degree and ten (10) years of experience

Functional Responsibility: Tracks and manages project planning, requirements/criteria development, design, execution, schedule, quality, risk and communications amongst project stakeholders to ensure efficient project execution. Coordinates all activities for ensuring a unified effort towards realizing overall project objectives and timelines. Maintains communication with project sponsors and management on all aspects of the project. Maintains a detailed issue log throughout all project phases.

Project Manager 4:

Minimum Education/Experience: Bachelor's degree and 12 years of experience

Functional Responsibility: Leads team on large projects or significant segment of large complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for



application selection, systems development, systems maintenance, and production activities and for necessary support resources. Oversees all aspects of projects.

Senior Operations Manager:

Minimum Education/Experience: Bachelor's degree and nine (9) years of experience

Functional Responsibility: Manages all aspects of the daily operation for data network(s) in either a stand-alone data network environment in a voice and data separated network environment. Develops project plans for the implementation of new telecommunications technology and systems. Directs technical analysis of complex software, hardware, and transmission systems. Coordinates with vendors involved in providing communication activities.

Program Manager 1:

Minimum Education/Experience: Bachelor's degree and seven (7) years of experience

Functional Responsibility: Under indirect supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program consisting of a set of closely related projects. Oversees the fiscal, schedule, scope, operational, administrative and resource management of the program. Serves as the principal representative of the program to external entities; provides day-to-day technical/professional guidance and leadership as appropriate

Program Analyst Support:

Minimum Education/Experience: Bachelor's degree and ten (10) years of experience

Functional Responsibility: Assists the government in surfacing, analyzing and resolving scheduling and process related problems. Recommends and devises implementation strategy, process changes and improved production methods to increase efficiency of the department. Utilize industry standard process improvement methodology such as Jonah, Contiguous Process Improvement (CPI), Lean and Six Sigma to reduce waste, improve and develop new processes, reduce errors, surface issues and increase overall productivity within the department. On a regular basis, conducts relevant process improvement training.

IT Analyst Management Support:

Minimum Education/Experience: Bachelor's degree and two (2) years of experience

Functional Responsibility: Assists and supports in developing a strategy for implementation of IT and telecommunications infrastructure, including: IT systems, networks, telecommunications, voice services, data centers and area distribution nodes. Provides technical assistance with software installations, hardware configurations, and communication networking to support daily IPMO operations. Assists with the development of installation support IT and telecommunications requirements. Assists in preparation of IT and telecommunication implementation plans, cost estimates, budget and spend plans. Coordinates and organizes IT related communications across stakeholders. Performs general research and analysis, including providing other general ad-hoc support.



Information Systems Management Support:

Minimum Education/Experience: Bachelor's degree and four (4) years of experience

Functional Responsibility: Integrates, automates and maintains process workflows to enable expeditious and traceable process execution. These features shall include automated review and approval, electronic checklists, and change tracking. Integrate, automate and maintain program status and reporting features to ensure efficient, real-time program reporting of project and program metrics. Assists in the development of executive level briefing material which communicates program plans, status and historical data to program stakeholders. Provides recommendations and technology driven solutions to more effectively manage workflow in the planning, execution, monitoring and controlling of the overall program.

IT Certified Professional:

Minimum Education/Experience: Bachelor's degree and seven (7) years of experience

Functional Responsibility: Responsible for the most complex testing and analysis of all elements of the network facilities including: power, software, communications devices, lines, modems and terminals. Monitors and controls the performance and status of the network resources. May function in a lead capacity within the department. Provides guidance and direction for less experienced personnel

Computer Scientist:

Minimum Education/Experience: Bachelor's degree and eight (8) years of experience

Functional Responsibility: Acts as a senior consultant in complex or mission critical client requirements. Develops, modifies, and applies computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participates in all phases of scientific and engineering projects such as research, design, development, testing, modeling, simulating, training, and documentation.

IT Subject Matter Expert 1:

Minimum Education/Experience: Bachelor's degree and four (4) years of experience

Functional Responsibility: Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Possesses and applies expertise on multiple complex work assignments. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical



principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Contributes to deliverables and performance metrics where applicable.

