



GSA SCHEDULE 70

AUTHORIZED FEDERAL ACQUISITION SERVICE INFORMATION TECHNOLOGY SCHEDULE PRICELIST GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES

Special Item No. 132-51, 132-51STLOC - 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 Systems Design and Integration Services |
| 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 Automated New Services, Data Services, or 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 70 – 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 that are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

Special Item No. 132 40, 132-40STLOC - Cloud Computing Services

- FSC/PSC Class D305 IT AND TELECOM- TELEPROCESSING, TIMESHARE
- CLOUD COMPUTING SERVICES

Special Item No. 132-56, 132-56STLOC - Health Information Technology (IT) Services

- FSC/PSC Class D302 IT AND TELECOM- SYSTEMS DEVELOPMENT
- Systems Development Services
- FSC/PSC Class D306 IT AND TELECOM- SYSTEMS ANALYSIS
- Systems Analysis Services
- FSC/PSC Class D307 IT AND TELECOM- IT STRATEGY AND ARCHITECTURE
- Automated Information Systems Services
- FSC/PSC Class D308 IT AND TELECOM- PROGRAMMING
- Programming Services
- FSC/PSC Class D310 IT AND TELECOM- CYBER SECURITY AND DATA BACKUP
- Backup and Security Services
- FSC/PSC Class D311 IT AND TELECOM- DATA CONVERSION
- Data Conversion Services
- FSC/PSC Class D313 IT AND TELECOM- COMPUTER AIDED DESIGN/COMPUTER AIDED MANUFACTURING (CAD/CAM)
- Computer Aided Design Services
 - Computer Aided Manufacturing Services
- FSC/PSC Class D316 IT AND TELECOM- TELECOMMUNICATIONS NETWORK MANAGEMENT
- IT Network Management Services
- FSC/PSC Class D317 IT AND TELECOM- WEB-BASED SUBSCRIPTION
- Creation/Retrieval of IT Related Automated News Services
 - Creation/Retrieval of IT Related Data Services



- Creation/Retrieval of Other Information Services
- FSC/PSC Class D399 IT AND TELECOM- OTHER IT AND TELECOMMUNICATIONS
- Other Information Technology Services, Not Elsewhere Classified

Note 1: Includes a wide range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services.

Note 2: Please see the additional terms and conditions applicable to this Special Item Number (SIN) found in a separate attachment to the Solicitation. These terms and conditions do not contain specific and negotiated contractual language for this SIN. The Schedule contractor may have submitted additional information to complete the "fill-in" to the terms and conditions. The ordering activities shall request the Schedule contractors to submit these additional contract terms and conditions for this applicable SIN when responding to an order.

Note 3: This SIN is limited to Health IT services only. Software and hardware products are out of scope.

Note 4: The Transactional Data Reporting (TDR) Rule requires vendors to electronically report the price the federal government paid for an item or service purchased through GSA acquisition vehicles. The TDR PILOT DOES NOT APPLY TO THIS SIN, EXCEPT if a TDR-covered SIN(s) is proposed as part of your total offering to GSA (e.g. offer 132-51 and 132-8). If both TDR and NON TDR SINs are offered, then the entire contract is subject to TDR and the Price Reduction Clause (PRC) and Commercial Sales Practice (CSP) requirements are removed for the entire contract." If NON TDR SIN(s) are offered only, then the offering will be subject to the PRC and CSP.

Special Item No. 132-20, 132-20STLOC – Automated Contact Center Solutions (ACCS)

FSC/PSC Class D399 IT AND TELECOM- OTHER IT AND TELECOMMUNICATIONS

- Artificial Intelligence (AI)
- Callback
- Chat Bots
- Email Delivery
- Hosted Email Web Form
- Hosted FAQ Service
- Hosted Online Ordering
- Interactive Voice Response (IVR)
- Robotic Process Automation
- Text-to-Speech
- Voice/Speech Recognition
- Voicemail
- Web Callback

FSC/PSC Class R415 SUPPORT- PROFESSIONAL: TECHNOLOGY SHARING/UTILIZATION

- SUPPORT- PROFESSIONAL: TECHNOLOGY SHARING/UTILIZATION

FSC/PSC Class R425 SUPPORT- PROFESSIONAL: ENGINEERING/TECHNICAL

- SUPPORT- PROFESSIONAL: ENGINEERING/TECHNICAL

FSC/PSC Class R799 SUPPORT- MANAGEMENT: OTHER

- SUPPORT- MANAGEMENT: OTHER

Special Item No. 132-100, 132-100STLOC – Ancillary services labor Category Requirements and Descriptions to support SIN 132-51 IT-Professional Services

Special Item No. 70-500, 70-500STLOC - Order Level Materials (OLM)



CSRA LLC

3170 Fairview Park Drive

Falls Church, VA 22042

gwacservicecenter@csra.com

<http://csra.com/about/contracts/gsa-schedules>

Contract Number GS-35F-393CA

Period Covered by Contract: June 26, 2015 – June 25, 2020

General Services Administration

Federal Acquisition Service

Pricelist current through Modification No.: Mod PS-0052 dated 9/26/2019 and MASS Mod PS-A808 dated 09/18/2019

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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INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation, SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules and to report accomplishments against these goals.

For orders exceeding the micro-purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.fss.gsa.gov) contains information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro-purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. Geographic Scope of Contract

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

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



Offerors are requested to check one of the following boxes:

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

2. Contractor's Ordering Address and Payment Information

Ordering Address*:

CSRA LLC
GWAC Service Center
3170 Fairview Park Drive
Falls Church, VA 22042

Payment Address*:

| US Mail | Courier Delivery | Via Wire/ACH |
|--|--|--|
| CSRA LLC P.O. Box 419150 Boston, MA 02241-9150 | CSRA LLC 419150 MAS-527-02-07 2 Morrissey Blvd Dorchester, MA 02125 | CSRA LLC ACH Debits and Credits: Bank Routing No.: 111000012 Account No.: 4427274363 Wire Transfers: Bank Routing No.: 026009593 SWIFT Code/Country: BOFAUS3N/US |

*Different ordering and payment addresses may be offered in other CSRA division proposals.

Contractors are required to accept credit card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering agencies to obtain technical and/or ordering assistance.

TECHNICAL ASSISTANCE
Program Manager
Steven Felber
Telephone (703) 995-1906
E-mail: steven.felber@gdit.com

ORDERING ASSISTANCE
Contract Advisor
Peggy Carlson
Telephone (571) 446-5340
E-mail: peggy.leecarlson@csra.com

3. Liability for Injury or Damage

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. Statistical Data for Government Ordering Office Completion of Standard Form 279

| | |
|--|-----------------------|
| Block 9: G. Order/Modification under Federal Schedule | <u>Task Order</u> |
| Block 16: Data Universal iNumbering System (DUNS) Number | <u>079735371</u> |
| Block 30: Type of Contractor: | <u>Large Business</u> |
| Block 31: Woman-Owned Small Business: | <u>No</u> |
| Block 36: Contractor's Taxpayer Identification Number (TIN): | <u>47-3093524</u> |
| 4a. CAGE Code: | <u>7C146</u> |

4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB Destination

6. Delivery Schedule

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

| SPECIAL ITEM NUMBER | DELIVERY TIME (Days ARO) |
|------------------------------|---------------------------|
| <u>132-51, 132-51STLOC</u> | <u>at task completion</u> |
| <u>132-100, 132-100STLOC</u> | <u>at task completion</u> |
| <u>132-40, 132-40STLOC</u> | <u>at task completion</u> |
| <u>132-56, 132-56STLOC</u> | <u>at task completion</u> |
| <u>132-20, 132-20STLOC</u> | <u>at task completion</u> |

(b) URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity,



ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. Discounts

SIN 132-51, 132-51STLOC, SIN 132-100, 132-100STLOC, 132-56, 132-56STLOC, 132-40, 132-40STLOC, 132-20, 132-20STLOC

Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment – 0% - 0 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity – None
- c. Dollar Volume – None
- d. Government Educational Institutions – Receive the same discount as all other Govt. agencies;
- e. Other – None

8. Trade Agreements Act of 1979, as amended

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. Statement Concerning Availability of Export Packing

None

10. Minimum Order Requirements

The minimum dollar value of orders to be issued is \$100.00.

11. Maximum Order (All dollar amounts are exclusive of any discount for prompt payment)

- 1. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
 - a. Special Item Number 132-51 - Information Technology (IT) Professional Service.

- b. Special Item Number 132-56- Health Information Technology (IT) Services
- c. Special Item Number 132-40 – Cloud Computing Services
- d. Special Item Number 132-100 – Ancillary Services
- e. Special Item Number 132-20- Automated Contact Center Solutions

12. Ordering Procedures for Federal Supply Schedule Contracts

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. Federal Information Technology/Telecommunication Standards Requirements

Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 Federal Information Processing Standards Publications (FIPS PUBS)

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.



13.2 Federal Telecommunication Standards (FED-STDS)

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. Contractor Tasks / Special Requirements (C-FSS-370) (NOV 2001)

(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

(c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.



(f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

(g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

(h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

(i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

(j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

15. Contract Administration for Ordering Activities

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

16. GSA ADVANTAGE!

GSA *Advantage!* is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA *Advantage!* will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.fss.gsa.gov/>.

17. Purchase of Open Market Items

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. Contractor Commitments, Warranties and Representations

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. Overseas Activities

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Determined on a case-by-case basis

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. Blanket Purchase Agreements (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. Contractor Team Arrangements

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. Installation, Deinstallation, Reinstallation

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon



Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act apply.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

23. Section 508 Compliance

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

The EIT standard can be found at: www.Section508.gov/.

24. Prime Contractor Ordering From Federal Supply Schedules

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:
This order is placed under written authorization from ____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. Insurance—Work on a Government Installation (JAN 1997) (FAR 52.228-5)

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect

that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

- (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. Software Interoperability

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>.

27. Advance Payments

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324).



TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM 132-51, 132-51STLOC), ANCILLARY SERVICES (SPECIAL ITEM 132-100, 132-100STLOC AND CLOUD COMPUTING SERVICES (SPECIAL ITEM 132-40, 132-40STLOC)

1. Scope

- a. The prices, terms and conditions stated under Special Item Number 132-51 and 132-51STLOC Information Technology Professional Services, Special Item Number 132-100 and 132-100STLOC and Special Item Number 132-40 and 132-40STLOC Electronic Commerce Services apply exclusively to IT/EC 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

- 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.
- 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-
- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. Inspection of Services

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. Responsibilities of the Contractor

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (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/EC Services.

9. Independent Contractor

All IT/EC 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 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) 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 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. Resumes

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

14. Incidental Support Costs

Incidental support costs are available outside the scope of this contract and will include an administrative fee. 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, Ancillary Services, Cloud Computing Services, and Pricing

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51, 132-51STLOC, Ancillary Services 132-100, 132-100STLOC and 132-40, 132-40STLOC. IT Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices. The following is an **example** of the manner in which the description of a commercial job title should be presented:

EXAMPLE:

Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, and conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science is expected.

IT PROFESSIONAL SERVICES LABOR CATEGORY DESCRIPTIONS SIN 132-51, SIN 132-51STLOC

MANAGEMENT SERIES

Skill Level 1 – Executive Project/Program Manager

Minimum/General Experience: Eleven years of intensive and progressive experience demonstrating the required proficiency levels related to the specific task. Years of intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements.

Functional Responsibilities: Responsible for and leads team on large complex projects. Translates customer requirements into formal agreements and plans to culminate in customer acceptance or results. Possesses expert knowledge of business processes. Responsible for performance, cost, scope, schedule, quality, and appropriate business measurements for their project, according to their project charter. Has extensive professional knowledge of market segment/industry/technology/discipline trends. Works with client to identify business requirements and develops the proposal. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project (or segment of a project) to produce the solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test, and final delivery. Anticipates future customer, industry, and business trends. Applies this understanding to complex problems to meet project objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implements actions independently and or through the management team, to ensure project objectives are met. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools and solution components. Possesses significant breadth of knowledge in business matters, finance, planning, and forecasting and personnel in order to manage team and business processes.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.

3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted.

Skill Level 2 - Senior Project\Program Manager

Minimum/General Experience: This position requires a minimum of six years of intensive and progressive experience demonstrating the required proficiency levels related to task. Intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements. Years of intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements.

Functional Responsibilities: Responsible for large projects\programs or significant segment of a large complex project\program. Leads team on large projects\programs or significant segment of large complex projects\programs. Translate customer requirements into formal agreements and plans to culminate in customer acceptance of results or have acceptance in the targeted market, while meeting business objectives. Works with client to identify business requirements and develops the proposal. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project\program or segment of a project\program to produce the solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test and final delivery. Formulates partnerships between customer, suppliers and staff. Anticipates potential project\program related problems. Utilizes refined techniques for identifying, eliminating or mitigating solution, project\program and business risk. Understands customer, industry and business trends. Applies this understanding to meet project\program objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implement actions, independently and or through the management team to ensure project\program objectives are met. Analyzes new and complex project\program related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of experience.
2. A Ph.D. (in subjects described above) and three years of experience.
3. No degree and ten years of intensive and progressive experience demonstrating the required proficiency levels related to the task.

Skill Level 3 - Project Manager

Minimum/General Experience: This position requires a minimum of twelve years IT experience. Experience includes increasing responsibilities in information systems design and management.

Functional Responsibilities: Serves as project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the ordering activity Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), ordering activity management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and ten years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree and fifteen years experience.

Skill Level 4 - Task Manager/Site Manager

Minimum/General Experience: This position requires a minimum of ten years of progressive and intensive experience managing with at least two years of relevant experience in a position with duties commensurate to those defined in the task order requirement or five years specialized experience in a position with duties commensurate to those defined in the task order requirement.

Functional Responsibilities: Responsible for applications systems analysis and programming activities for a Government site, facility or multiple locations. Identifies changes in computer and systems technology and interprets their meaning to senior management, bringing current and future knowledge of technology and systems as applied to the client's requirements. Provides technical assistance to facilitate planning and directing the design, installation, modification and operation of an information systems capability. Prepares long and short range plans for application selection, systems development, systems maintenance, production activities and for necessary support resources. Also responsible for applications systems analysis and programming activities for a group or section. Responsible for feasibility studies, time

and cost estimates, and the establishment and implementation of new and revised applications systems and programs. Assists in projecting software and hardware requirements. Assigns 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 personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding the activities of the applications systems and programming section. Confers and consults with Government personnel regarding performance and scheduling issues on tasks.

Minimum Education: Bachelor's degree from an accredited college or university in computer science, information systems, engineering or a mathematics-intensive discipline or major field of study which either provided substantial knowledge useful in managing large complex Automated Information Systems (AIS) projects or is closely related to the work as described and required by the task.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and eight years of experience and 1 year of relevant experience in a position with duties commensurate to those defined in the task order requirement or four years specialized experience in a position with duties commensurate to those defined in the task order requirement.
2. No degree and 14 years of intensive and progressive directly related experience demonstrating the required proficiency levels related to task.

Skill Level 5 - Quality Assurance Manager

Minimum/General Experience: This position requires a minimum of eight years IT experience, of which at least five years are specialized experience in QA areas such as the following: configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment. Experience includes increasing responsibilities in quality assurance, quality control, and team leader responsibilities.

Functional Responsibilities: Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. May provide daily supervision and direction to support staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and six years of general experience of which at least four years must be specialized experience.
2. A Ph.D. (in subjects described above) and five years of general experience of which at least three years must be specialized experience.
3. No degree and thirteen years of general experience of which at least eleven years must be specialized experience.

Skill Level 6 - Computer Operations Manager

Minimum/General Experience: This position requires a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: supervision and operations experience on a large-scale computer system, knowledge of hardware, software and operating systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

Functional Responsibilities: Manages computer operations. Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provides users with computer output. Supervises staff operators.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years general experience of which at least three years must be specialized experience.
2. No degree and ten years of general experience of which at least eight years must be specialized experience.

Skill Level 7 - Communications Network Manager

Minimum/General Experience: This position requires a minimum of nine years experience of which five years must be specialized. Specialized experience includes protocol analysis, communication network system design and maintenance, knowledge of communication protocols such as TCP/IP, X.25, X.400, X.500. Knowledge of devices such as bridges, routers and gateways. Specialized experience also includes: supervising the operation and maintenance of communication network systems which may be mainframe, mini, or client/server based. General experience includes all aspects of communication networks planning, installation, and support.

Functional Responsibilities: Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, provides technical expertise for performance and configuration of networks. Performs general LAN/MAN/WAN administration, provides technical leadership in the integration and test of complex large scale computer integrated networks. Schedules conversions and cutovers. Oversees network control center. Supervises maintenance of systems. Coordinates with all responsible users and sites. Supervises staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years general experience of which at least three years must be specialized experience.
2. No degree and eleven years general experience of which at least nine years is specialized.

Skill Level 8 - Data Communications Manager

Minimum/General Experience: Requires ten years experience in software/hardware LAN and WAN network design and analysis.

Functional Responsibilities. Manages a team of data communications technicians and analysts who maintain and support data and video communication systems *in an Information Technology (IT) client/server environment, such as firewalls, modems, bridge, routers, gateways and communication servers*, within the organization. Identifies issues and appropriate courses of action. Researches and oversees implementation of new technologies. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department.

Minimum Education: High school graduate with applicable training certificate from an accredited training institution.

Skill Level 9 - Help Desk Manager

Minimum/General Experience: This position requires a minimum of seven years experience, of which at least five years must be specialized. Specialized experience includes: management of help desks in a multi-server environment, comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server field, or



related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Functional Responsibilities: Provides daily supervision and direction to staff that are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. These personnel serve as the first point of contact for troubleshooting hardware/software PC and printer problems.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years general experience of which at least three years must be specialized experience.
2. No degree and ten years general experience of which at least eight years is specialized experience.

Skill Level 10 - Lead Installation Engineer

Minimum/General Experience: Five years experience providing day-to-day supervision of the functional activities associated with High Performance, Mid Range, Workstation, Network (LAN & WAN), Protocols and Operating Systems Installations. Technical expertise shall include system checkout and test, and system tuning.

Functional Responsibilities: Supervises all technicians and installers (contractor and vendor) for the specific systems to be installed. Establishes detailed schedules by subsystem for use by all levels of personnel in order to achieve maximum efficiency. Assigns personnel to various functional activities and instructs them where necessary, to enable them to perform their assigned duties. Compiles and maintains various reports related to the progress of the installation.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

Education and experience requirements may be substituted with:

1. An Associate's Degree (in subjects described above) and seven years general experience.
2. No degree and ten years general experience,

Skill Level 11 – Network Systems Manager

Minimum/General Experience: Five years of increasingly complex and progressive experience in computer system/network management including two years of specialized experience related to the task.

Functional Responsibilities: Supervises all personnel engaged in the operation and support of network operations, including all communications equipment in large scale or multi-shift operations. Assigns 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. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities.

Minimum Education: Bachelor's degree from an accredited college or university in computer science, information systems, engineering or a mathematics-intensive discipline or an applicable training certificate from an accredited training institution.

Education and experience requirements may be substituted with:

1. A Master's degree with 3 years of related experience with one year specialized experience related to the task.
2. No degree with nine years of directly related experience including six years of specialized experience related to the task.

Minimum/General Experience: This position requires a minimum of nine years experience of increasing complexity with the planning, organization, and control of Quality Procedures for complex Automated Information Systems (AIS) projects as well as experience with current and emerging technologies.

Functional Responsibilities: Responsible for development of project Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Responsible for verifying that each functional component of the project follows a defined process which is in conformance with contractual requirements. Report's findings to project staff, line management of the organization, and the customer, as appropriate. Provides an independent assessment of how the project's processes are being implemented relative to the defined process and recommends methods to optimize the organization's process.

Minimum Education: Bachelor's degree from an accredited college or university in computer science, mathematics, engineering, or a mathematics-intensive discipline, or an applicable training certificate from an accredited institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of applicable experience.
2. No degree and eleven years of directly related experience.

Skill Level 21 - Quality Assurance Analyst (Lead)

Minimum/General Experience: This position requires a minimum of nine years experience of increasing complexity with the planning, organization, and control of Quality Procedures for complex Automated Information Systems (AIS) projects as well as experience with current and emerging technologies.

Functional Responsibilities: Responsible for development of project Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Responsible for verifying that each functional component of the project follows a defined process which is in conformance with contractual requirements. Report's findings to project staff, line management of the organization, and the customer, as appropriate. Provides an independent assessment of how the project's processes are being implemented relative to the defined process and recommends methods to optimize the organization's process.

Minimum Education: Bachelor's degree from an accredited college or university in computer science, mathematics, engineering, or a mathematics-intensive discipline, or an applicable training certificate from an accredited institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of applicable experience.
2. No degree and eleven years of directly related experience.

Skill Level 22 - Quality Assurance Analyst

Minimum/General Experience: This position requires a minimum of six years experience, of which at least three years is specialized experience in areas such as the following: analysis and design of business applications on complex systems for large-scale computers, data base management, use of programming languages, and/or DBMS. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in assignments of a technical nature. Proven understanding and application of government documentation standards. Proven ability to work independently or under only general direction on complex application problems involving all phases of systems analysis is required.

Functional Responsibilities: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards,

review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and 5 years of general experience of which at least two years must be specialized experience.
2. No degree and ten years of general experience of which at least eight years must be specialized experience.

Skill Level 23 - Senior Functional Analyst

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least eight years must be specialized in IT system functional analysis. Must possess superior functional knowledge of task order specific requirements and have experience in developing functional requirements for complex integrated IT systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. May provide daily supervision and direction to support staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) with eight years of general experience of which at least six years are specialized experience.
2. No degree and thirteen years of general experience of which at least eleven years are specialized experience.

Skill Level 24 - Functional Analyst

Minimum/General Experience: This position requires a minimum of six years experience, of which at least three years must be specialized. Specialized experience includes: developing functional requirements for complex integrated IT systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) with four years of general experience of which at least two years must be specialized experience.
2. No degree and ten years of general experience of which at least eight years must be specialized experience.

Skill Level 25 - Reserved

Skill Level 26 - Computer Systems Analyst

Minimum/General Experience: This position requires a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, including three years experience in data base management concepts, use of programming languages, and/or DBMS. Knowledge of appropriate storage and retrieval methods, one year of systems analysis experience designing technical applications on computer systems and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in information systems design and management. Must demonstrate the ability to work independently or under only general direction on requirements that are moderately complex to analyze, plan, program, and implement.

Functional Responsibilities: Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintains hardware and software performance tuning, analyzes workload and computer usage, maintains interfaces with outside systems, analyzes downtimes, analyzes proposed system modifications,

upgrades and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years general experience of which at least three years must be specialized experience.
2. No degree and ten years of general experience of which at least eight years must be specialized experience.

Skill Level 27 – Applications Systems Analyst/Programmer (Lead)

Minimum/General Experience: This position requires a minimum of seven years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific setting using a variety of information technology resources. Requires experience with current technologies and, where required for the task, emerging technologies. Must have managed or had significant involvement with complex or substantive information technology projects including one year of experience in management and supervision.

Functional Responsibilities: Formulates and defines system scope and objectives for assigned projects. Prepares detailed specifications for programs. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. Duties also include instructing, directing and checking the work of other systems analysts and programming personnel. Responsible for quality assurance review and for directing and monitoring the work of team members.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years related experience.

2. No degree and eleven years directly related experience.

Skill Level 28 - Applications Systems Analyst/Programmer (Senior)

Minimum/General Experience: This position requires a minimum of five years of increasingly complex and progressive experience in performing systems analysis, development, and implementation for business, mathematical, engineering or scientific settings using a variety of information technology resources. Requires experience with current technologies and, where required for the task, emerging technologies.

Functional Responsibilities: Formulates and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs, and documents programs. Works at the highest technical level of all phases of applications, systems analysis and programming activities including the installation of enhancements, security features, and analytical tools.. Provides guidance and training to less experienced analysts/programmers.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics - intensive discipline, or an applicable training certificate from an accredited training institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) with three years relevant experience.
2. No degree and nine years of directly related experience.

Skill Level 29 - Applications Programmer

Minimum/General Experience: This position requires a minimum of five years experience, of which at least three years must be specialized. Specialized experience includes: experience as an applications programmer on data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. May take direction from application engineer to ensure program deadlines are met.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years general experience of which at least two years must be specialized experience.
2. No degree and nine years of general experience of which at least seven years must be specialized experience.

Skill Level 30 - Reserved

Skill Level 31 - Student Application Programmer (Administrative)**

Minimum/General Experience: A high school diploma and two years of general experience.

Functional Responsibilities: Assists with the analysis of information requirements. Aids in the evaluation of applications programming with workflow, organization, and planning and helps develop appropriate corrective action.

Minimum Education: A high school diploma and currently enrolled as a student at a university or college and majoring in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. An Associate's Degree (in subjects described above) and zero years general experience.

Skill Level 32 - Web Architect

Minimum/General Experience: Two years of intensive and progressive experience in a computer related field including development and design of software systems and WEB development.

Functional Responsibilities: Designs and builds web sites in support of Information Technology (IT) projects using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's on-line offerings and is considered an expert in graphic design elements and the presentation of contents. Designs the website to support the organization's strategies and goals relative to external communications. Requires

understanding of web-based technologies and thorough knowledge of HTML, Photoshop, Illustrator, and/or other design related applications.

Minimum Education: Bachelor's Degree in fine arts, graphic design, computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance, or an applicable training certificate from an accredited institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and three years of experience.
2. No degree and eight years of experience.

Skill Level 33 - Web Designer

Minimum/General Experience: Two years of intensive and progressive experience in a computer related field including development and design of software systems and WEB development.

Functional Responsibilities: Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for components of the website in support of Information Technology (IT) projects. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Requires strong navigation and site design instincts. Knowledgeable in web development methodology to include CM and testing. Typically requires developmental experience in web-based languages.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance or an applicable training certificate from an accredited institution. With five years of additional experience, a degree is not required.

Skill Level 35 - Principal Systems Architect

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least seven years must be specialized. Specialized experience includes: supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF 1x, entity relationship diagrams, and other design techniques), object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering.

Functional Responsibilities: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. May provide daily supervision and direction to staff.

Minimum Education: A Master's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Ph.D. (in subjects described above) and eight years of general experience of which at least six years must be specialized experience.
2. A Bachelors degree (in subjects described above) and 12 years general experience of which at least nine years must be specialized experience.

Skill Level 36 - Project Analyst I

Minimum/General Experience: Two years experience. Requires practical experience using broad range of COTS applications, including operation and maintenance of COTS database management system (DBMS) applications to maintain project plans and prepare project deliverables.

Functional Responsibilities: Assists in IT project tracking and reporting. Supports IRM requirements of program assessments with functional area expertise. Maintains project data in spreadsheet and DBMS applications.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

NETWORK SERIES

Skill Level 41 - Telecommunications/Communications Integration Engineer

Minimum/General Experience: This position requires a minimum of seven years of progressive and intensive experience in telecommunications/communications and computer integration with three years of experience involving duties similar to those described in the task order requirement, or five years of specialized experience in a position with duties commensurate to those defined in the task order requirement.

Functional Responsibilities: Provides technical direction and analysis for telecommunication activities, including planning, designing, integrating, installing and maintaining large-scale telecommunications/ communications networks and services with computer systems. Includes satellite, microwave, broadband, fiber optic, wireless, voice, video and digital telecommunication systems. Integrates communications with computer systems to provide complete systems solutions. Applies telecommunications/communications engineering principles and theory to propose design and configuration alternatives. Evaluates existing communications systems to identify deficiencies and network performance issues. Consults with users, managers, and senior staff to ensure that deficiencies and alternatives have been fully identified and that the solution will meet requirements. Analyzes network performance, usage and traffic flows, accesses and interfaces, transmission techniques, and protocols to interface with computer systems. Prepares studies and give presentations concerning data communications concepts integrated with computer systems and applications for total systems solutions. Provides integrated with computer systems and applications for total systems solutions. Provides technical guidance to computer systems analysts and telecommunications/communications specialists.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in administering large, complex networks, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline or an applicable certificate of training from an accredited training institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years relevant experience.
2. No degree and eleven years of directly relevant experience.

Skill Level 42 - Communications Specialist

Minimum/General Experience: This position requires a minimum of six years experience, of which at least four years must be specialized experience in one of the following: communications software, communications hardware or network specialty. General experience includes all aspects of communication networks. Must demonstrate the ability to work independently or under only general direction.

Communications Hardware specialized experience includes: installing, testing, and operating network and computer (host) communications equipment (e.g., switches, modems, controllers, terminals, and multiplexers); using and implementing communications hardware and electrical standards, using communications hardware test and monitoring equipment and analyzing the results.

Communications Software specialized experience includes: developing, testing, installing, and operating network and computer (host) communications software (e.g. access method and protocol software, application interfaces, transaction processors, and emulators); using and implementing communications standards.

Network specialized experience includes: designing, testing, installing, implementing, and maintaining computer networks; using and implementing network standards, identification and solution of problems, restart/recovery, additions, deletions, and modifications of terminals, hosts, etc., optimization of network costs and performance and implementing accounting and charge back systems.

Functional Responsibilities: Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years general experience of which at least three years must be specialized experience.
2. No degree and ten years general experience of which at least eight years is specialized.

Skill Level 43 - Communication Analyst, Senior (Administrative)

Minimum/General Experience: Requires seven years experience in telecommunications/ communications, with strong emphasis in network design, traffic engineering, equipment vendors, and carriers.

Functional Responsibilities: Oversees a team of communications analysts. Reviews, analyzes, evaluates and maintains an organization's communications system in an *Information Technology (IT) environment, such as client-server or multi-switch*. Designs, develops, and tests communications software solutions. Provides customer training of

the communications features and functionality. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a communications manager. A wide degree of creativity and latitude is expected.

Minimum Education: High school graduate with applicable training certificate from an accredited training institution.

Skill Level 44 - Communication Analyst, Intermediate (Administrative)**

Minimum/General Experience: Requires three years experience in telecommunications/communications, with strong emphasis in network design, traffic engineering, equipment vendors, and carriers.

Functional Responsibilities: Under general direction, assists in the review, analysis, evaluation and maintenance of an organization's communications systems in an *Information Technology (IT) environment, such as client-server or multi-switch*. Assists in the design, development, and test of communications software solutions. May provide customer training of the communications features and functionality. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Typically reports to a Communications Analyst (Senior). A wide degree of creativity and latitude is expected.

Minimum Education: High school graduate with applicable training certificate from an accredited training institution.

Skill Level 45 - Reserved

Skill Level 46 - Communications Installer, Intermediate (Administrative)**

Minimum/General Experience: Three years of experience in installing, modifying, and troubleshooting communications media and applicable certificate(s).

Functional Responsibilities: Installs, troubleshoots, repairs and maintains communications equipment in an *Information Technology (IT) environment*. Provides reports, completes requests for new service, determines methodology for installing telephone service, determines appropriateness of moderate equipment changes or modifications, call switches, test trunks, test links and installs communication circuits. 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; typically reports to a project leader or manager. A certain degree of creativity and latitude is required.

Minimum Education: High school graduate or equivalent.

Skill Level 47 - Communications Installer, Associate (Administrative)**

Minimum/General Experience: One year of experience in installing, modifying, and troubleshooting communications media and applicable certificate(s).

Functional Responsibilities: Installs, troubleshoots, repairs and maintains communications equipment in an *Information Technology (IT) environment*. Provides reports, completes requests for new service, determines methodology for installing telephone service, determines appropriateness of moderate equipment changes or modifications, call switches, test trunks, test links and installs communication circuits. 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. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

Minimum Education: High school graduate or equivalent.

Skill Level 48 - Senior Network Engineer

Minimum/General Experience: Eight years experience analyzing, identifying and resolving complex network hardware, circuit, and transmission logic problems. Experience in the design, installation and acceptance testing of complex high-speed networks. Applies the principles of assessing and analyzing network transmission application to resolve reported malfunctions.

Functional Responsibilities: Under minimum supervision designs and coordinates the installation and acceptance testing of the system network. Monitors network hardware operations to ensure properly set configuration options. Plans implementation of enhancements and upgrades to the network; performs cost/benefit studies of network configurations and recommends enhancements; directs acquisition, installation, and testing of network hardware; advises network users of hardware requirements, configurations, and limitations; and isolates, resolves, or circumvents network problems. May provide daily supervision and direction to support staff.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

Skill Level 49 - Network Engineer

Minimum/General Experience: Five years experience analyzing, identifying and resolving complex network hardware, circuit, and transmission logic problems.

Experienced in the design, installation and acceptance testing of complex high-speed networks. Applies the principles of assessing and analyzing network transmission application to resolve reported malfunctions.

Functional Responsibilities: Under minimum supervision designs and coordinates the installation and acceptance testing of the system network. Monitors network hardware operations to ensure properly set configuration options. Plans implementation of enhancements and upgrades to the network; performs cost/benefit studies of network configurations and recommends enhancements; directs acquisition, installation, and testing of network hardware; advises network users of hardware requirements, configurations, and limitations; and isolates, resolves, or circumvents network problems.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

Skill Level 50 - Network Draftsman (Administrative)**

Minimum/General Experience: This position requires a minimum of five years drafting experience, of which four years specialized experience shall be in drafting of specialized interconnects drawings, site plans, and mechanical parts typical of network installations. Must demonstrate the ability to work independently or under only general supervision.

Functional Responsibilities: Develops engineering drawings, using computer based drawing packages such as Aptitude. Develops engineering drawings for site plans, network configuration and design.

Minimum Education: An Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. An Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and six years general experience of which at least one year must be specialized experience.
2. A high school diploma and seven years general experience of which two must be specialized.

Skill Level 51 - Cable Installer (Administrative)**

Minimum/General Experience: Requires one year experience in installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable.

Functional Responsibilities: In support of Information Technology (IT) tasks, installs, analyzes, and services communications cabling in the field. Maintains relations between the customer and the organization on all engineering matters. 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. Typically reports to a supervisor or manager. A certain degree of creativity and latitude required.

Minimum Education: High school graduate with applicable training certificate from an accredited training institution.

ENGINEERING SERIES

Skill Level 61 - Principal Information Engineer

Minimum/General Experience: This position requires a minimum of ten years experience in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Of the ten years general experience, a minimum of seven years specialized experience is required in the following: demonstrated experience in managing the implementation of information engineering projects and experience in systems analysis, design and programming. Demonstrated experience in the client/server environment. Proven managerial and supervisory skills. Demonstrated exceptional written and oral communications skills, including giving formal presentations to different audiences. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Has experience with such methodologies as IDEF 0 process modeling and IDEF 1X data modeling. Provides technical guidance in software engineering techniques and automated support tools.

Minimum Education: A Master's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Ph.D. (in subjects described above) and eight years of general experience of which at least six years must be specialized experience.
2. A Bachelor's degree (in subjects described above) and 12 years general experience of which at least nine years must be specialized experience.

Skill Level 62 - Senior Information Engineer

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming, systems planning, business information planning, and business analysis. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate information management guiding principles, cost savings, and open system architecture objectives. May provide daily supervision and direction to staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and eight years general experience of which at least six years must be specialized experience.
2. A Ph.D. (in subjects described above) and six years of general experience of which at least five years must be specialized.
3. No degree and thirteen years of general experience of which at least eleven years must be specialized experience.