IT Subject Matter Expert 2:

Minimum Education/Experience: Bachelor's degree and six (6) years of experience

Functional Responsibility: Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Possesses and applies a comprehensive knowledge across key tasks and high-impact assignments. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Plans and leads major technology assignments. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Evaluates performance results and recommends major changes affecting short-term project growth and success. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Functions as a technical expert across multiple project assignments. May supervise others.

IT Subject Matter Expert 3:

Minimum Education/Experience: Bachelor's degree and eight (8) years of experience

Functional Responsibility: Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides expert support to a functional technical area of the project. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Possesses a comprehensive knowledge of the products and technologies used as part of the proposed solution. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Plans, develops and leads solutions to complex problems within domain of expertise affecting short-term and long-term growth and success of the project. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Directs and controls activities on a project or program level,



having responsibility to ensure that functional and non-functional requirements are met. Interactions involve technical team and client stakeholders. May supervise others.

IT Subject Matter Expert 4:

Minimum Education/Experience: Bachelor's degree and ten (10) years of experience

Functional Responsibility: Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Decision making, and domain knowledge may have a critical impact on overall project implementation. May supervise others.

Configuration Management Specialist 1:

Minimum Education/Experience: Bachelor's degree and four (4) years of experience

Functional Responsibility: Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

Configuration Management Specialist 2:

Minimum Education/Experience: Bachelor's degree and seven (7) years of experience

Functional Responsibility: Responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted Army baseline(s) standards. Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action. Trains personnel by conducting workshops and seminars on the proper methodology to



maintain a proactive Configuration Management program. Provides daily support and direction to staff as to change status requirements, deadlines, and problems.

Configuration Management Specialist 4:

Minimum Education/Experience: Bachelor's degree and ten (10) years of experience

Functional Responsibility: Provides configuration management planning. Establishes goals and plans that meet project objectives. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Decision making, and domain knowledge may have a critical impact on overall project implementation. May supervise others.

Data Architect 2:

Minimum Education/Experience: Bachelor's degree and seven (7) years of experience

Functional Responsibility: Works in a data warehouse environment that includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Responsible for developing data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Conducts data cleaning to rid the system of old, unused, or duplicate data. Reviews object and data models and the metadata repository to structure the data for better management and quicker access. May include development and/or maintenance of the metadata environment.

Data Architect 3:

Minimum Education/Experience: Bachelor's degree and nine (9) years of experience

Functional Responsibility: Designs and builds relational databases. Performs data access analysis design, and archive/recovery design and implementation. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, and metadata repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Reviews and develops object and data models and the metadata repository to structure the data for better management and quicker access.

Help Desk Specialist 1:

Minimum Education/Experience: High school diploma and one (1) year of experience

Functional Responsibility: Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of help desk and serves



as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interacts with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties.

Help Desk Specialist 2:

Minimum Education/Experience: Bachelor's degree and one (1) year of experience

Functional Responsibility: Under general direction, provides second-tier support to end-users for PC, server, mainframe applications, and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.

Help Desk Specialist 3:

Minimum Education/Experience: Bachelor's degree and two (2) years of experience

Functional Responsibility: Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interacts with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

Help Desk Specialist 4:

Minimum Education/Experience: Bachelor's degree and four (4) years of experience.

Functional Responsibility: Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and



personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interacts with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Functions as a technical expert across multiple project assignments. May supervise others.

Information Assurance (IA)/Security Specialist 1:

Minimum Education/Experience: Bachelor's degree and two (2) years of experience

Functional Responsibility: Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Provides for the development, design, and implementation of information assurance solutions.

Coordinates with client representatives to establish and define programs, resources, and risks.

Applies expertise to Government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.

Information Assurance (IA)/Security Specialist 2:

Minimum Education/Experience: Bachelor's degree and four (4) years of experience

Functional Responsibility: Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Provides leadership and guidance in the development, design, and application of solutions implemented by mid-level and junior staff members. Coordinates with senior client representatives to establish and define programs, resources, and risks. Applies expertise to Government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Possesses an expert understanding of government security policy.