Skill Level 63 - Senior Application Engineer

Minimum/General Experience: This position requires a minimum of ten years experience managing or performing software engineering activities, of which at least eight years must be specialized. Specialized experience includes: demonstrated experience with programming languages in the design and implementation of systems and using database management systems. General experience includes increasing responsibilities in software engineering activities. Knowledgeable of applicable standards.

Functional Responsibilities: Leads the application of a systematic, disciplined, quantified engineering approach to the development, operation and maintenance of software. Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and, when appropriate, Computer Aided Software Engineering (CASE) tools. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and eight years general experience of which at least six years must be specialized experience.
2. No degree and thirteen years of general experience of which at least eleven years must be specialized experience.

Skill Level 64 - Applications Engineer

Minimum/General Experience: This position requires a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: experience as an applications programmer on data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Applies a systematic, disciplined, quantified engineering approach to the development, operation and maintenance of software. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into

computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. May provide technical direction to programmers to ensure program deadlines are met.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years general experience of which at least three years must be specialized experience.
2. No degree and ten years of general experience of which at least eight years must be specialized experience.

Skill Level 65 - Software Engineer I

Minimum/General Experience: Zero years of experience. Entry level position. Requires practical knowledge of one or more platforms and operating systems, and of programming languages such as C and C++. Typically requires knowledge of one or more systems architectures such as client/server and distributed processing.

Functional Responsibilities: Assist in the design and coding of software product components, units and modules according to contract specifications. Participates in analysis and development of test plans. Tests assigned components and units. Provides test results and recommends corrections to senior developers.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Skill Level 66 - Reserved

Skill Level 67 - Software Engineer III

Minimum/General Experience: Six years experience. Software development experience. Requires comprehensive knowledge of one or more platforms and operating systems, and of programming languages such as C and C++. Typically requires knowledge of one or more systems architectures such as client/server and distributed processing.

Functional Responsibilities: Designs and codes software components, units, and modules that meet product specification and development schedules. Tests and debugs assigned components and units. Participates in large systems and subsystem planning.

Adheres to product build and release schedules and strategies. Acts as a technical resource for lower-level developers.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

Skill Level 68 - Test Engineer (Senior)

Minimum/General Experience: This position requires seven years of intensive and progressive experience in a computer related field with four years within the last eight calendar years of intensive and progressive experience in performing software testing for complex to highly complex software hardware applications and/or systems.

Functional Responsibilities: Subject matter expert providing testing expertise in for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. Responsible for ensuring that the test design and documentation support all applicable client, agency, or industry standards time lines and budgets. Responsible for ensuring that testing conclusions and recommendations are fully supported by test results, and project managers are fully informed of testing status and application deviations from documented user requirements.

Minimum Education: A Bachelor's degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable certificate of training from an accredited institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years related experience of which at least three involve intensive and progressive experience in performing software testing.
2. No degree and eleven years of experience of intensive and progressive experience in performing software testing for complex to highly complex software hardware applications and/or systems.

Skill Level 69 - Test Engineer (Intermediate)

Minimum/General Experience: This position requires five years of intensive and progressive experience in a computer related field with three years within the last six calendar years of intensive and progressive experience in performing software testing for complex to highly complex software hardware applications and/or systems.

Functional Responsibilities: Performs analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for moderately complex to complex software/hardware applications. Reviews user application system requirements documentation; designs, defines and documents unit and application test plans; Transforms test plans into test scripts and executes those scripts. May participate in all phases of risk management assessment and software/hardware development under the direction of a Senior Test Engineer. Responsible for ensuring proper execution of test scripts and documentation of test results in test logs or defect tracking systems. Responsible for ensuring that the test designs and documentation support all applicable client, agency or industry standards, time lines and budgets. Responsible for the development of test data to be used in performing the required tests. Responsible that testing conclusions and recommendations are fully supported by test results, and those project managers are fully informed of testing status and application deviations from documented user requirements. Responsible for/or assists in the analysis of test results, documents conclusions and makes recommendations as supported by such analysis.

Minimum Education: A Bachelor's degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable certificate of training from an accredited institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and one year of intensive and progressive experience performing software testing for moderately complex to complex software/hardware applications and/or systems.
2. No degree and nine years of experience of intensive and progressive experience in performing software testing for complex to highly complex software hardware applications and/or systems.

Skill Level 70 - Test Engineer (Associate)

Minimum/General Experience: This position requires two years of intensive and progressive experience in a computer related field with one year experience in performing software testing of simple to moderately complex software hardware applications and/or systems.

Functional Responsibilities: Performs formal system testing activities for a particular project or subset of a larger project under supervision of more experienced test personnel. May participate in support of user requirements for simple to moderately complex software/hardware applications under the direction of a Senior Test Engineer. Executes defined test cases and procedures as detailed in the test documentation. Assists with the collection of data and technical information used in the development of test documentation. Assist in the development of test data to be used in performing required tests. Responsible for Documentation of test results in the proper logs and/or tracking systems. Participates in selected phases of risk management assessment and software/hardware development under the direction of more experienced personnel.

May participate in the development of test scripts and is responsible for ensuring proper execution of those test scripts. Under the direction of more experienced personnel, may be responsible for ensuring that test designs and documentation supports selected client, agency or industry standards and time lines. Responsible for ensuring that testing conclusions and recommendations are supported by test results. Responsible for or assists in the analysis of test results and documents conclusions.

Minimum Education: A Bachelor's degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable certificate of training from an accredited institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above).
2. No degree and six years of experience of intensive and progressive experience in performing software testing of simple to moderately complex software hardware applications and/or systems.

Skill Level 71 - Software Systems Engineer (Lead)

Minimum/General Experience: This position requires seven years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific settings using a variety of information technology resources. Requires experience with current technologies and, where required for the task, emerging technologies. Must have managed or had significant involvement with complex or substantive information technology projects including one year of experience demonstrating management and supervision capabilities.

Functional Responsibilities: Formulates and defines specifications for operating system applications or modifies and maintains existing applications using engineering releases and utilities from the manufacturer. Responsible for program design, modeling, simulation, coding, testing, debugging and documentation. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications/communications networks, computer accounting and advanced mathematical/scientific software packages. Instructs, directs, and checks the work of other task personnel. Responsible for quality assurance review and the evaluation of existing and new software products.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years of relevant experience.
2. No degree and eleven years of directly relevant experience.

Skill Level 72 – Senior Software Engineer

Minimum/General Experience: This position requires ten years general experience and five years specialized experience is required. Ten years general experience includes all aspects of network and computer communications software, and a mixture of experience of the operating systems listed in the skill description and the demonstrated ability to work independently or under only general supervision.

Five (5) years experience in software engineering of large, complex, interconnected/distributed systems environments. Demonstrated experience in developing, testing, installing, and operating network and computer (host) communications software (e.g. access method and protocol software, application interfaces, transaction processors, and emulators); using and implementing communications standards.

Functional Responsibilities: Performs complex analysis, design, development, integration, testing and debugging of computer software. Activities range from operating system architecture integration and software design to recommendation of products. Expert knowledge of Operating Systems, LANs, WANs, VPNs, PKI, routers, firewalls, network protocols, data encryption, and key management. Provides functional and empirical analysis related to the design, development and implementation of software operating systems for products including, but not limited to, IA utility software, IA development software, and IA diagnostic software. Expert knowledge of Common Operating Environment (COE). Develops system level scripts in various common languages (e.g., Bourne shell on UNIX). Analyzes network and computer communications hardware characteristics for IA requirements. Assists and coordinates with communications network specialists in the area of communications hardware.

Minimum Education: A Master's degree from an accredited college or university in Computer Science, Information Systems, Engineering, Business, Mathematics, or other related scientific or technical discipline is required.

Education and experience requirements may be substituted with:

1. A Ph.D. (in the subjects described above) and will be considered equivalent to two (2) years general experience and one (1) year specialized experience.
2. A Bachelor's degree (in the subjects described above) and twelve years general and six years specific experience.
3. A Certificate from a nationally recognized information systems security organization (CISSP, CISA, etc) may be considered equivalent to three (3) years generalized experience and three (3) years specialized experience.

TECHNICIAN SERIES

Skill Level 81 - Senior Technician Assistant (Administrative)**

Minimum/General Experience: Three years related experience in building and performing tests on electronic systems components to determine operability, troubleshooting malfunctioning circuits, and making required repairs. Must be familiar with principles of performing complex tasks using standard and nonstandard equipment and techniques.

Functional Responsibilities: Troubleshoots and repairs particularly complex or troublesome electronic failures independently. Services and calibrates electronic test equipment or control systems, and may suggest design changes or recommend improvements in production methods. Shall perform configuration management, inventory, and receiving tasks associated with all system hardware and software components.

Minimum Education: High School Degree.

Skill Level 82 - Technician Assistant (Administrative)**

Minimum/General Experience: One (1) year of related experience in performing tests on electronic systems components to determine operability, troubleshooting malfunctioning circuits and making required repairs. Must be familiar with performing standard and moderately complex tasks using standard electronic test equipment.

Functional Responsibilities: Under limited supervision, inspects tests and troubleshoots electronic systems. Makes repairs requiring standard techniques, may make repairs using nonstandard techniques, may service calibrate electronic test equipment or control systems, and maintains logs and reports as required.

Minimum Education: High School Degree.

Skill Level 83 - Technical Subject Matter Specialist (Senior)

Minimum/General Experience: This position requires six years of intensive and progressive experience in the applicable specialty field.

Functional Responsibilities: Applies subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. Resolves problems, which require an intimate knowledge of the related technical subject matter. Applies principles and methods of the subject matter to specialized solutions. Includes but not limited to; identity management, medical and legal transcription, scientific encoding, environmental, scientific, maintenance and repair processes, business processes, and logistical support activities.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of relevant experience.
2. No degree and ten years of directly applicable experience.
3. An applicable certificate of training with two years undergraduate work can be considered equivalent to a Bachelor's degree.

Skill Level 84 - Technical Subject Matter Specialist (Intermediate)

Minimum/General Experience: This position requires two years of intensive and progressive experience in the applicable specialty field.

Functional Responsibilities: Applies subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. Resolves problems, which require an intimate knowledge of the related technical subject matter. Applies principles and methods of the subject matter to specialized solutions. Includes but not limited to; identity management, medical and legal transcription, scientific encoding environmental, scientific, maintenance and repair processes, business processes, and logistical support activities.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) with applicable experience.
2. No degree and five years of directly applicable experience.
3. An applicable certificate of training with two years undergraduate work can be considered equivalent to a Bachelor's degree.

Skill Level 85 - Technical Subject Matter Specialist (Associate)

Minimum/General Experience: This position is entry level and does not require experience with a related degree.

Functional Responsibilities: Applies subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. Resolves problems which require an

intimate knowledge of the related technical subject matter. Applies principals and methods of the subject matter to specialized solutions. Includes but not limited to; identity management, medical and legal transcription, scientific encoding, environmental, scientific, maintenance and repair processes, business processes, and logistical support activities.

Minimum Education: Bachelor's degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Education and experience requirements may be substituted with:

1. No degree and four years of directly relevant experience to the work to be automated.
2. An applicable certificate of training with two years undergraduate work can be considered equivalent to a Bachelor's degree.

COMPUTER OPERATIONS SERIES

Skill Level 101 - System Administrator

Minimum/General Experience: This position requires a minimum of four years experience, of which at least three years must be specialized experience in administrating computer systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

Functional Responsibilities: Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and three years general experience of which at least two years must be specialized experience.
2. No degree and eight years general experience of which six years is specialized experience.

Skill Level 102 - System Operator**

Minimum/General Experience: This position requires a minimum of two years experience, of which at least two years must be specialized experience operating a large-scale computer system or a multi-server local area network. Must demonstrate sufficient knowledge of programming to understand how programs use computer hardware.

Functional Responsibilities: Monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation, which may be mainframe, mini, or client/server based.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. An Associate's Degree (in subjects described above) and three years general experience of which at least one year must be specialized experience.
2. No degree and seven years general experience of which at least five years is specialized experience.

Skill Level 103 - Senior Computer Security Systems Specialist

Minimum/General Experience: This position requires a minimum of 12 years experience, of which at least eight years must be specialized experience in defining computer security requirements for high level applications, evaluation of approved security product capabilities and resolution of computer security problems.

Functional Responsibilities: Analyzes and defines security requirements. Designs, develops, engineers, and implements solutions computer security requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the computer security arena. Performs risk analyses which also includes risk assessment. Provides daily supervision and direction to staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance is required.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and eight years general experience of which at least seven years must be specialized experience.
2. A Ph.D. (in subjects described above) and six years general experience of which at least five years must be specialized experience.

3. No degree and thirteen years general experience of which at least eleven years is specialized.

Skill Level 104 - Computer Security Systems Specialist

Minimum/General Experience: This position requires a minimum of eight years experience, of which at least six years must be specialized experience in defining computer security requirements for high level applications, evaluation of approved security product capabilities, and developing solutions computer security problems.

Functional Responsibilities: Analyzes and defines security requirements. Designs, develops, engineers, and implements solutions to computer security requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the computer security arena. Performs risk analyses which also includes risk assessment.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and seven years general experience of which at least five years must be specialized experience.
2. No degree and twelve years general experience of which at least ten years is specialized.

Skill Level 105 - Help Desk Specialist**

Minimum/General Experience: This position requires a minimum of five years experience, of which at least three years must be specialized. Specialized experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Functional Responsibilities: Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.

Minimum Education: An Associate's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Bachelor's Degree (in subjects described above) and four years general experience of which at least two years must be specialized experience.
2. No degree and eight years general experience of which at least six years is specialized experience.

Skill Level 106 - Hardware Specialist

Minimum/General Experience: This position requires a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: system analysis and evaluation of hardware capabilities and configurations. General experience includes increasing responsibilities with IT systems, including systems analysis and programming. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning hardware. Prepares functional requirements and specifications for hardware acquisitions. Ensures that problems have been properly identified and solutions will satisfy the user's requirements.

Minimum Education: An Associate's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Bachelor's Degree (in the subjects described above) and four years general experience of which at least two years must be specialized experience.
2. No degree and nine years general experience of which at least seven years is specialized experience.

Skill Level 107 - User Services Specialist I (Administrative)**

Minimum/General Experience: Three years of experience. Requires knowledge of the employer's (or client's) computer equipment and software.

Functional Responsibilities: Provides technical assistance to system users. Responses to users' requests for assistance by phone and in person. May staff a help desk or information center. Installs and modifies computer hardware and software.

Minimum Education: High school graduate or equivalent.

Skill Level 108 - User Services Specialist II**

Minimum/General Experience: Five years of experience. Requires knowledge of employer's (or client's) computer equipment, software, and application processes. Requires experience in providing technical assistance and on-the-job training. Generally requires extensive knowledge of one or more operating systems and environments.

Functional Responsibilities: Responds to user requests for assistance by phone and in person. Installs and modifies computer hardware and software. Diagnoses hardware, software, and operator problems and recommends remedial actions or procedural changes. May load and configure software such as operating systems and environments and application. Provides technical assistance and training to system users.

Minimum Education: An Associate's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Two years additional applicable experience may be substituted for a degree.

Skill Level 111 – Reserved

Skill Level 112 - Senior Hardware Installation Technician

Minimum/General Experience: This position requires a minimum of 10 years experience of which at least six years must be specialized. Specialized experience includes: supervision of installation technicians, analysis, design, and installation of computer based systems; analysis, design, and installation of local area networks; and analysis and installation of communication systems. General experience includes increasing responsibilities in technical management.

Functional Responsibilities. Organizes and directs hardware installations and on-site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Directs and leads preparation of engineering plans and site installation Technical Design Packages. Develops hardware installation schedules. Mobilizes installation team. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support.

Minimum Education: Minimum education requirement is a high school diploma.

Education and experience requirements may be substituted with:

1. An Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software

engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and seven years general experience of which at least five years must be specialized experience.

2. A Bachelor's Degree (in subjects described above) and six years general experience of which at least three years must be specialized experience.

Skill Level 113 - Hardware Draftsman (Administrative)**

Minimum/General Experience: This position requires a minimum of five years drafting experience. A diversified drafting background is required. A minimum of one-year specialized experience shall be in drafting of interconnects drawings, site plans, and mechanical parts typical of custom hardware installations. Must demonstrate the ability to work independently or under only general supervision.

Functional Responsibilities: Develops engineering drawings, using computer based drawing packages such as Aptitude. Develops engineering drawings for site plans, electrical interconnects, and mechanical plans for specialized hardware.

Minimum Education: A bachelor's degree from an accredited college or university in drafting, computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. An Associate's Degree (in the subjects above) and six years general experience with one additional year of specialized experience.
2. A high school diploma and seven years general experience with two additional years specialized experience.

Skill Level 114 - Computer System Installation Specialist

Minimum/General Experience: Eleven years experience. Requires extensive knowledge of computer equipment inventory, control quality assurance, and logistics processes. Requires extensive understanding of computer acquisition processes, automated records and databases, equipment substitution criteria, and issue and disposal processes.

Functional Responsibilities: Performs IT material management, including install planning, provisioning requirements determination, acquisition, distribution, accountability, and issue for consumption, retention or disposal. Determines current and future equipment requirements to meet customer needs. Reviews and analyses schedules to ensure readiness and availability of equipment for installation.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences,

mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

SPECIALIST SERIES

Skill Level 121 - Senior Database Management Specialist

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes: demonstrated experience with data base design and system analysis, current operating systems software internals and data manipulation languages. General experience includes increasing responsibilities in the development and maintenance of data base systems.

Functional Responsibilities: Manages the development of data base projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on data base management systems (DBMS) concepts. May provide daily supervision and direction to support staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and eight years general experience of which at least six years must be specialized experience.
2. No degree and thirteen years of general experience of which at least eleven years must be specialized experience.

Skill Level 122 - Database Management Specialist

Minimum/General Experience: This position requires a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: demonstrated experience using current DBMS's technologies, application design utilizing various DBMS and experience with DBMS internals. General experience includes increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years general experience of which at least three years must be specialized experience.
2. No degree and ten years of general experience of which at least eight years must be specialized experience.

Skill Level 123 - Data Base Specialist

Minimum/General Experience: Eight (8) years related experience performing difficult and complex software engineering activities relative to the design and development of existing software and new or existing systems or subsystems. Task leader of complex technical efforts in their specialty.

Functional Responsibilities: Works under limited supervision in performing difficult and complex software engineering assignments relative to the modification and/or development of software systems. Formulates and develops systems or subsystems architecture, requirements, and design documents. Performs software algorithm development, design, coding, and documentation work of systems. Understands and has implemented WEB technology. Evaluates subcontractor software activities, so as to ensure compliance with software engineering standards.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Skill Level 124 - Principal Industry/Functional Area Expert

Minimum/General Experience: Ten years of general IT experience and formal training and three years experience in BPR methods, plus training and one year experience in enterprise applications.

Functional Responsibilities: Recognized for strong expertise in industry issues and trends. Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Works with senior managers and executives to provide industry vision and strategic direction with regard to their enterprise. Guides the determination of information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generates functional area strategies for enhanced IT operations in a cross-functional area mode throughout the

organization. Participates in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and six years experience.
2. A PhD Degree (in subjects described above) and four years of general IT experience.
3. Three years of additional applicable experience as a Bachelor's degree.

Skill Level 125 - Senior Industry/Functional Area Specialist

Minimum/General Experience: Six years of experience in BPR methods, plus formal training and one year experience in enterprise applications.

Functional Responsibilities: Recognized for understanding and communicating common best practices for the industry. Utilizes a knowledge base to create conceptual business models and to point out relevant issues and considerations in selecting application software packages, such as those provided by ERP vendors. Assesses the operational and functional baseline of an organization and its organizational components, and helps to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Works with senior managers to provide industry vision and guidance with regard to their industry. Leads the determination and classification of information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Supports the development of functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and/or experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years experience.

2. A PhD Degree (in subjects described above) and two years of general IT experience.
3. Three years of additional applicable experience as a Bachelor's degree.

Skill Level 126 - Modeling and Simulation Specialist

Minimum/General Experience: This position requires five years of increasingly complex and progressive experience in subject matter related to simulation models being used.

Functional Responsibilities: Expert in modeling and simulation functions or operations such as, but not limited to exercises, plans, coordination, demonstrations, and instruction in the fields such as, but not limited to health, environmental, transportation, law enforcement, and security for military, and civil agencies. Provides supervision and guidance on the proper operation and use of simulation models and exercises. May support live, constructive, or virtual training.

Minimum Education: Bachelor's Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Education and/or experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and three years experience.
2. No degree and nine years of experience directly related to simulation and modeling or the work to be automated.

Skill Level 127 - Principal ERP Product Expert

Minimum/General Experience: Ten years of general IT experience including formal training and two years experience in BPR methods, plus formal training and one year experience in enterprise applications.

Functional Responsibilities: Recognized for in-depth knowledge of a specific product or families of enterprise applications, such as ERP products, and associated applications interface technologies. Utilizes technical area expertise to assess the operational and/or technical baseline of an organization as specifically associated with its functional components. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Works with information technology professionals to provide insight and advice to senior managers and executives, concerning the strategic direction and applicability of enterprise-based products. Takes a lead role in contributing to the development of standards and best practices surrounding the use of enterprise products and applications. Provides technical insight into the determination of technical inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generates technical strategies for enhanced operations, as well as ways to improve productivity across functional areas within the organization. Also responsible for developing and educating others with regard to product-specific best

practices. Participate in technical assessments and reviews to validate the technical approach and associated work products, such as ERP implementations. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and six years experience.
2. A PhD Degree (in subjects described above) and four years of general IT experience.
3. Three years of additional applicable experience as a Bachelor's degree.

Skill Level 128 - Senior ERP Product Specialist

Minimum/General Experience: Six years of general IT experience including formal training and two years experience in BPR methods, plus formal training and one year experience in enterprise applications.

Functional Responsibilities: Recognized for enterprise application implementation expertise, such as with specific ERP products, across functional business areas within an organization. Utilizes technical area expertise to assess, select, manage and implement enterprise application components, and to ensure that the technical solution solves the business problem as an organic part of the organization's operational and functional baseline. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Focus is in a specific product or technology family of technologies on multiple platforms, which is supplemented with a clear understanding of the business requirements and related applications issues. Works with product specialists to brief senior managers and end users on applications integration/functionality within the enterprise. Determines those technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Supports technical strategies that will improve productivity across functional areas within the organization. Educates others with regard to product-specific best practices. Leads enterprise applications integration efforts and oversee the validation of associated work products. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years experience.
2. A PhD Degree (in subjects described above) and two years of general IT experience.
3. Three years of additional applicable experience as a Bachelor's degree.

Skill Level 129 - Principal ERP Business/Architectural Expert

Minimum/General Experience: Ten years of general IT experience, including formal training and two years experience in enterprise applications, plus formal training and one year experience in BPR methods

Functional Responsibilities: Recognized for business and/or architectural expertise with regard to effectively adapting functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Work with senior managers and executives to provide vision and strategic direction for those functional areas that support the defined business disciplines within the enterprise, and to provide insight into selecting the enterprise applications (such as ERP products) that set the direction and establish an approach for a technical solution. Analyzes ERP gap analysis and architecture for full-scale implementation. Designs ERP application interfaces and the solution infrastructure baseline across the functional areas of interest. Manages ERP development, implementation, integration, testing and follow on support. While considering the needs of specific business areas, as well as those of the enterprise, provides expertise on technology and industry trends that will affect enterprise solution sets, including technical platforms and network architectures. Leads technical design reviews, validates enterprise approaches, define application systems that support redesigned or improved business processes, recommends technical architectures that lead to comprehensive business solutions, and assesses work products. Updates and debugs system problems to ensure functionality. Also responsible for developing and educating others with regard to the solution set for business and/or architecture-specific best practices. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and six years experience.
2. A PhD Degree (in subjects described above) and four years of general IT experience.
3. Three years of additional applicable experience as a Bachelor's degree.

Skill Level 130 - Senior ERP Business/Architectural Specialist

Minimum/General Experience: Six years of general IT experience, including formal training and two years experience in enterprise applications, plus formal training and one year experience in BPR methods

Functional Responsibilities: Recognized for business and/or architectural expertise with regard to ensuring functional business requirements and process issues are resolved using comprehensive enterprise applications solution sets. Works with senior managers to identify and solve functional area issues, designs business area solutions, develops conceptual business models, translates functional area business requirements into technical requirements, and supports the design and implementation of enterprise application solution sets (such as those provided by ERP products). Plans or generates data bases and/or data models that are the results of business systems planning and data requirements planning. Provides the future business strategies as seen from a data point of view for the systems development and data base administration groups. Analyzes the enterprise information system baseline and performs a “gap analysis” between the baseline, the user operational requirements and the operating capability of enterprise application product sets. Establishes requirements associated with the “gap analysis” to develop enterprise wide systems that support organizational goals and missions. The Design Architecture includes the entire application, database, and interface and communications infrastructure necessary to provide for present and future operational needs. Generates business architecture alternatives that address the technology and industry trends affecting enterprise solution sets. Reviews all implementation and support activities and provides technical direction to the programming functions. Supports technical design reviews, enterprise approach validations, and work product assessments.

Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Master’s Degree (in subjects described above) and four years experience.
2. A PhD Degree (in subjects described above) and two years of general IT experience.
3. Three years of additional applicable experience as a Bachelor’s degree.

Skill Level 131 - Senior ERP Analyst/Designer

Minimum/General Experience: Six years of general IT experience, including formal training and two years experience in enterprise applications and/or including formal training and one year experience in data bases such as ORACLE, M204, SYBASE.

Functional Responsibilities: Performs enterprise application team lead responsibilities, including planning tasks, assigning resources to the task, monitoring and tracking progress, and informing project management on all project activities. Performs business and technical analyst functions, including workshop facilitation, business process data validation, enterprise application (ERP product) testing from a functional business area perspective, program development, unit testing of the application code (ERP product) from a technical perspective, work group/work session participation, and delivery of technical and business solutions. Implements data bases that are the results of business systems planning and data requirements planning. Provides for systems development and data base administration groups the future business strategies as seen from a data point of view. Assists with the analysis of enterprise information system baseline and perform a “gap analysis” between the baseline, the user operational requirements and the operating capability of enterprise application product sets. Also perform business and technical designer functions, including making contribution to both the business and technical architecture components of the enterprise solution, supporting industry/functional area/business process specialists and experts, supporting architecture/product/technology specialists and experts, and review/assess enterprise solution products for accuracy and consistency. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Master’s Degree (in subjects described above) and four years of general IT experience.
2. A PhD Degree (in subjects described above) and two years of general IT experience.
3. Three years of additional applicable experience as a Bachelor’s degree.

Skill Level 132 - ERP Analyst/Designer

Minimum/General Experience: Four years general IT experience and one year experience in enterprise applications and/or including formal training.

Functional Responsibilities: Performs business and technical analyst functions, including workshop facilitation, business process data validation, enterprise application (ERP product) testing from a functional business area perspective, program development, unit testing of the application code (ERP product) from a technical perspective, work group/work session participation, and delivery of technical and business solutions. Efforts include participation in the development, integration and deployment of enterprise solutions. Works with senior managers to provide industry vision and strategic direction with regard to their data enterprise. Utilizes functional area expertise to create data base models and to assess the operational and functional data baseline. Examples of functional areas include, providing data models that are the results of business systems planning and data requirements planning. Provides input for systems development and data base administration groups from a data point of view. Also perform business and technical designer functions, including making contribution to both the business and technical architecture components of the enterprise solution, supporting industry/functional area/business process specialists and experts, supporting architecture/product/technology specialists and experts, and review/assess enterprise solution products for accuracy and consistency.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor's degree.

Skill Level 133 - Senior ERP Modeler/Developer

Minimum/General Experience: Six years of general IT requirements and one year experience in enterprise applications and/or including formal training and two years experience in enterprise applications and/or including formal training and one year experience in data bases such as ORACLE, M204, SYBASE, INFORMIX, DB2, etc.

Functional Responsibilities: Responsible for supporting the delivery of technical and business solutions based upon enterprise applications (ERP products based), and working independently to develop enterprise-based programs of medium to high complexity. Activities include the development, integration and deployment of enterprise solutions. Supports ERP Analysts, Designers, Business Specialist and Architectural Experts with enterprise applications programming, workshops, documentation, training

and user support. Efforts will produce business solution models, technical work products, unit-tested code, instructional courseware, data structures, user interfaces, documentation, and enhanced logical processes that will effectively utilize enterprise applications. May provide daily supervision and direction to support staff, ensures accuracy of the work of support staff, operates under deadlines, able to work on multiple tasks.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of general IT experience including formal training may be substituted for a Bachelor degree.
2. Three years of additional applicable experience as a Bachelor's degree.

Skill Level 134 - ERP Modeler/Developer

Minimum/General Experience: Four years of general IT experience and 1 year experience in enterprise applications.

Functional Responsibilities: Responsible for supporting the delivery of technical and business solutions based upon enterprise applications (ERP products based), and working independently to develop enterprise-based programs of medium to high complexity. Activities include the development, integration and deployment of enterprise solutions. Support ERP Analysts, Designers, Business Specialist and Architectural Experts with enterprise applications programming, workshops, documentation, training and user support. Efforts will produce business solution models, technical work products, unit-tested code, instructional courseware, data structures, user interfaces, documentation and enhanced logical processes that will effectively utilize enterprise applications.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor's degree.

Skill Level 135 - Principal INFOSEC Consulting Engineer

Minimum/General Experience: This position requires a minimum of 15 years' experience, of which 10 years must be specialized experience including leadership roles in developing and implementing INFOSEC technology, programs and policy for major industry and Government programs/efforts. Also requires an expert understanding of security policy advocated by the U.S. Government including

Department of Defense and appropriate civil agencies, e.g., NIST, as well as commercial “best practices”. General experience includes development of both common user and special purpose command and control/ information systems with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

Functional Responsibilities: Establishes and satisfies highly challenging and complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides leadership and guidance in the development, design and application of solutions implemented by more junior staff members. May have top level management responsibilities. Coordinates with senior representatives within the customer organizations 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. Examples could include classified intelligence and command and control - related networks. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education: Master’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A PhD Degree (in subjects described above) and 15 years of general IT experience of which 12 must be specialized experience.
2. A Bachelor’s degree and three years of additional applicable experience may be substituted for Master’s degree.

Skill Level 136 - Senior INFOSEC Consulting Engineer

Minimum/General Experience: This position requires a minimum of 10 years’ experience, of which 8 years must be specialized experience including INFOSEC technology, policy and procedure development and implementation on major industry and Government programs/efforts. Also includes a strong understanding of security policy advocated by the U.S. Government including Department of Defense and appropriate civil agencies, e.g., NIST. General experience includes development of both common user and special purpose command and control/ information systems with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

Functional Responsibilities: Establishes and satisfies system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource

demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides leadership and guidance in the development, design and application of solutions implemented by more junior staff members. May have management responsibilities when assigned. Coordinates with senior representatives within the customer organizations to address program goals, milestones, resources and risks. Applies expertise to common user information systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control - related networks. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: A Master's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Bachelor's degree (in subjects described above) and 12 years of general IT experience of which 9 must be specialized experience.
2. Three years of additional applicable experience may be substituted for Bachelor's degree.

Skill Level 137 - INFOSEC Development Engineer

Minimum/General Experience: This position requires a minimum of eight years' experience, of which at least six years must be specialized experience including the design and development of SECURE command/control/ communications and intelligence (C3I) and/or SECURE command/control/communications/computer and intelligence (C4I) systems or experience in providing information system security support for such systems. General experience includes information system requirements analysis, system design, implementation, and testing.

Functional Responsibilities: Develops and recommends technical solutions to support client's requirements in solving moderately complex network, platform and system security problems. Typical focus areas include analytical and engineering solutions based on federal and industry INFOSEC policy, doctrine and regulations. Responsibilities include secure system engineering and development, including system/security requirements analysis and secure system definition and specification development of INFOSEC policies and procedures utilizing technical and analytical skills. Also designs test beds for the DT&E of advanced INFOSEC hardware and software solutions.

Minimum Education: A Bachelor's degree computer science/systems, information systems/technology, engineering/engineering technology, software

engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and six years of general IT experience of which 5 must be specialized.
2. Three years of additional applicable experience may be substituted for Bachelor's degree.

Skill Level 138 - Senior INFOSEC Systems Specialist

Minimum/General Experience: This position requires a minimum of five years experience, of which at least three must be specialized experience including system security analysis and implementation; secure system engineering and/or design, design assurance or testing for INFOSEC products and systems computer networking technology and work in protocol and/or interface standards. General experience includes software engineering; program design and implementation; configuration management; or maintenance, integration or testing, and information system engineering, analyst or software experience.

Functional Responsibilities: Provides customer support in solving all phases of complex INFOSEC - related technical problems. Reviews and recommends INFOSEC solutions to customer problems based on an understanding of products/systems test results. Conducts systems security analysis and implementation, system engineering, electrical design, design assurance, testing, software engineering, program design, configuration management, integration and testing of INFOSEC products and techniques. Solutions are based on a firm understanding of government/industry policy, practices, procedures, and customer requirements. Particular attention placed on Guard, Firewall, Secure Network Server, PCMCIA format security solutions, "Smart Cards", and emerging security technologies and future trends in support of information system and network security. Insures that INFOSEC solutions are fully compatible with or engineered into the customer's network design. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and two years year of specialized experience as detailed above.
2. A PhD Degree (in subjects described above) and one year of specialized experience as detailed above.

3. Three years of additional applicable experience may be substituted for Bachelor's degree.

Skill Level 139 - INFOSEC Systems Technical Specialist

Minimum/General Experience: This position requires a minimum of three years' experience, of which at least two must be specialized experience including system security analysis and implementation; design assurance or testing for INFOSEC products and systems; integration or testing for INFOSEC products and systems. Experience in heterogeneous computer networking technology and work in protocol and/or interface standards specification is recommended. General experience includes system engineering; electrical design, software engineering; program design and implementation; configuration management; or maintenance.

Functional Responsibilities: Analyzes general INFOSEC - related technical problems and provides basic engineering and technical support in solving these problems. Configures test beds and conducts testing, records and analyzes results, and provides recommendations for improvements for the products/systems under test. Areas of focus include Guard, Firewall, Secure Network Server, PCMCIA format security solutions, "Smart Cards", and emerging technologies and future trends. Supports the integration of INFOSEC solutions and technologies into networks with particular attention to protocols, interfaces, and system design.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. A Masters Degree + 1 year specialized experience as detailed above may be substituted for Bachelor's degree. Three years of applicable experience may be substituted for Bachelor's degree.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and one year of specialized experience as detailed above.
2. Three years of additional applicable experience may be substituted for Bachelor's degree.

Skill Level 140 - Senior INFOSEC Applications Developer

Minimum/General Experience: Experience in software engineering, of which at least five years must be specialized experience including demonstrated experience in designing, developing/programming INFOSEC - related software. Experience in designing and developing large software systems is required.