Information Assurance (IA)/Security Specialist 3:

Minimum Education/Experience: Bachelor's degree and six (6) years of experience

Functional Responsibility: Under general supervision, uses current information security technology disciplines and practices to ensure the confidentiality, integrity and availability of corporate information assets in accordance with established standards and procedures. Develops and maintains knowledgebase on changing regulatory, threat, and technology landscapes to continually develop or maintain security policies and standards and ensure compliance throughout the organization.

Information Assurance (IA)/Security Specialist 4:

Minimum Education/Experience: Bachelor's degree and eight (8) years of experience



Functional Responsibility: Under general direction, responsible for all activities relating to information assurance procedures and systems. Develops information systems assurance programs and control guidelines. Confers with and advises subordinates on administrative policies and procedures and resolving technical problems, priorities, and methods. Consults with and advises other sections regarding internal controls and security procedures. Prepares activity and progress reports relating to the information systems audit function.

Database Specialist 1:

Minimum Education/Experience: Bachelor's degree and four (4) years of experience

Functional Responsibility: Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Work is performed under supervision.

Database Specialist 2:

Minimum Education/Experience: Bachelor's degree and seven (7) years of experience

Functional Responsibility: Participates in the design, creation, and maintenance of computerized databases. Responsible for the quality control and auditing of databases to ensure accurate and appropriate use of data. Consults with and advises users on access, works directly with users to resolve data conflicts and inappropriate data usage, and directs the maintenance and use of the enterprise architecture encyclopedia. Consults with SA programming personnel to resolve system performance issues. Responsible for the installation, maintenance, configuration, and integrity of SA. Implements application enhancements that will improve the reliability and performance of the application. Works with network engineers to schedule installations and upgrades and maintains them in accordance with established IT policies and procedures. Responsible for file maintenance, control, and product support and facilitates change control, problem management, and communication among architects, engineers, and analysts. Establishes and enforces processes to ensure a consistent, well-managed, and well-integrated application infrastructure. Develops appropriate application and process documentation. Expertise with the BEA SA repository and its internal structure, Visual Basic, SA macros, Windows XT server, SQL server, and DoDAF modeling methodology.



Database Specialist 3:

Minimum Education/Experience: Bachelor's degree and eight (8) years of experience

Functional Responsibility: Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Functions as a technical expert across multiple project assignments. May supervise others.

Database Specialist 4:

Minimum Education/Experience: Bachelor's degree and ten (10) years of experience.

Functional Responsibility: Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

Database Administrator 1:

Minimum Education/Experience: Bachelor's degree and three (3) years of experience

Functional Responsibility: Administers computer databases. Confers with peers and superiors on administrative policies and procedures, technical problems, priorities and methods. Consults



with and advises users of the various databases. Prepares activity and progress reports regarding the database management section. Must have skill using Microsoft Access.

Database Administrator 2:

Minimum Education/Experience: Bachelor's degree and five (5) years of experience

Functional Responsibility: Administers computer databases. Assigns contractor-supplied personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Consults with and advises users of the various databases. Prepares activity and progress reports regarding the database management section. Must have skill using Microsoft Access.

Database Administrator 3:

Minimum Education/Experience: Bachelor's degree and seven (7) years of experience

Functional Responsibility: Administers computer databases. Assigns contractor-supplied personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Consults with and advises users of the various databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Prepares activity and progress reports regarding the database management section. Must have skill using Microsoft Access.

Network Administrator 1:

Minimum Education/Experience: Bachelor's degree and two (2) years of experience

Functional Experience: Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision.

Network Administrator 2:

Minimum Education/Experience: Bachelor's degree and four (4) years of experience

Functional Experience: Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan.



Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision.

Network Administrator 3:

Minimum Education/Experience: Bachelor's degree and six (6) years of experience

Functional Experience: Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures. Performs a variety of tasks; may provide consultation on complex projects and is considered to be the top-level contributor/specialist.