Functional Responsibilities: Analyzes complex INFOSEC requirements. Based on direct interface with customers, designs, develops, and integrates software - based solutions. Software applications encompass cryptographic solutions that provide and/or

enhance the security of individual platforms, systems or networks. Develops and enhances user interfaces to existing INFOSEC software. Designs test scenarios and supports testing of new and enhanced software products. Provides telephonic and on-site support (as required) to customer's worldwide operational sites. Maintains documentation IAW customer's security requirements and practices. Creates and maintains subject matter Web Site and contributes technical matter for the publication of Computer Based Training for software products he/she develops. Maintains technical supervision over other software developers.

May provide work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years general experience and three years of specialized experience as detailed above.

Skill Level 141 – Master Information Assurance (IA) Specialist

Minimum/General Experience: This position requires eight years of general experience including experience with information system requirements analysis, system design, implementation, and testing. Also required, as part of the eight years of experience, are six years of specialized experience including the design and development of secure command, control, security, identity management, intelligence, or communications systems or experience in providing information system security support for such systems.

Functional Responsibilities: Develops and recommends technical solutions to support client requirements in solving moderately complex network, platform and system security problems. Typical focus areas include analytical and engineering solutions based on federal and industry INFOSEC policy, doctrine and regulations.

Responsibilities include: identity management, secure system engineering and development, biometrics, system/security requirements analysis, secure system definition, as well as, specification development of INFOSEC policies and procedures utilizing technical and analytical skills. Also designs test beds for the Developmental Test & Evaluation (DT&E) of advanced INFOSEC hardware and software solutions. Potential areas of functionality include but are not limited to: Master IA Systems Engineer, Master IA Systems Security Engineer, and Master IA Analyst.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) with six years of general experience of which five years must be specialized may be substituted.
2. Four years of directly applicable specialized experience may be substituted for Bachelor degree.

Ancillary Services SIN 132-100 and 132-100STLOC - SUPPORT SERIES

The following skill categories are support categories and should only be used in support of a task in conjunction with other skill categories list above.

Skill Level 151 - ADP Administration Specialist (Administrative)**

Minimum/General Experience: Minimum of four years project experience, of which at least two years must be specialized in duties similar to those shown below. Works with limited supervision and direction. Required to use judgment and initiative in problem solving.

Functional Responsibilities: Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations, and In Process Review preparation. Performs analysis, development, and review of program administrative operating procedures.

Minimum Education: Requires a high school diploma.

Education and experience requirements may be substituted with:

1. An Associate's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and two years of general experience of which at least one year must be specialized experience.
2. A Bachelor's degree in any field, and one year of general experience.

Skill Level 152 - Data Entry Clerk (Administrative)**

Minimum/General Experience: One year experience in data entry and verification. Typically required to work under close supervision and direction.

Functional Responsibilities: Performs data entry via on-line data terminal, key-to-tape, key-to-disk, or similar device. Verifies data entered, where applicable.

Minimum Education: Requires a high school diploma

Education and experience requirements may be substituted with:

1. An Associate of Arts (AA) degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and will be considered equivalent to one half (½) year of general experience.
2. Formal specialized training may be substituted on the basis of one month of training for one month of experience, not to exceed three months.

Skill Level 153 - Documentation Specialist (Administrative)**

Minimum/General Experience: This position requires a minimum of two years experience, of which at least one year must be specialized. Specialized experience includes: preparing technical documentation, which is to include researching for applicable Government and industry documentation standards. General experience includes technical writing and documentation experience pertaining to all aspects of IT. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

Minimum Education: High school diploma and two years general experience of which at least one year is specialized.

Skill Level 154 - Technical Writer/Editor**

Minimum/General Experience: This position requires a minimum of three years experience, of which at least one year must be specialized. Specialized experience includes: demonstrated experience in editing documents, including technical documents. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, Education, English or Literature or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and two years general experience of which at least one year must be specialized experience.

2. No degree and seven years general experience of which at least five years is specialized.

Skill Level 155 - Administrative/Graphics Specialist (Administrative)**

Minimum/General Experience: Minimum of two years experience in office administration and developing graphic/artistic presentations for publications and documents (preferably technical documentation). At minimum, one year of specialized experience using commercial automated word processing, graphics systems, and desktop publishing systems. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Directly supports Program Manager or Project Manager by maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Minimum Education: Requires a high school diploma.

One year experience requirements may be substituted with:

1. An Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Skill Level 156 - Electronic Meeting Facilitator**

Minimum/General Experience: This position requires a minimum of four years of experience, of which at least two must be specialized. Specialized experience includes: development of highly complex information systems using collaborative techniques and group process consulting to lead groups in consensus decision making. General experience includes demonstration of excellent interpersonal skills, communication skills, and client management skills. Must have a broad understanding and hands on experience in systems development lifecycle methodologies, hardware, and telecommunications.

Functional Responsibilities: Serves a team leadership role in preparing and conducting electronic meetings, and in meeting follow-up activities.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance, English, education, or human resources.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and three years general experience of which at least one year must be specialized experience.
2. An Associate's Degree (in subjects described above) and five years general experience of which at least three years must be specialized experience.
3. No degree and six years general experience of which at least four years must be specialized experience.

Skill Level 157 - Electronic Meeting Technographer**

Minimum/General Experience: This position requires a minimum of three years of experience, of which at least one is specialized. Specialized experience includes: cross-functional computer skills, knowledge of LAN servers, and knowledge of technical content. General experience includes knowledge of automated environments.

Functional Responsibilities: Supports the meeting facilitator in planning, preparing and conducting meetings, and in meeting follow-up activities. Manipulates on-line electronic meeting software, such as GroupSystems V, CASE tools such as; Activity Modeller and Design IDEF; and decision support tools. Responsible for the cataloging, maintenance, and distribution of customer session data files.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance, English, or human resources.

Education and experience requirements may be substituted with:

1. An Associate's Degree (in subjects described above) and five years general experience of which at least two years in specialized experience.
2. No degree and eight years general experience of which at least six is specialized.

Skill Level 158 - Learning Architect

Minimum/General Experience: Four years intensive or progressive experience. Demonstrated experience in the analysis, design, development, implementation and evaluation of solutions for learning.

Functional Responsibilities: Conducts needs analyses and recommends realistically deployable learning solutions *in an Information Technology (IT) environment*. Creates strategic direction for the analysis, design, development, implementation, and evaluation of solutions for learning. Develops mechanisms for deployment. Maintains and revises solutions as needed. Develops learning architectures for roles by determining what learning assets contribute to development in a role, sequencing the assets, and mapping the assets to a timeline. Establishes and maintains relationships with external training service vendors.

Utilizes desktop tools and multimedia design tools to develop learning solutions. May use electronic employee development tools and systems. Provides consulting services to line managers. Leverages the knowledge of subject matter experts. Directs activities of instructional designers. Assesses needs of internal customers, provides recommendations based on applicable knowledge, best practices, and develops appropriate solutions. Crafts solutions that align with the organization's strategic direction and tactical needs. Typical outputs/deliverables: learning architectures, learning program outlines.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, business/finance, English, education, or human resources.

1. A Master's degree (in subjects described above) may be substituted for the experience requirement.

Skill Level 159 - Instructional Designer

Minimum/General Experience: Two years intensive or progressive experience in design, development of instructional programs. Experience utilizing instructional systems design (ISD) theories.

Functional Responsibilities: Designs and develops leader-led and/or self-paced instructional programs and materials *in an Information Technology (IT) environment*. Applies instructional systems design (ISD) theories and adjusts learning principles. Conducts evaluations and revises programs and materials based on feedback. Utilizes desktop tools and multi-media design tools to develop learning solutions. Leverages the knowledge of subject matter experts. Assesses customer needs, provides recommendations, and develops solutions. Understands how training interventions fit within a business solution. Typical outputs/deliverables: paper based training materials, multi-media training materials.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, business/finance, English, education, or human resources.

Education and/or experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) as a substitution for the experience requirement.
2. No degree and five years of experience.

Skill Level 160 – Project Control Specialist

Minimum/General Experience: This position requires a minimum of four years experience, of which at least 2 years must be specialized. General experience includes increasing responsibilities in general accounting or management activities. Specialized experience includes preparation and analysis of financial statements and development of complex project schedules. Must demonstrate the ability to work independently or under only general direction. Must understand the principles of Earned Value Management (EVM). Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: Directs all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develops work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provides daily supervision and direction to staff. May perform Earned Value Management (EVM) analysis and assist with the creation and updating of project control plans/diagrams.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Accounting, or other related scientific or technical discipline.

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

CLOUD SERIES

Cloud Digital Architect

Minimum/General Experience: This position requires a minimum of twenty years IT experience of which 5 years must be in the Cloud environment. Experience includes solution development and application, software architecture and cloud solutions.

Functional Responsibilities: Cloud Digital Architects provide business strategy, solution development and technical guidance to develop business and market solutions that

align with cloud service offerings from the cloud service provider. Digital architects specialize in application and software architecture.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and sixteen years of experience.
2. A Ph.D. (in subjects described above) and fourteen years of experience.

Cloud Solution Architect

Minimum/General Experience: This position requires a minimum of twenty years IT experience of which 5 years must be in the Cloud environment. Experience includes solution development and application, software architecture and cloud solutions.

Functional Responsibilities: Cloud Solution Architects provide business strategy, solution development and technical guidance to develop business and market solutions that align with cloud service offerings from the cloud service provider. Cloud Solution Architects specialize in application and software architecture.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and sixteen years of experience.
2. A Ph.D. (in subjects described above) and fourteen years of experience.

Cloud Principal Consultant

Minimum/General Experience: This position requires a minimum of fifteen years IT experience of which 3 must be in the Cloud environment. Experience includes solution development and application, software architecture and cloud solutions.

Functional Responsibilities: Serves as a senior technical cloud consultant to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of cloud products.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software



engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and eleven years of experience.
2. A Ph.D. (in subjects described above) and nine years of experience

Cloud Account Delivery Executive

Minimum/General Experience: This position requires a minimum of five years IT experience of which one year must be in the Cloud environment. Experience includes increasing responsibilities in information systems design and cloud solutions management.

Functional Responsibilities: Cloud Account Delivery Executive is a lead contact for cloud customer and project requirements and coordinates and schedules project resources to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of cloud products.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and one year of experience.

Cloud Project Manager

Minimum/General Experience: This position requires a minimum of five years IT experience of which one year must be in Cloud environment. Experience includes increasing responsibilities in information systems design and cloud solutions management.

Functional Responsibilities: Lead project contact for cloud customers, and also coordinates and schedules project resources to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of cloud products.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and one year of experience.

Cloud Senior Consultant

Minimum/General Experience: This position requires a minimum of fifteen years IT experience of which 3 years must be in Cloud environment. Experience includes increasing responsibilities in information systems design, cloud solutions and management.

Functional Responsibilities: Senior Cloud Consultants provide technical expertise in designing, architecting, deploying and maintaining cloud solutions.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and eleven years of experience.
2. A Ph.D. (in subjects described above) and nine years of experience

Cloud Consultant

Minimum/General Experience: This position requires a minimum of ten years IT experience of which 2 years must be in Cloud environment. Experience includes increasing responsibilities in information systems design, cloud solutions and management.

Functional Responsibilities: Cloud Consultants provide technical expertise in designing, architecting, deploying and maintaining cloud solutions.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and six years of experience.
2. A Ph.D. (in subjects described above) and four years of experience

Cloud Associate Consultant

Minimum/General Experience: This position requires a minimum of five years IT experience of which 1 year must be in Cloud environment. Experience includes increasing responsibilities in information systems design, cloud solutions and management.



Functional Responsibilities: JCloud Associate Consultants provide technical expertise in designing, architecting, deploying and maintaining cloud solutions.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and one year of experience.



| | CONTRACTOR SITE RATES | *CY1 Date of Award 1/12/2016 | *CY2 1/13/2016 1/12/2017 | CY3 1/13/2017 1/12/2018 | CY4 1/13/2018 6/25/2019 | CY5 6/26/2019 6/25/2020 |
|----|--|---------------------------------------|--------------------------------|-------------------------------|-------------------------------|-------------------------------|
| | GSA 70 LABOR CATEGORY | | | | | |
| | MANAGEMENT SERIES | | | | | |
| 1 | Executive Project/Program Manager | \$228.10 | \$235.81 | \$243.76 | \$251.97 | \$260.46 |
| 2 | Sr. Project Manager | \$203.18 | \$210.05 | \$217.13 | \$224.45 | \$232.01 |
| 3 | Project Manager | \$164.39 | \$169.95 | \$175.68 | \$181.60 | \$187.72 |
| 4 | Task Manager/Site Manager | \$141.43 | \$146.21 | \$151.14 | \$156.23 | \$161.49 |
| 5 | Quality Assurance Manager | \$137.32 | \$141.96 | \$146.74 | \$151.69 | \$156.80 |
| 6 | Computer Operations Manager | \$114.22 | \$118.08 | \$122.06 | \$126.17 | \$130.42 |
| 7 | Communications Network Manager | \$136.27 | \$140.88 | \$145.63 | \$150.54 | \$155.61 |
| 8 | Data Communications Manager | \$136.27 | \$140.88 | \$145.63 | \$150.54 | \$155.61 |
| 9 | Help Desk Manager | \$74.61 | \$77.13 | \$79.73 | \$82.42 | \$85.20 |
| 10 | Lead Installation Engineer | \$134.72 | \$139.27 | \$143.96 | \$148.81 | \$153.82 |
| 11 | Network Systems Manager | \$114.22 | \$118.08 | \$122.06 | \$126.17 | \$130.42 |
| | PROGRAMMING AND ANALYST SERIES | | | | | |
| 21 | Quality Assurance Analyst (Lead) | \$137.32 | \$141.96 | \$146.74 | \$151.69 | \$156.80 |
| 22 | Quality Assurance Analyst | \$68.52 | \$70.84 | \$73.23 | \$75.70 | \$78.25 |
| 23 | Senior Functional Analyst | \$120.52 | \$124.59 | \$128.79 | \$133.13 | \$137.62 |
| 24 | Functional Analyst | \$89.44 | \$92.46 | \$95.58 | \$98.80 | \$102.13 |
| 26 | Computer Systems Analyst | \$111.69 | \$115.47 | \$119.36 | \$123.38 | \$127.54 |
| 27 | Applications Systems Analyst/Programmer (Lead) | \$133.98 | \$138.51 | \$143.18 | \$148.01 | \$153.00 |
| 28 | Applications Systems Analyst/Programmer (Senior) | \$79.72 | \$82.41 | \$85.19 | \$88.06 | \$91.03 |
| 29 | Applications Programmer | \$90.85 | \$93.92 | \$97.09 | \$100.36 | \$103.74 |
| 31 | Student Application Programmer (Administrative)** | \$69.77 | \$72.13 | \$74.56 | \$77.07 | \$79.67 |
| 32 | Web Architect | \$163.78 | \$169.32 | \$175.03 | \$180.93 | \$187.03 |
| 33 | Web Designer | \$105.46 | \$109.02 | \$112.69 | \$116.49 | \$120.42 |
| 35 | Principal Systems Architect | \$165.40 | \$170.99 | \$176.75 | \$182.71 | \$188.87 |
| 36 | Project Analyst I | \$75.35 | \$77.90 | \$80.53 | \$83.24 | \$86.05 |
| | NETWORK SERIES | | | | | |
| 41 | Telecommunications/Communications Integration Engineer | \$159.99 | \$165.40 | \$170.97 | \$176.73 | \$182.69 |
| 42 | Communications Specialist | \$101.49 | \$104.92 | \$108.46 | \$112.12 | \$115.90 |



| | CONTRACTOR SITE RATES | *CY1 Date of Award 1/12/2016 | *CY2 1/13/2016 1/12/2017 | CY3 1/13/2017 1/12/2018 | CY4 1/13/2018 6/25/2019 | CY5 6/26/2019 6/25/2020 |
|-----|---|---------------------------------------|--------------------------------|-------------------------------|-------------------------------|-------------------------------|
| | GSA 70 LABOR CATEGORY | | | | | |
| 43 | Communication Analyst, Senior (Administrative) | \$146.34 | \$151.29 | \$156.39 | \$161.66 | \$167.11 |
| 44 | Communication Analyst, Intermediate (Administrative)** | \$76.87 | \$79.47 | \$82.15 | \$84.92 | \$87.78 |
| 46 | Communications Installer, Intermediate (Administrative)** | \$94.53 | \$97.73 | \$101.02 | \$104.42 | \$107.94 |
| 47 | Communications Installer, Associate (Administrative)** | \$83.26 | \$86.07 | \$88.97 | \$91.97 | \$95.07 |
| 48 | Senior Network Engineer | \$104.90 | \$108.45 | \$112.10 | \$115.88 | \$119.79 |
| 49 | Network Engineer | \$95.54 | \$98.77 | \$102.10 | \$105.54 | \$109.10 |
| 50 | Network Draftsman (Administrative)* | \$113.44 | \$117.27 | \$121.22 | \$125.31 | \$129.53 |
| 51 | Cable Installer (Administrative)* | \$69.77 | \$72.13 | \$74.56 | \$77.07 | \$79.67 |
| | ENGINEERING SERIES | | | | | |
| 61 | Principal Information Engineer | \$131.61 | \$136.06 | \$140.65 | \$145.39 | \$150.29 |
| 62 | Senior Information Engineer | \$106.21 | \$109.80 | \$113.50 | \$117.32 | \$121.27 |
| 63 | Senior Application Engineer | \$132.91 | \$137.40 | \$142.03 | \$146.82 | \$151.77 |
| 64 | Applications Engineer | \$114.28 | \$118.14 | \$122.12 | \$126.24 | \$130.49 |
| 65 | Software Engineer I | \$79.85 | \$82.55 | \$85.33 | \$88.21 | \$91.18 |
| 67 | Software Engineer III | \$85.09 | \$87.97 | \$90.93 | \$93.99 | \$97.16 |
| 68 | Test Engineer (Senior) | \$135.78 | \$140.37 | \$145.10 | \$149.99 | \$155.04 |
| 69 | Test Engineer (Intermediate) | \$111.69 | \$115.47 | \$119.36 | \$123.38 | \$127.54 |
| 70 | Test Engineer (Associate) | \$79.63 | \$82.32 | \$85.09 | \$87.96 | \$90.92 |
| 71 | Software Systems Engineer (Lead) | \$135.78 | \$140.37 | \$145.10 | \$149.99 | \$155.04 |
| 72 | Senior Software Engineer | \$140.89 | \$145.65 | \$150.56 | \$155.63 | \$160.87 |
| | TECHNICIAN SERIES | | | | | |
| 81 | Senior Technician Assistant (Administrative)** | \$59.64 | \$61.66 | \$63.74 | \$65.89 | \$68.11 |
| 82 | Technician Assistant (Administrative)** | \$55.76 | \$57.64 | \$59.58 | \$61.59 | \$63.67 |
| 83 | Technical Subject Matter Specialist (Senior) | \$130.25 | \$134.65 | \$139.19 | \$143.88 | \$148.73 |
| 84 | Technical Subject Matter Specialist (Intermediate) | \$121.49 | \$125.60 | \$129.83 | \$134.21 | \$138.73 |
| 85 | Technical Subject Matter Specialist (Associate) | \$105.29 | \$108.85 | \$112.52 | \$116.31 | \$120.23 |
| | COMPUTER OPERATIONS SERIES | | | | | |
| 101 | System Administrator | \$74.66 | \$77.18 | \$79.78 | \$82.47 | \$85.25 |
| 102 | System Operator** | \$80.17 | \$82.88 | \$85.67 | \$88.56 | \$91.54 |
| 103 | Sr. Computer Security Systems Specialist | \$215.58 | \$222.87 | \$230.38 | \$238.14 | \$246.17 |



| | CONTRACTOR SITE RATES | *CY1 Date of Award 1/12/2016 | *CY2 1/13/2016 1/12/2017 | CY3 1/13/2017 1/12/2018 | CY4 1/13/2018 6/25/2019 | CY5 6/26/2019 6/25/2020 |
|-----|--|---------------------------------------|--------------------------------|-------------------------------|-------------------------------|-------------------------------|
| | GSA 70 LABOR CATEGORY | | | | | |
| 104 | Computer Security Systems Specialist | \$95.45 | \$98.68 | \$102.01 | \$105.45 | \$109.00 |
| 105 | Help Desk Specialist** | \$56.36 | \$58.26 | \$60.22 | \$62.25 | \$64.35 |
| 106 | Hardware Specialist | \$94.96 | \$98.17 | \$101.48 | \$104.90 | \$108.44 |
| 107 | User Services Specialist I (Administrative)** | \$51.05 | \$52.78 | \$54.56 | \$56.40 | \$58.30 |
| 108 | User Services Specialist II (Administrative)** | \$95.17 | \$98.39 | \$101.71 | \$105.14 | \$108.68 |
| 112 | Senior Hardware Installation Technician | \$97.31 | \$100.60 | \$103.99 | \$107.49 | \$111.11 |
| 113 | Hardware Draftsman (Administrative)** | \$89.94 | \$92.98 | \$96.11 | \$99.35 | \$102.70 |
| 114 | Computer System Installation Specialist | \$198.91 | \$205.63 | \$212.56 | \$219.72 | \$227.12 |
| | SPECIALIST SERIES | | | | | |
| 121 | Senior Database Management Specialist | \$144.20 | \$149.07 | \$154.09 | \$159.28 | \$164.65 |
| 122 | Database Management Specialist | \$119.17 | \$123.20 | \$127.35 | \$131.64 | \$136.08 |
| 123 | Data Base Specialist | \$167.98 | \$173.66 | \$179.51 | \$185.56 | \$191.81 |
| 124 | Principal Industry/Functional Area Expert | \$248.79 | \$257.20 | \$265.87 | \$274.83 | \$284.09 |
| 125 | Senior Industry/Functional Area Specialist | \$171.77 | \$177.58 | \$183.56 | \$189.75 | \$196.14 |
| 126 | Modeling and Simulation Specialist | \$190.67 | \$197.11 | \$203.75 | \$210.62 | \$217.72 |
| 127 | Principal ERP Product Expert | \$248.79 | \$257.20 | \$265.87 | \$274.83 | \$284.09 |
| 128 | Senior ERP Product Specialist | \$188.36 | \$194.73 | \$201.29 | \$208.07 | \$215.08 |
| 129 | Principal ERP Business/Architectural Expert | \$248.79 | \$257.20 | \$265.87 | \$274.83 | \$284.09 |
| 130 | Senior ERP Business/Architectural Specialist | \$171.18 | \$176.97 | \$182.93 | \$189.09 | \$195.46 |
| 131 | Senior ERP Analyst/Designer | \$201.08 | \$207.88 | \$214.89 | \$222.13 | \$229.62 |
| 132 | ERP Analyst/Designer | \$132.27 | \$136.74 | \$141.35 | \$146.11 | \$151.03 |
| 133 | Senior ERP Modeler/Developer | \$201.08 | \$207.88 | \$214.89 | \$222.13 | \$229.62 |
| 134 | ERP Modeler/Developer | \$132.27 | \$136.74 | \$141.35 | \$146.11 | \$151.03 |
| 135 | Principal INFOSEC Consulting Engineer | \$176.49 | \$182.46 | \$188.61 | \$194.97 | \$201.54 |
| 136 | Senior INFOSEC Consulting Engineer | \$171.77 | \$177.58 | \$183.56 | \$189.75 | \$196.14 |
| 137 | INFOSEC Development Engineer | \$167.98 | \$173.66 | \$179.51 | \$185.56 | \$191.81 |
| 138 | Senior INFOSEC Systems Specialist | \$143.64 | \$148.50 | \$153.50 | \$158.67 | \$164.02 |
| 139 | INFOSEC Systems Technical Specialist | \$106.03 | \$109.61 | \$113.30 | \$117.12 | \$121.07 |
| 140 | Senior INFOSEC Applications Developer | \$111.69 | \$115.47 | \$119.36 | \$123.38 | \$127.54 |
| 141 | Master Information Assurance (IA) Specialist | \$167.98 | \$173.66 | \$179.51 | \$185.56 | \$191.81 |



| | CONTRACTOR SITE RATES | *CY1 Date of Award 1/12/2016 | *CY2 1/13/2016 1/12/2017 | CY3 1/13/2017 1/12/2018 | CY4 1/13/2018 6/25/2019 | CY5 6/26/2019 6/25/2020 |
|--|--|---------------------------------------|--------------------------------|-------------------------------|-------------------------------|-------------------------------|
| | GSA 70 LABOR CATEGORY | | | | | |
| | CLOUD SERIES | | | | | |
| | | | | | | |
| | Cloud Digital Architect | | | | \$368.64 | \$379.59 |
| | Cloud Solution Architect | | | | \$368.64 | \$379.59 |
| | Cloud Principal Consultant | | | | \$354.02 | \$364.98 |
| | Cloud Account Delivery Executive | | | | \$325.91 | \$335.73 |
| | Cloud Project Manager | | | | \$325.91 | \$335.73 |
| | Cloud Senior Consultant | | | | \$339.41 | \$349.22 |
| | Cloud Consultant | | | | \$306.77 | \$315.49 |
| | Cloud Associate Consultant | | | | \$269.66 | \$277.26 |
| | Cloud Digital Architect (Cleared) | | | | \$379.89 | \$390.84 |
| | Cloud Solution Architect (Cleared) | | | | \$379.89 | \$390.84 |
| | Cloud Principal Consultant (Cleared) | | | | \$365.27 | \$376.22 |
| | Cloud Account Delivery Executive (Cleared) | | | | \$337.14 | \$346.97 |
| | Cloud Project Manager (Cleared) | | | | \$337.14 | \$346.97 |
| | Cloud Senior Consultant (Cleared) | | | | \$350.64 | \$360.47 |
| | Cloud Consultant (Cleared) | | | | \$318.03 | \$327.86 |
| | Cloud Associate Consultant (Cleared) | | | | \$280.91 | \$289.63 |
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| | GOVERNMENT SITE RATES | *CY1 Date of Award 1/12/2016 | *CY2 1/13/2016 1/12/2017 | CY3 1/13/2017 1/12/2018 | CY4 1/13/2018 6/25/2019 | CY5 6/26/2019 6/25/2020 |
|---|-----------------------------------|---------------------------------------|--------------------------------|-------------------------------|-------------------------------|-------------------------------|
| | GSA 70 LABOR CATEGORY | | | | | |
| | MANAGEMENT SERIES | | | | | |
| | | | | | | |
| 1 | Executive Project/Program Manager | \$191.58 | \$198.06 | \$204.73 | \$211.63 | \$218.76 |
| 2 | Sr. Project Manager | \$170.66 | \$176.43 | \$182.38 | \$188.53 | \$194.88 |



| | GOVERNMENT SITE RATES | *CY1 Date of Award 1/12/2016 | *CY2 1/13/2016 1/12/2017 | CY3 1/13/2017 1/12/2018 | CY4 1/13/2018 6/25/2019 | CY5 6/26/2019 6/25/2020 |
|----|---|---------------------------------------|--------------------------------|-------------------------------|-------------------------------|-------------------------------|
| | GSA 70 LABOR CATEGORY | | | | | |
| 3 | Project Manager | \$138.55 | \$143.23 | \$148.06 | \$153.05 | \$158.21 |
| 4 | Task Manager/Site Manager | \$118.80 | \$122.82 | \$126.96 | \$131.24 | \$135.66 |
| 5 | Quality Assurance Manager | \$115.38 | \$119.28 | \$123.30 | \$127.46 | \$131.76 |
| 6 | Computer Operations Manager | \$95.94 | \$99.18 | \$102.52 | \$105.97 | \$109.54 |
| 7 | Communications Network Manager | \$114.44 | \$118.31 | \$122.30 | \$126.42 | \$130.68 |
| 8 | Data Communications Manager | \$114.44 | \$118.31 | \$122.30 | \$126.42 | \$130.68 |
| 9 | Help Desk Manager | \$62.65 | \$64.77 | \$66.95 | \$69.21 | \$71.54 |
| 10 | Lead Installation Engineer | \$113.16 | \$116.98 | \$120.92 | \$125.00 | \$129.21 |
| 11 | Network Systems Manager | \$95.94 | \$99.18 | \$102.52 | \$105.97 | \$109.54 |
| | PROGRAMMING AND ANALYST SERIES | | | | | |
| 21 | Quality Assurance Analyst (Lead) | \$115.38 | \$119.28 | \$123.30 | \$127.46 | \$131.76 |
| 22 | Quality Assurance Analyst | \$57.54 | \$59.48 | \$61.48 | \$63.55 | \$65.69 |
| 23 | Senior Functional Analyst | \$101.24 | \$104.66 | \$108.19 | \$111.84 | \$115.61 |
| 24 | Functional Analyst | \$75.00 | \$77.54 | \$80.15 | \$82.85 | \$85.64 |
| 26 | Computer Systems Analyst | \$93.85 | \$97.02 | \$100.29 | \$103.67 | \$107.16 |
| 27 | Applications Systems Analyst/Programmer (Lead) | \$112.53 | \$116.33 | \$120.25 | \$124.30 | \$128.49 |
| 28 | Applications Systems Analyst/Programmer (Senior) | \$70.61 | \$73.00 | \$75.46 | \$78.00 | \$80.63 |
| 29 | Applications Programmer | \$76.29 | \$78.87 | \$81.53 | \$84.28 | \$87.12 |
| 31 | Student Application Programmer (Administrative)** | \$58.60 | \$60.58 | \$62.62 | \$64.73 | \$66.91 |
| 32 | Web Architect | \$137.57 | \$142.22 | \$147.01 | \$151.96 | \$157.08 |
| 33 | Web Designer | \$88.57 | \$91.56 | \$94.65 | \$97.84 | \$101.14 |
| 35 | Principal Systems Architect | \$144.35 | \$149.23 | \$154.26 | \$159.46 | \$164.83 |
| 36 | Project Analyst I | \$63.30 | \$65.44 | \$67.65 | \$69.93 | \$72.29 |
| | NETWORK SERIES | | | | | |
| 41 | Telecommunications/Communications Integration Engineer | \$134.36 | \$138.90 | \$143.58 | \$148.42 | \$153.42 |
| 42 | Communications Specialist | \$85.26 | \$88.14 | \$91.11 | \$94.18 | \$97.35 |
| 43 | Communication Analyst, Senior (Administrative) | \$122.93 | \$127.09 | \$131.37 | \$135.80 | \$140.38 |
| 44 | Communication Analyst, Intermediate (Administrative)** | \$64.58 | \$66.76 | \$69.01 | \$71.34 | \$73.74 |
| 46 | Communications Installer, Intermediate (Administrative)** | \$79.39 | \$82.07 | \$84.84 | \$87.70 | \$90.66 |



| | GOVERNMENT SITE RATES | *CY1 Date of Award 1/12/2016 | *CY2 1/13/2016 1/12/2017 | CY3 1/13/2017 1/12/2018 | CY4 1/13/2018 6/25/2019 | CY5 6/26/2019 6/25/2020 |
|-----|--|---------------------------------------|--------------------------------|-------------------------------|-------------------------------|-------------------------------|
| | GSA 70 LABOR CATEGORY | | | | | |
| 47 | Communications Installer, Associate (Administrative)** | \$69.94 | \$72.30 | \$74.74 | \$77.26 | \$79.86 |
| 48 | Senior Network Engineer | \$88.10 | \$91.08 | \$94.15 | \$97.32 | \$100.60 |
| 49 | Network Engineer | \$80.24 | \$82.95 | \$85.75 | \$88.64 | \$91.63 |
| 50 | Network Draftsman (Administrative)** | \$95.30 | \$98.52 | \$101.84 | \$105.27 | \$108.82 |
| 51 | Cable Installer (Administrative)** | \$58.60 | \$60.58 | \$62.62 | \$64.73 | \$66.91 |
| | ENGINEERING SERIES | | | | | |
| 61 | Principal Information Engineer | \$111.42 | \$115.19 | \$119.07 | \$123.08 | \$127.23 |
| 62 | Senior Information Engineer | \$89.59 | \$92.62 | \$95.74 | \$98.97 | \$102.31 |
| 63 | Senior Application Engineer | \$114.43 | \$118.30 | \$122.29 | \$126.41 | \$130.67 |
| 64 | Applications Engineer | \$96.13 | \$99.38 | \$102.73 | \$106.19 | \$109.77 |
| 65 | Software Engineer I | \$67.07 | \$69.34 | \$71.68 | \$74.10 | \$76.60 |
| 67 | Software Engineer III | \$71.48 | \$73.90 | \$76.39 | \$78.96 | \$81.62 |
| 68 | Test Engineer (Senior) | \$114.06 | \$117.92 | \$121.89 | \$126.00 | \$130.25 |
| 69 | Test Engineer (Intermediate) | \$93.85 | \$97.02 | \$100.29 | \$103.67 | \$107.16 |
| 70 | Test Engineer (Associate) | \$66.90 | \$69.16 | \$71.49 | \$73.90 | \$76.39 |
| 71 | Software Systems Engineer (Lead) | \$114.06 | \$117.92 | \$121.89 | \$126.00 | \$130.25 |
| 72 | Senior Software Engineer | \$118.31 | \$122.31 | \$126.43 | \$130.69 | \$135.09 |
| | TECHNICIAN SERIES | | | | | |
| 81 | Senior Technician Assistant (Administrative)** | \$50.08 | \$51.77 | \$53.51 | \$55.31 | \$57.17 |
| 82 | Technician Assistant (Administrative)** | \$46.85 | \$48.43 | \$50.06 | \$51.75 | \$53.49 |
| 83 | Technical Subject Matter Specialist (Senior) | \$116.31 | \$120.24 | \$124.29 | \$128.48 | \$132.81 |
| 84 | Technical Subject Matter Specialist (Intermediate) | \$107.54 | \$111.17 | \$114.92 | \$118.79 | \$122.79 |
| 85 | Technical Subject Matter Specialist (Associate) | \$91.32 | \$94.41 | \$97.59 | \$100.88 | \$104.28 |
| | COMPUTER OPERATIONS SERIES | | | | | |
| 101 | System Administrator | \$62.70 | \$64.82 | \$67.00 | \$69.26 | \$71.59 |
| 102 | System Operator** | \$67.36 | \$69.64 | \$71.99 | \$74.42 | \$76.93 |
| 103 | Sr. Computer Security Systems Specialist | \$181.10 | \$187.22 | \$193.53 | \$200.05 | \$206.79 |
| 104 | Computer Security Systems Specialist | \$80.17 | \$82.88 | \$85.67 | \$88.56 | \$91.54 |
| 105 | Help Desk Specialist** | \$47.36 | \$48.96 | \$50.61 | \$52.32 | \$54.08 |
| 106 | Hardware Specialist | \$79.74 | \$82.44 | \$85.22 | \$88.09 | \$91.06 |