Network Administrator 4:

Minimum Education/Experience: Bachelor's degree and eight (8) years of experience

Functional Experience: Under general direction, responsible for the acquisition, installation, maintenance and usage of the company's local area network. Studies contractor products to determine those which best meet company needs; assists in presentation of information to management resulting in purchase and installation of hardware, software, and telecommunication equipment. Manages network performance and maintains network security. Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots network problems. Establishes and implements network policies, procedures and standards and ensures their conformance with information systems and company's objectives. Trains users on network operation.

Network Specialist 1:

Minimum Education/Experience: Bachelor's degree and two (2) years of experience

Functional Responsibility: Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision.

Network Specialist 2:

Minimum Education/Experience: Bachelor's degree and four (4) years of experience



Functional Responsibility: Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with standard concepts, practices and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision.

Network Specialist 3:

Minimum Education/Experience: Bachelor's degree and six (6) years of experience

Functional Responsibility: Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures. Performs a variety of tasks; may provide consultation on complex projects and is considered to be the top-level contributor/specialist.

Network Specialist 4:

Minimum Education/Experience: Bachelor's degree and seven (7) years of experience

Functional Responsibility: Monitors local area network (LAN), wide area network (WAN), metropolitan area network (MAN), and servers. Provides batch monitoring, tape back-up, and restoration. Supports, installs, maintains, and troubleshoots all local area and wide area networking devices and related software for branch offices and internal and external networks.

Network Engineer 1:

Minimum Education/Experience: Bachelor's degree and two (2) years of experience

Certification: Cisco Certified Network Professional (CCNP) and Registered Communications Distribution Designer (RCDD) highly preferred

Functional Responsibility: Acts as the technology lead for designing and implementing network systems and security platforms.

Network Engineer 2:

Minimum Education/Experience: Bachelor's degree and five (5) years of experience

Certification: Cisco Certified Network Professional (CCNP) and Registered Communications Distribution Designer (RCDD) highly preferred

Functional Responsibility: Performs local area network (LAN) / wide area network (WAN) design and implementation support and deployment of network and security technologies. Installs, configures, and operates network in highly complex environments and act as lead for others doing these tasks.



Network Engineer 3:

Minimum Education/Experience: Bachelor's degree and seven (7) years of experience

Certification: Cisco Certified Network Professional (CCNP) and Registered Communications Distribution Designer (RCDD) highly preferred

Functional Responsibility: Performs local area network (LAN) / wide area network (WAN) design and implementation support and deployment of network and security technologies. Installs, configures, and operates networks in highly complex environments and acts as lead for others doing these tasks.

Network Technician 1:

Minimum Education/Experience: High school diploma and technical training and three (3) years of experience

Functional Responsibility: Monitors and responds to hardware, software, and network problems using a variety of hardware and software testing tools and techniques. Provides primary interface with contractor's technical support groups or provides internal analysis and support to ensure appropriate notification during outages or periods of degraded system performance. Provides local area network (LAN) server support. Requires extensive knowledge of PC/LAN communications hardware and software in multi-protocol environment and network management software.

Network Technician 2:

Minimum Education/Experience: High school diploma, technical training and five (5) years of experience

Functional Responsibility: Monitors and responds to complex hardware, software, and network problems using a variety of hardware and software testing tools and techniques. Provides primary interface with contractor's technical support groups or provides internal analysis and support to ensure appropriate notification during outages or periods of degraded system performance. Provides local area network (LAN) server support. Requires extensive knowledge of PC/LAN communications hardware and software in multi-protocol environment and network management software. May function as task lead providing guidance and training for less experienced technicians.