| | GOVERNMENT SITE RATES | *CY1 Date of Award 1/12/2016 | *CY2 1/13/2016 1/12/2017 | CY3 1/13/2017 1/12/2018 | CY4 1/13/2018 6/25/2019 | CY5 6/26/2019 6/25/2020 |
|-----|--|---------------------------------------|--------------------------------|-------------------------------|-------------------------------|-------------------------------|
| | GSA 70 LABOR CATEGORY | | | | | |
| 107 | User Services Specialist I (Administrative)** | \$42.88 | \$44.33 | \$45.82 | \$47.36 | \$48.96 |
| 108 | User Services Specialist II (Administrative)** | \$79.92 | \$82.62 | \$85.40 | \$88.28 | \$91.26 |
| 112 | Senior Hardware Installation Technician | \$81.71 | \$84.47 | \$87.32 | \$90.26 | \$93.30 |
| 113 | Hardware Draftsman (Administrative)** | \$75.56 | \$78.11 | \$80.74 | \$83.46 | \$86.27 |
| 114 | Computer System Installation Specialist | \$167.06 | \$172.71 | \$178.53 | \$184.55 | \$190.77 |
| | SPECIALIST SERIES | | | | | |
| 121 | Senior Database Management Specialist | \$121.10 | \$125.19 | \$129.41 | \$133.77 | \$138.28 |
| 122 | Database Management Specialist | \$100.08 | \$103.46 | \$106.95 | \$110.55 | \$114.28 |
| 123 | Data Base Specialist | \$141.09 | \$145.86 | \$150.78 | \$155.86 | \$161.11 |
| 124 | Principal Industry/Functional Area Expert | \$234.82 | \$242.76 | \$250.94 | \$259.40 | \$268.14 |
| 125 | Senior Industry/Functional Area Specialist | \$157.80 | \$163.13 | \$168.63 | \$174.31 | \$180.18 |
| 126 | Modeling and Simulation Specialist | \$176.71 | \$182.68 | \$188.84 | \$195.20 | \$201.78 |
| 127 | Principal ERP Product Expert | \$234.82 | \$242.76 | \$250.94 | \$259.40 | \$268.14 |
| 128 | Senior ERP Product Specialist | \$174.39 | \$180.28 | \$186.36 | \$192.64 | \$199.13 |
| 129 | Principal ERP Business/Architectural Expert | \$234.82 | \$242.76 | \$250.94 | \$259.40 | \$268.14 |
| 130 | Senior ERP Business/Architectural Specialist | \$157.20 | \$162.51 | \$167.99 | \$173.65 | \$179.50 |
| 131 | Senior ERP Analyst/Designer | \$187.14 | \$193.47 | \$199.99 | \$206.73 | \$213.70 |
| 132 | ERP Analyst/Designer | \$118.31 | \$122.31 | \$126.43 | \$130.69 | \$135.09 |
| 133 | Senior ERP Modeler/Developer | \$187.14 | \$193.47 | \$199.99 | \$206.73 | \$213.70 |
| 134 | ERP Modeler/Developer | \$118.31 | \$122.31 | \$126.43 | \$130.69 | \$135.09 |
| 135 | Principal INFOSEC Consulting Engineer | \$162.53 | \$168.02 | \$173.68 | \$179.53 | \$185.58 |
| 136 | Senior INFOSEC Consulting Engineer | \$146.86 | \$151.82 | \$156.94 | \$162.23 | \$167.70 |
| 137 | INFOSEC Development Engineer | \$141.09 | \$145.86 | \$150.78 | \$155.86 | \$161.11 |
| 138 | Senior INFOSEC Systems Specialist | \$120.64 | \$124.72 | \$128.92 | \$133.26 | \$137.75 |
| 139 | INFOSEC Systems Technical Specialist | \$89.06 | \$92.07 | \$95.17 | \$98.38 | \$101.70 |
| 140 | Senior INFOSEC Applications Developer | \$93.85 | \$97.02 | \$100.29 | \$103.67 | \$107.16 |
| 141 | Master Information Assurance (IA) Specialist | \$141.09 | \$145.86 | \$150.78 | \$155.86 | \$161.11 |
| | | | | | | |
| | CLOUD SERIES | | | | | |
| | Cloud Digital Architect | | | | | \$353.18 |



| | GOVERNMENT SITE RATES | *CY1 Date of Award 1/12/2016 | *CY2 1/13/2016 1/12/2017 | CY3 1/13/2017 1/12/2018 | CY4 1/13/2018 6/25/2019 | CY5 6/26/2019 6/25/2020 |
|--|--|---------------------------------------|--------------------------------|-------------------------------|-------------------------------|-------------------------------|
| | GSA 70 LABOR CATEGORY | | | | | |
| | Cloud Solution Architect | | | | | \$353.18 |
| | Cloud Principal Consultant | | | | | \$338.55 |
| | Cloud Account Delivery Executive | | | | | \$310.43 |
| | Cloud Project Manager | | | | | \$310.43 |
| | Cloud Senior Consultant | | | | | \$323.93 |
| | Cloud Consultant | | | | | \$291.32 |
| | Cloud Associate Consultant | | | | | \$254.20 |
| | Cloud Digital Architect (Cleared) | | | | | \$364.42 |
| | Cloud Solution Architect (Cleared) | | | | | \$364.42 |
| | Cloud Principal Consultant (Cleared) | | | | | \$349.80 |
| | Cloud Account Delivery Executive (Cleared) | | | | | \$321.68 |
| | Cloud Project Manager (Cleared) | | | | | \$321.68 |
| | Cloud Senior Consultant (Cleared) | | | | | \$335.18 |
| | Cloud Consultant (Cleared) | | | | | \$302.55 |
| | Cloud Associate Consultant (Cleared) | | | | | \$265.44 |

Notes:

1. Labor rates include the 0.75% Industrial Funding Fee (IFF) that will be paid to GSA FAS.
2. Hardship and/or Danger Pay will be proposed and invoiced in accordance with State Department guidelines on a task by task basis.
3. Both Hardship and Danger

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (**) SCA Labor categories are based on the US Department of Labor Wage Determination Number(s) identified in the SCA Matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.



| | Contractor Site SUPPORT SERIES* | CY1 Date of Award 12/12/2016 | CY2 1/13/2016 1/12/2017 | CY3 1/13/2017 1/12/2018 | CY4 1/13/2018 6/25/2019 | CY5 6/26/2019 6/25/2020 |
|-----|---|---|--|--|--|--|
| 151 | ADP Administration Specialist (Administrative)** | \$60.60 | \$62.65 | \$64.76 | \$66.94 | \$69.20 |
| 152 | Data Entry Clerk (Administrative)** | \$45.60 | \$47.14 | \$48.73 | \$50.37 | \$52.07 |
| 153 | Documentation Specialist (Administrative)** | \$69.77 | \$72.13 | \$74.56 | \$77.07 | \$79.67 |
| 154 | Technical Writer/Editor** | \$83.02 | \$85.83 | \$88.72 | \$91.71 | \$94.80 |
| 155 | Administrative Graphics Specialist (Administrative)** | \$55.34 | \$57.21 | \$59.14 | \$61.13 | \$63.19 |
| 156 | Electronic Meeting Facilitator** | \$96.21 | \$99.46 | \$102.81 | \$106.27 | \$109.85 |
| 157 | Electronic Meeting Technographer** | \$94.96 | \$98.17 | \$101.48 | \$104.90 | \$108.44 |
| 158 | Learning Architect | \$77.45 | \$80.07 | \$82.77 | \$85.56 | \$88.44 |
| 159 | Instructional Designer | \$77.45 | \$80.07 | \$82.77 | \$85.56 | \$88.44 |
| 160 | Project Control Specialist | \$110.62 | \$114.36 | \$118.21 | \$122.19 | \$126.31 |

Note

1. Labor rates include the 0.75% Industrial Funding Fee (IFF) that will be paid to GSA FAS.
2. Hardship and/or Danger Pay will be proposed and invoiced in accordance with State Department guidelines on a task by task basis.
3. Both Hardship and Danger Pay are subject to IFF.
4. Pay are subject to IFF.

***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.**

| | Government Site SUPPORT SERIES | CY1 Date of Award 12/12/2016 | CY2 1/13/2016 1/12/2017 | CY3 1/13/2017 1/12/2018 | CY4 1/13/2018 6/25/2019 | CY5 6/26/2019 6/25/2020 |
|-----|---|---|--|--|--|--|
| 151 | ADP Administration Specialist (Administrative)** | \$50.89 | \$52.61 | \$54.38 | \$56.21 | \$58.10 |
| 152 | Data Entry Clerk (Administrative)** | \$38.32 | \$39.62 | \$40.96 | \$42.34 | \$43.77 |
| 153 | Documentation Specialist (Administrative)** | \$58.60 | \$60.58 | \$62.62 | \$64.73 | \$66.91 |
| 154 | Technical Writer/Editor** | \$69.74 | \$72.10 | \$74.53 | \$77.04 | \$79.64 |
| 155 | Administrative Graphics Specialist (Administrative)** | \$46.49 | \$48.06 | \$49.68 | \$51.35 | \$53.08 |
| 156 | Electronic Meeting Facilitator** | \$80.81 | \$83.54 | \$86.36 | \$89.27 | \$92.28 |
| 157 | Electronic Meeting Technographer** | \$79.74 | \$82.44 | \$85.22 | \$88.09 | \$91.06 |
| 158 | Learning Architect | \$65.08 | \$67.28 | \$69.55 | \$71.89 | \$74.31 |



| | | | | | | |
|-----|----------------------------|---------|---------|---------|----------|----------|
| 159 | Instructional Designer | \$65.08 | \$67.28 | \$69.55 | \$71.89 | \$74.31 |
| 160 | Project Control Specialist | \$92.91 | \$96.05 | \$99.29 | \$102.64 | \$106.10 |

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (**) SCA labor categories are based on the US Department of Labor Wage Determination Number(s) identified in the SCA Matrix table below. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide)

Subject to change periodically in accordance with the Wage Determination Codes and Titles.

Department of Labor Wage Determination 15-4281, Revision - #12 posted 1/1/2019 from MASS Mod A770 Refresh 54 accepted 5/10/2019.

Overtime: Should overtime be required and authorized, CSRA will invoice the Government at one and one-half Times the task order negotiated labor rates for categories determined to be covered by the SCA (identified ** above).



| SCA Eligible Contract Labor Category | SCA Equivalent Code – Title | WD Number |
|--|---|------------------|
| ADP Administration Specialist (Administrative) | 1020 Administrative Assistant | 15-4281 |
| Data Entry Clerk (Administrative) | 1052 Data Entry Operator II | 15-4281 |
| Documentation Specialist (Administrative) | 30461 Technical Writer I | 15-4281 |
| Technical Writer/Editor | 30463 Technical Writer III | 15-4281 |
| Administrative Graphics Specialist (Administrative) | 1112 General Clerk II | 15-4281 |
| Electronic Meeting Facilitator | 1020 Administrative Assistant | 15-4281 |
| Electronic Meeting Technographer | 1020 Administrative Assistant | 15-4281 |
| Student Application Programmer (Administrative) | 14071 Computer Programmer I | 15-4281 |
| Communication Analyst, Intermediate (Administrative) | 14170 Systems Support Specialist | 15-4281 |
| Communications Installer, Intermediate (Administrative) | 23932 Telecommunications Mechanic II | 15-4281 |
| Communications Installer, Associate (Administrative) | 23931 Telecommunications Mechanic I | 15-4281 |
| Network Draftsman | 30064 Drafter/CAD Operator IV | 15-4281 |
| Cable Installer (Administrative) | 23125 Cable Spicer | 15-4281 |
| Senior Technician Assistant (Administrative) | 23182 Electronics Technician Maintenance II | 15-4281 |
| Technician Assistant (Administrative) | 23181 Electronics Technician Maintenance I | 15-4281 |
| Systems Operator | 14043 Computer Operator III | 15-4281 |
| Help Desk Specialist | 14160 Personal Computer Support Technician | 15-4281 |
| User Services Specialist I (Administrative) | 14042 Computer Operator II | 15-4281 |
| User Services Specialist II (Administrative) | 14170 Systems Support Specialist | 15-4281 |
| Hardware Draftsman (Administrative) | 30064 Drafter/CAD Operator IV | 15-4281 |
| Documentation Specialist (Administrative) | 30461 Technical Writer | 15-4281 |



132-40, 132-40 STLOC CLOUD IT PROFESSIONAL SERVICES LABOR CATEGORY DESCRIPTIONS

Cloud Training Manager

Minimum/General Experience: This position requires a minimum of five years IT development, training or related fields with at least 2 years in the cloud environment end-user training.

Functional Responsibilities: The Cloud Training Manager conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs related to using, administering, and/or preparing to migrate to Microsoft Software as a Service (SaaS) Office, Productivity, and Collaboration capabilities (e.g, Office 365). Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Provides daily supervision and direction to staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and two years of experience.

Cloud Training Special - Senior

Minimum/General Experience: This position requires a minimum of 5 years IT development, training or related fields.

Functional Responsibilities: The Senior Cloud Training Manager conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs related to using, administering, and/or preparing to migrate to Microsoft Software as a Service (SaaS) Office, Productivity, and Collaboration capabilities (e.g, Office 365). Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts,



completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and two years of experience.

Cloud Training Specialist

Minimum/General Experience: This position requires a minimum of 2 years IT development, training or related fields.

Functional Responsibilities: The Cloud Training Specialist assists in preparation of instructor materials (course outline, background material, and training aids) and student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms) related to using, administering, and/or preparing to migrate to Microsoft Software as a Service (SaaS) Office, Productivity, and Collaboration capabilities (e.g, Office 365). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and two years of experience.



| SIN | CONTRACTOR SITE RATES GSA 70 CLOUD LABOR CATEGORY | CY 4 Date of Award - 6/25/19 | CY 5 6/26/19 - 6/25/20 |
|------------|--|---|-----------------------------------|
| 132-40 | Cloud Training Manager | \$165.47 | \$165.41 |
| 132-40 | Cloud Training Specialist Senior | \$124.92 | \$124.89 |
| 132-40 | Cloud Training Specialist | \$97.64 | \$97.60 |

| SIN | GOVERNMENT SITE RATES GSA 70 CLOUD LABOR CATEGORY | CY 5 6/26/19 - 6/25/20 |
|------------|--|-----------------------------------|
| 132-40 | Cloud Training Manager | \$136.31 |
| 132-40 | Cloud Training Specialist Senior | \$102.93 |
| 132-40 | Cloud Training Specialist | \$80.43 |



132 40, 132-40 STLOC --- CLOUD COMPUTING SERVICES –

Office Productivity Support Services

| MFR PART NO | SERVICE NAME | SERVICE DESCRIPTION | GSA Price with IFF |
|-------------|--------------------------------------|---|--------------------|
| OPSS-1 | Office Productivity Support Services | On-Prem Office Productivity Hardware and Software (Bring Your Own License). Price per user per Month for Hardware and Software required for an on-premise implementation of Microsoft Productivity Suite Software, not including Microsoft CALs. Provides a private/community Cloud Service Offering (CSO) that is deployed in a customer facility using an on-premises deployment model. Minimum of 5,000 users. | \$18.01 |



| | | | |
|-----------|---|--|--------------|
| OPSS-O365 | Office Productivity Support Services | O365 Core Service Support Hardware and Software. Price per User per Month for Hardware and Software required for the management of an O365 implementation. Provides core service support functions as well as integration, operations, maintenance and sustainment services for a DoD implementation of a Microsoft O-365 service tenancy. Includes CC-SRG compliant connectivity services to enable mission use of MS Office 365 capabilities. Does not include O365 Licenses. Minimum of 10,000 Users. | \$21.00 |
| O365-ITSM | Office Productivity Support Services | IT Service Management Labor for O365 Productivity Suite, priced per user per month. Inclusive of Program Management, and Operations, Maintenance, and Sustainment (OM&S) activities (CyberNetops and Service Desk). | \$7.98 |
| OPHS-1 | Office Productivity Hardware and Software as a Service for D-DIL/Tactical | Priced per Location. Provides Hardware and Software package required for provisioning of office productivity services in remote, low connectivity locations. Supports 300 to 6,000 (Covers 5 year POP). | \$806,309.16 |
| AIOPS-1 | AI Ops for Office Productivity as a Services | Software Tools Priced per End User per Month. Minimum of 10,000 Users. | \$0.3429 |



| | | | |
|--------|--|--|------------|
| MAAS-1 | email Migration as a Service Software | Price per End-User Migration for email migration software. Does not include associated labor. One Time Charge per User. | \$25.81 |
| MaaS-2 | Sharepoint Migration as a Service Software | Price includes tools per Site Collection (up to 200GB) for migration from File systems, SharePoint, or other Office 365 Tenants into SharePoint or Office 365. Does not include supporting labor. One time charge per Site Collection. | \$2,198.12 |

****Note: Does not include taxes or import duties, which are non-schedule items and will be charged as ODCs if necessary.**

132 40, 132-40 STLOC --- CLOUD COMPUTING SERVICES

Cloud Computing Services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS).