Network Technician 3:

Minimum Education/Experience: High school diploma, technical training and seven (7) years of experience

Functional Responsibility: Oversees, monitors and responds to complex hardware, software, and network problems using a variety of hardware and software testing tools and techniques. Provides primary interface with contractor's technical support groups or provides internal analysis and support to ensure appropriate notification during outages or periods of degraded system performance. Provides local area network (LAN) server support. Requires extensive



knowledge of PC/LAN communications hardware and software in multi-protocol environment and network management software. May function as task lead providing guidance and training for less experienced technicians

Programmer/Developer:

Minimum Education/Experience: Bachelor's degree and seven (7) years of experience

Functional Responsibility: Provides advanced programming services for a variety of specific systems and business, military, scientific, or commercial applications. Participates at all levels in systems analysis, design definition, software development, systems test, implementation, and maintenance. Analyzes coding problems and develops improvements to procedures. Exercises independent judgment. May supervise subordinate programming staff. Under general direction, designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Could include development of web-based solutions which includes: working with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates Web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, build, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.

Software Engineer 2:

Minimum Education/Experience: Bachelor's degree and seven (7) years of experience

Functional Responsibility: Under general direction, conducts or participates in multidisciplinary research and collaborates with equipment designers and/or hardware engineers in the planning, design, development, and utilization of electronic data processing systems software. Determines computer user needs; advises hardware designers on machine characteristics that affect software systems such as storage capacity, processing speed, and input/output requirements; designs and develops compilers and assemblers, utility programs, and operating systems.

Systems Engineer 1:

Minimum Education/Experience: Bachelor's degree and three (3) years of experience

Functional Responsibility: Provides customer system engineering support in defining and implementing the necessary solutions to customer problems with work-processes and tools which address those problems. Provides solutions to both technical and human-centered disciplines such as control engineering and process management. Responsibilities also include the capacity to progressively link, test, and modify as necessary the customer's system and service components.



Systems Engineer 2:

Minimum Education/Experience: Bachelor's degree and six (6) years of experience

Functional Responsibility: Provides customer system engineering support in defining and implementing the necessary solutions to customer problems with work-processes and tools which address those problems. Provides solutions to both technical and human-centered disciplines such as control engineering and process management. Responsibilities also include the capacity to progressively link, test, and modify as necessary the customer's system and service components that interface with the equipment and services and support systems provided by contractors and other customers and merge their respective functional characteristics into comprehensive, interoperable systems. Performs appropriate management responsibilities as necessary.

Systems Engineer 3:

Minimum Education/Experience: Bachelor's degree and eight (8) years of experience

Certifications: Project Management Institute's Project Management Professional (PMP) certification highly preferred

Functional Responsibility: Provides customer system engineering support in defining and implementing the necessary solutions to customer problems with work-processes and tools which address those problems. Provides direction in the development of solutions to both technical and human-centered disciplines such as control engineering and process management. Responsibilities also include the capacity to progressively link, test, and modify as necessary the customer's system and service components that interface with the equipment and services and support systems provided by contractors and other customers and merge their respective functional characteristics into comprehensive, interoperable systems. Performs appropriate management responsibilities as necessary.

Web Designer 1:

Minimum Education/Experience: Associate degree and one (1) year of experience

Functional Responsibility: Designs websites using a variety of graphics software applications, techniques, and tools. Contributes to the design group's efforts to enhance the look and feel of the customer's on-line offerings. Upgrades the website to support the customer's strategies and goals relative to external communications. Requires understanding of web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design related applications.

Web Designer 2:

Minimum Education/Experience: Associate degree and two (2) years of experience

Functional Responsibility: Designs websites using a variety of graphics software applications, techniques, and tools. Contributes to the design group's efforts to enhance the look and feel of the customer's on-line offerings. Upgrades the website to support the customer's strategies and



goals relative to external communications. Requires in-depth understanding of web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design related applications.

Web Designer 3:

Minimum Education/Experience: Associate degree and seven (7) years of experience

Functional Responsibility: Designs websites using a variety of graphics software applications, techniques, and tools. Contributes to the design group's efforts to enhance the look and feel of the customer's on-line offerings. Upgrades the website to support the customer's strategies and goals relative to external communications. Requires mastery of web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design related applications.

Web Content Analyst:

Minimum Education/Experience: Associate degree and two (2) years of experience

Functional Responsibility: Provides for development and content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Provides managing/performing website editorial activities including gathering and researching information that enhances the value of the site.

Administrative Assistant 1:

Minimum Education/Experience: Associate degree and one (1) year of experience

Functional Responsibility: Responsible for developing, drafting, writing and editing reports, briefs, proposals, and other documents in support of a client's requirements. Interfaces with personnel to coordinate meetings, maintain logs, records and files, provides end-user support, and performs general administrative duties. Assists in budgetary, billing, and financial management. Responsible for preparing and/or maintaining systems, programming and operations documentation, procedures and methods, including user reference manuals. Performs work that requires practical experience and training. Work is performed under supervision.

Administrative Assistant 2:

Minimum Education/Experience: Associate degree and two (2) years of experience

Functional Responsibility: Responsible for developing, drafting, writing and editing reports, briefs, proposals, and other documents in support of a client's requirements. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Interfaces with personnel to coordinate meetings, maintain logs, records and files, provides end-user support, and performs general administrative duties. Assists in budgetary, billing, and financial management. Responsible for preparing and/or maintaining systems, programming and operations documentation, procedures and methods, including user reference manuals. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.



Administrative Assistant 3:

Minimum Education/Experience: Associate degree and four (4) years of experience

Functional Responsibility: Responsible for developing, drafting, writing and editing reports, briefs, proposals, and other documents in support of a client's requirements. Possesses and applies a comprehensive knowledge across key tasks and high-impact assignments. Interfaces with personnel to coordinate meetings, maintain logs, records and files, provides end-user support, and performs general administrative duties. Assists in budgetary, billing, and financial management. Responsible for preparing and/or maintaining systems, programming and operations documentation, procedures and methods, including user reference manuals. Functions as a technical expert across multiple project assignments. May supervise others.

Application Developer 1:

Minimum Education/Experience: Bachelor's degree and two (2) years of experience

Functional Responsibility: Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals. Work is performed under supervision.

Application Developer 2:

Minimum Education/Experience: Bachelor's degree and four (4) years of experience

Functional Responsibility: Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals. Contributes to deliverables and performance metrics where applicable.



Application Developer 3:

Minimum Education/Experience: Bachelor's degree and six (6) years of experience

Functional Responsibility: Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Plans and leads major technology assignments. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals. Functions as a technical expert across multiple project assignments.

Application Developer 4:

Minimum Education/Experience: Bachelor's degree and eight (8) years of experience

Functional Responsibility: Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Interactions involve client negotiations and interfacing with senior management. Decision making, and domain knowledge may have a critical impact on overall project implementation. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals.

Application Systems Analyst 1:

Minimum Education/Experience: Bachelor's degree and two (2) years of experience

Functional Responsibility: Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers,



developers, and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Performs work that requires practical experience and training. Work is performed under supervision.

Application Systems Analyst 2:

Minimum Education/Experience: Bachelor's degree and four (4) years of experience

Functional Responsibility: Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Contributes to deliverables and performance metrics where applicable.

Application Systems Analyst 3:

Minimum Education/Experience: Bachelor's degree and seven (7) years of experience

Functional Responsibility: Directs, formulates and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs and documents programs. Works in all phases of applications, systems analysis, and programming activities. Provides guidance and training to less experienced analysts/programmers.

Application Systems Analyst 4:

Minimum Education/Experience: Bachelor's degree and nine (9) years of experience

Functional Responsibility: Provides technical/management leadership on major tasks or technology assignments. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users



to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Decision making, and domain knowledge may have a critical impact on overall project implementation. May supervise others.

Hardware Engineer 1:

Minimum Education/Experience: Bachelor's degree and one (1) year of experience

Functional Responsibility: Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring. Performs work that requires practical experience and training. Work is performed under supervision.

Hardware Engineer 2:

Minimum Education/Experience: Bachelor's degree and three (3) years of experience

Functional Responsibility: Provides analysis related to the design, development, and implementation of hardware for products. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring. Contributes to deliverables and performance metrics where applicable.

Hardware Engineer 3:

Minimum Education/Experience: Bachelor's degree and five (5) years of experience

Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring. Functions as a technical expert across multiple project assignments. May supervise others.

Hardware Engineer 4:

Minimum Education/Experience: Bachelor's degree and seven (7) years of experience

Functional Responsibility: Establishes goals and plans that meet project objectives. Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring. Decision making, and



domain knowledge may have a critical impact on overall project implementation. May supervise others.

Quality Assurance (QA) Specialist 1:

Minimum Education/Experience: Bachelor's degree and one (1) year of experience

Functional Responsibility: Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Performs work that requires practical experience and training. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications. Work is performed under supervision.

Quality Assurance (QA) Specialist 2:

Minimum Education/Experience: Bachelor's degree and three (3) years of experience

Functional Responsibility: Possesses and applies expertise on multiple complex work assignments. Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications. Contributes to deliverables and performance metrics where applicable.

Quality Assurance (QA) Specialist 3:

Minimum Education/Experience: Bachelor's degree and five (5) years of experience

Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Functions as a technical expert across multiple project assignments.



Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications. May supervise others.

Quality Assurance (QA) Specialist 4:

Minimum Education/Experience: Bachelor's degree and seven (7) years of experience

Functional Responsibility: Establishes goals and provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Decision making and domain knowledge may have a critical impact on overall project implementation. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications. May supervise others.

Quality Assurance (QA) Engineer 1:

Minimum Education/Experience: Bachelor's degree and three (3) years of experience

Functional Responsibility: Responsible for development of project Quality Assurance Plans and the implementation of procedures that conform to the requirements of the contract. Responsible for verifying that each functional component of the project follows a defined process that conforms with contractual requirements. Reports findings to project staff, line management, and the customer, as appropriate.

Quality Assurance (QA) Engineer 2:

Minimum Education/Experience: Bachelor's degree and five (5) years of experience

Functional Responsibility: Responsible for management and development of project Quality Assurance Plans and the implementation of procedures that conform to the requirements of the contract. Responsible for verifying that each functional component of the project follows a defined process that conforms to contractual requirements. Reports findings to project staff, line management, and the customer, as appropriate. Provides an independent assessment of how the project's development process is being implemented relative to the defined process and recommends methods to optimize the contractor's process.

Quality Assurance (QA) Engineer 3:

Minimum Education/Experience: Bachelor's degree and seven (7) years of experience



Functional Responsibility: Directs the development of project Quality Assurance Plans and the implementation of procedures that conform to the requirements of the contract. Responsible for verifying that each functional component of the project follows a defined process that conforms with contractual requirements. Reports findings to project staff, line management, and the customer, as appropriate. Provides an independent assessment of how the project's development process is being implemented relative to the defined process and recommends methods to optimize the contractor's process.

Technical Writer/Editor:

Minimum Education/Experience: High school diploma and three (3) years of experience

Functional Responsibility: Designs, writes, creates, maintains, and updates technical documentation, user's guides, system manuals, and other documents. Proofreads, edits, and formats and produces technical documentation for multiple audiences.

Training Specialist 1:

Minimum Education/Experience: Associate degree and two (2) years of experience

Functional Responsibility: Prepares appropriate training materials including course outlines, background materials, and training aids, course manuals, workbooks, handouts, exercises, and course critique forms. Demonstrates excellent interpersonal skills and written and oral communication skills.

Training Specialist 2:

Minimum Education/Experience: Associate degree and five (5) years of experience

Functional Responsibility: Prepares appropriate training materials including course outlines, background materials, and training aids, course manuals, workbooks, handouts, exercises, and course critique forms. Shapes these materials to the audience, including classroom students, Web-based students, and trainers. Demonstrates excellent interpersonal skills and written and oral communication skills.

Training Specialist 3:

Minimum Education/Experience: Associate degree and seven (7) years of experience

Functional Responsibility: Prepares appropriate training materials including course outlines, background materials, and training aids, course manuals, workbooks, handouts, exercises, and course critique forms. Shapes these materials to the audience, including classroom students, Web-based students, and trainers. Demonstrates excellent interpersonal skills and written and oral communication skills.