ARC-P NoDR

| | | | GSA Pricing July 27, 2016 – No Expiration | | |
|------------|-------------------------------------|--|---|-----------------|-------------|
| MFR Part # | Product Name | Description | Price (Hourly) | Price (Monthly) | Price (NRC) |
| AR0002N | ARC-P IaaS 2 GB RAM Virtual Machine | ARC-P IaaS 2 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 2 GB RAM, Windows or RHEL OS Licensing and disk space for OS | 0.05 | 39.65 | NA |
| AR0004N | ARC-P IaaS 4 GB RAM Virtual Machine | ARC-P IaaS 4 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 4 GB RAM, Windows or RHEL OS Licensing and disk space for OS | 0.11 | 76.86 | NA |



| | | | | | |
|---------|---|--|------|----------|----|
| AR0008N | ARC-P IaaS 8 GB RAM Virtual Machine | ARC-P IaaS 8 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 8 GB RAM, Windows or RHEL OS Licensing and disk space for OS | 0.21 | 151.53 | NA |
| AR0016N | ARC-P IaaS 16 GB RAM Virtual Machine | ARC-P IaaS 16 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 16 GB RAM, Windows or RHEL OS Licensing and disk space for OS | 0.41 | 300.15 | NA |
| AR0032N | ARC-P IaaS 32 GB RAM Virtual Machine | ARC-P IaaS 32 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 32 GB RAM, Windows or RHEL OS Licensing and disk space for OS | 0.82 | 597.85 | NA |
| AR0064N | ARC-P IaaS 64 GB RAM Virtual Machine | ARC-P IaaS 64 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 64 GB RAM, Windows or RHEL OS Licensing and disk space for OS | 1.63 | 1,193.27 | NA |
| | | | | | |
| AR0003N | ARC-P IaaS Add-on: Additional 1 GB RAM | ARC-P IaaS Add-on: Additional 1 GB RAM: Includes 1 GB RAM to add to the Base Configuration. Must procure CLIN ARC-P Base Configuration | 0.03 | 18.61 | NA |
| | | | | | |
| AR0005N | ARC-P IaaS Add-on: Additional Storage per GB | ARC-P IaaS Add-on: Additional Storage per GB: Additional storage to add to ARC-P Base Configuration. | NA | 0.06 | NA |
| AR0006N | ARC-P IaaS Add-on: Additional Archival Storage per GB | ARC-P IaaS Add-on: Additional Archival Storage per GB: Additional storage to add to ARC-P Base Configuration. | NA | 0.03 | NA |

ARC-P DR

| MFR Part # | Product Name | Description | Price (Hourly) | Price (Monthly) | Price (NRC) |
|------------|-------------------------------------|--|----------------|-----------------|-------------|
| AR0002 | ARC-P IaaS 2 GB RAM Virtual Machine | ARC-P IaaS 2 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 2 GB RAM, Windows or RHEL OS Licensing and disk space for OS | 0.12 | 88.43 | NA |
| AR0004 | ARC-P IaaS 4 GB RAM Virtual Machine | ARC-P IaaS 4 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 4 GB RAM, Windows or RHEL OS Licensing and disk space for OS | 0.24 | 171.98 | NA |



| | | | | | |
|--------|---|--|------|----------|----|
| AR0008 | ARC-P IaaS 8 GB RAM Virtual Machine | ARC-P IaaS 8 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 8 GB RAM, Windows or RHEL OS Licensing and disk space for OS | 0.47 | 339.57 | NA |
| AR0016 | ARC-P IaaS 16 GB RAM Virtual Machine | ARC-P IaaS 16 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 16 GB RAM, Windows or RHEL OS Licensing and disk space for OS | 0.92 | 673.31 | NA |
| AR0032 | ARC-P IaaS 32 GB RAM Virtual Machine | ARC-P IaaS 32 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 32 GB RAM, Windows or RHEL OS Licensing and disk space for OS | 1.84 | 1,341.75 | NA |
| AR0064 | ARC-P IaaS 64 GB RAM Virtual Machine | ARC-P IaaS 64 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 64 GB RAM, Windows or RHEL OS Licensing and disk space for OS | 3.67 | 2,678.63 | NA |
| | | | | | |
| AR0003 | ARC-P IaaS Add-on: Additional 1 GB RAM | ARC-P IaaS Add-on: Additional 1 GB RAM: Includes 1 GB RAM to add to the Base Configuration. Must procure CLIN ARC-P Base Configuration | 0.06 | 41.78 | NA |
| | | | | | |
| AR0005 | ARC-P IaaS Add-on: Additional Storage per GB | ARC-P IaaS Add-on: Additional Storage per GB: Additional storage to add to ARC-P Base Configuration. | NA | 0.12 | NA |
| AR0006 | ARC-P IaaS Add-on: Additional Archival Storage per GB | ARC-P IaaS Add-on: Additional Archival Storage per GB: Additional storage to add to ARC-P Base Configuration. | NA | 0.03 | NA |

ARC-WRX

| MFR Part # | Product Name | Description | Price (Hourly) | Price (Monthly) | Price (NRC) |
|------------|--------------------|---|----------------|-----------------|-------------|
| ARWX002 | ARCWRX Small Node | ARCWRX PaaS Small Node containing 4vCPU, 8GB RAM, 80GB OS, 160GB Storage - 160 small container / gear capacity | NA | 361.15 | NA |
| ARWX004 | ARCWRX Medium Node | ARCWRX PaaS Medium Node containing 8vCPU, 8GB RAM, 80GB OS, 160GB Storage - 80 medium container / gear capacity | NA | 361.15 | NA |



| | | | | | |
|-----------|-----------------------|---|----|----------|----|
| ARWX008 | ARCWRX Large Node | ARCWRX PaaS Large Node containing 8vCPU, 8GB OS, 480 GB Storage - 40 large container / gear capacity | NA | 842.68 | NA |
| ARWX0016 | ARCWRX Xlarge Node | ARCP PaaS Xlarge Node containing 16vCPU, 80GB OS, 960GB Storage - 40 xlarge container / gear capacity | NA | 1,564.97 | NA |
| ARWX002D | ARCWRX Small Node DR | ARCWRX PaaS Small Node containing 4vCPU, 8GB RAM, 80GB OS, 160GB Storage - 160 small container / gear capacity (Includes DR container) | NA | 722.29 | NA |
| ARWX004D | ARCWRX Medium Node DR | ARCWRX PaaS Medium Node containing 8vCPU, 8GB RAM, 80GB OS, 160GB Storage - 80 medium container / gear capacity (includes DR container) | NA | 722.29 | NA |
| ARWX008D | ARCWRX Large Node DR | ARCWRX PaaS Large Node containing 8vCPU, 8GB OS, 480 GB Storage - 40 large container / gear capacity (includes DR container) | NA | 1,685.35 | NA |
| ARWX0016D | ARCWRX Xlarge Node DR | ARCP PaaS Xlarge Node containing 16vCPU, 80GB OS, 960GB Storage - 40 xlarge container / gear capacity (includes DR container) | NA | 3,129.94 | NA |

AR Services

| MFR Part # | Product Name | Description | Price (Hourly) | Price (Monthly) | Price (NRC) |
|------------|--|--|----------------|-----------------|-------------|
| AR0007 | ARC-P IaaS Add-on: vRouter Basic (Firewall & Network Router) | ARC-P IaaS Add-on: vRouter (Firewall & Network Router): Includes 2 public IP addresses, 1 Virtual Network (CVN), 1 site to site VPN, 5 VPN Client connections, and maintenance. Monthly maintenance / support. | NA | 268.00 | NA |
| AR0009 | ARC-P IaaS Add-on: vRouter Basic setup | ARC-P IaaS Add-on: vRouter setup: Includes Configuration for 1 CVN, 2 External IP addresses, 1 site to site VPN connection, and remote access for up to 5 seats. | NA | NA | 804.00 |
| AR0010 | ARC-P IaaS Add-on: Additional Virtual Network (CVN) | ARC-P IaaS Add-on: Additional Virtual Network (CVN): Additional CVN for ARC-P environment. | NA | 28.11 | NA |

| | | | | | |
|--------|---|--|------|--------|----------|
| AR0011 | ARC-P IaaS Add-on: vRouter Intermediate (Firewall & Network Router) | ARC-P IaaS Add-on: vRouter Intermediate (Firewall & Network Router): Up to 10 remote seats, 2 CVNs, 2 Site to Site, 2 Public IP addresses. | NA | 402.00 | NA |
| AR0012 | ARC-P IaaS Add-on: vRouter Intermediate setup | ARC-P IaaS Add-on: vRouter Intermediate setup: Includes license, virtual appliance (medium), maintenance and upgrade of vRouter, and support of virtual appliance, appliance up/down monitoring. | NA | NA | 1,072.00 |
| AR0013 | ARC-P IaaS Add-on: vRouter Advanced (Firewall & Network Router) | ARC-P IaaS Add-on: vRouter Advanced (Firewall & Network Router): Up to 20 remote seats, 4 CVNs, 4 Site to Site, 2 Public IP addresses. | NA | 670.00 | NA |
| AR0014 | ARC-P IaaS Add-on: vRouter Advanced setup | ARC-P IaaS Add-on: vRouter Advanced setup: Includes license, virtual appliance (large), maintenance and upgrade of vRouter, and support of virtual appliance, appliance up/down monitoring. | NA | NA | 1,943.00 |
| AR0017 | ARC-P IaaS Add-on: VPN Remote user | ARC-P IaaS Add-on: VPN Remote User , 1 Seat A seat is defined as a configured instance on either PC or Mac platform. Ex: A single user with both a PC and Mac configuration will count as 2 seats. Must procure CLIN ARC-P Virtual Machine and ARC-P vRouter | NA | NA | 134.00 |
| AR0018 | ARC-P IaaS Add-on: Additional Public IP Address | ARC-P IaaS Add-on: Additional Public IP Address: Additonal IP Address | NA | 0.00 | NA |
| AR0020 | ARC-P IaaS Add-on: Additional Site to Site VPN setup | ARC-P IaaS Add-on: Site to Site VPN Connection: Must procure CLIN ARC-P Virtual Machine and ARC-P vRouter | NA | NA | 402.00 |
| AR0021 | ARC-P IaaS Add-on: Virtual Network Design | ARC-P IaaS Add-on: Virtual Network Design: Network design services include engineering consultation and deployment planning, connectivity review and addresses advisement, topology diagramming specific to customer environment identifying major network components and connectivity methods. | NA | NA | 134.00 |
| AR0025 | ARC-P IaaS Add-on: Bandwidth In/Out | ARC-P IaaS Add-on: Network Bandwidth In & Out. Cost per GB per month | NA | 0.02 | NA |
| | | | | | |
| AR0022 | ARC-P IaaS Add-on: OS Patching and Maintenance | ARC-P IaaS Add-on: OS Patching and Maintenance: Per machine - Consistent with the principles of deployment and release management, Autonomic Resources will perform OS level patching/updates of the customer virtual machines once weekly, according to patching schedules agreed upon by both parties. | 0.23 | 170.55 | NA |



| | | | | | |
|---------|--|---|----|-----------|--------|
| AR0024A | ARC-P IaaS Add-on: Vulnerability Scanning | ARC-P IaaS Add-on: Vulnerability Scanning: Per Scan - Autonomic will provide weekly scanning for operating system (OS) level vulnerabilities. Scanning reports will be provided weekly via email. Part A (required) | NA | 7.31 | NA |
| AR0024B | ARC-P IaaS Add-on: Vulnerability Scanning | ARC-P IaaS Add-on: Vulnerability Scanning: Per Scan - Autonomic will provide weekly scanning for operating system (OS) level vulnerabilities. Scanning reports will be provided weekly via email. Part B (required) | NA | 10.66 | NA |
| AR0026 | ARC-P IaaS Add-on: Additional RSA Tokens | ARC-P IaaS Add-on: Additional RSA tokens above the two included. Price per token per month. | NA | 20.98 | NA |
| AR0028 | ARC-P IaaS Add-on: Vulnerability Scanning setup | One-time charge for Vulnerability Scanning Setup | NA | NA | 255.82 |
| AR0029 | ARC-P IaaS Add-on: OS Patching and Maintenance setup | One-time charge for OS Patching and Maintenance Setup. Price Per VM | NA | NA | 28.42 |
| AR00333 | Customer Support Bundle 1 Day | ARC-P / ARCWRX Customer Support Level 2 - NTE 1 Day | NA | 702.07 | NA |
| AR0034 | Customer Support Bundle 1 Month | ARC-P / ARCWRX Customer Support Level 2 - NTE 1 Month | NA | 12,637.18 | NA |
| AR0036 | Cloud Engineering Support Bundle 1 Day | ARC-P / ARCWRX Cloud Engineering Support Level 3 - NTE 1 Day | NA | 1,377.21 | NA |
| AR0037 | Cloud Engineering Support Bundle 1 Month | ARC-P / ARCWRX Cloud Engineering Support Level 3 - NTE 1 Month | NA | 24,789.76 | NA |
| AR0042 | Cloud Architecture Support Bundle 1 Day | ARC-P / ARCWRX Cloud Architecture Support Level 3 - NTE 1 Day | NA | 1,770.72 | NA |
| AR0043 | Cloud Architecture Support Bundle 1 Month | ARC-P / ARCWRX Cloud Architecture Support Level 3 - NTE 1 Month | NA | 31,872.97 | NA |

Amazon Web Services (AWS) Cloud Computing Services (Mod PO-#0038)

[See Spreadsheet for CSRA's AWS Offering](#)



Microsoft Azure Cloud Computing Services (Mod PS-#0039)

[See Spreadsheet for CSRA's MS Azure Offering](#)

Google Cloud Services (Mod PS-#0035)

[See Spreadsheet for CSRA GCS Offering](#)



MANAGED ENTERPRISE AND DESKTOP SOLUTIONS: SERVICE DELIVERY SOLUTIONS

| Model Number | Solution Description | Price | CSRA Value |
|--------------|--|---|---|
| GSA D01 | Initiation and Transition Support Initiation support provides for requirements analysis, design, setup and system installation including database inputs Transition support provides for the transfer of responsibilities, operations, technology and/or contracts to ensure continuity of operations while maintaining end user satisfaction. Capabilities include mature transition process planning, scheduling, training, operations and end user communications Site survey provides the evaluation, assessment and documentation, including implementation plan, of the capability to meet operational requirements. This includes assessing network connectivity requirements and demarc locations; environmental, facility, and power requirements; training and maintenance requirements; and the recommended product suite required to meet operational/mission requirements | In accordance with approved GSA labor categories and rates provided herein Travel and per diem are additional unless combined with other solution elements | CSRA's solutions provides the ordering activity a building block for singular or multiple service delivery solutions and a unit range from one hour to a specific deliverable of the service on an firm fixed price (FFP) basis |
| GSA D02 | IT Planning, Strategy and Modernization IT planning, strategy development and modernization planning provides for Enterprise IT and e-business strategy, design and development including business case and applications identification that support the recommended strategy. This includes integration of intended functionality and processes, modernization and refresh planning. Appropriate technology change recommendations are presented for consideration within the given standardization baseline | In accordance with approved GSA labor categories and rates provided herein | CSRA's solutions provides the ordering activity a building block for singular or multiple service delivery solutions and a unit range from one hour to a specific deliverable of the service on an FFP basis |



| Model Number | Solution Description | Price | CSRA Value |
|--------------|--|--|--|
| GSA D04 | Network and Infrastructure Management, Design and Installation Network and Infrastructure Management, Design and Installation Services are all phases of the network management life cycle. This includes defining the scope and specifications for the technical design of the information system to meet client requirements; review of the network, system and desktop architecture, and functional requirements; coordination of installation and maintenance schedules with site representatives, prestage items needed for installation, installation of new components and day-to-day operation of client networks ■ Network Management/Collaborative Services | In accordance with approved GSA labor categories and rates provided herein | CSRA's solution provides the ordering activity a building block for singular or multiple service delivery solutions and a unit range from one hour to a specific deliverable of the service on an FFP basis |
| GSA D05 | E-Mail Migration/Conversion Migration of end user e-mail system to the new system includes entry of accounts, migration of existing email data files, configuration at the desktop and testing for functionality | | CSRA's solution provides the ordering activity a building block for singular or multiple service delivery solutions and a unit range from one hour to a specific deliverable of the service on an FFP basis. |

| Model Number | Solution Description | Price | CSRA Value |
|--------------|---|--|---|
| GSA D06 | <p>Desktop Delivery and Management</p> <p>This service provides:</p> <ul style="list-style-type: none"> ■ Customized support of the desktop users maintenance and deployment management ■ Desktop management involves setting and maintaining hardware and software standards for future operation. It includes the following: <ul style="list-style-type: none"> – Desktop configuration and testing, hardware installation, moves, adds and changes – GOTS/customized software image loads, deployment services, e-mail migration, site requirements definition, break-fix and depot maintenance, desktop and product staging, and receiving ■ Deployment services includes active management of the entire deployment schedule down to the individual site level, just-in-time coordination of product delivery, site preparation and readiness, management of all installation, and site teams and schedule coordination ■ End user data migration includes on-site migration of user data from the existing desk to the newly provided desktop unit ■ Manual entry of variable settings such as TCP/IP addresses, IP host naming and print driver's installation, and loading of nonstandard/GOTS local applications ■ GOTS software image loads include a one-time engineering effort to build the image, test, initial load and construct the final image build prior to software load | <p>In accordance with approved GSA labor categories and rates provided herein</p> <p>Travel and per diem are additional, unless combined with other solution elements</p> <p>May require site survey element</p> | <p>CSRA's solution provide the ordering activity a building block for singular or multiple service delivery solutions and a unit range from one hour to a specific deliverable of the service on an FFP basis</p> |



| Model Number | Solution Description | Price | CSRA Value |
|--------------|---|--|--|
| GSA D07 | Enterprise Security Services Basic Enterprise Security Services include firewall architectural design and security enhancement and implementation. Other capabilities include defining site configurations, equipment testing, on-site installation, training and support requirements Enhanced Enterprise Security Services includes security audits, risk assessments and penetration testing. Other services offered are secure Internet/intranet planning, including availability and load balancing, and security policy and procedure implementation | In accordance with approved GSA labor categories and rates provided herein | CSRA's solution provides the ordering activity a building block for singular or multiple service delivery solutions and a unit range from one hour to a specific deliverable of the service on an FFP basis CSRA has extensive experience with secure military networks to ensure solutions provide the highest level of performance, and CSRA has the ability to provide cleared personnel |

| Model Number | Solution Description | Price | CSRA Value |
|--------------|---|---|------------|
| Model Number | Solution Description | Price | |
| GSA D09 | <p>HIPAA REMEDIATION PLANNING AND EXECUTION: Our remediation approach entails rapid deployment of functional, technical, and business process SMEs that can provide compliance and remediation services. Execution and implementation involves a collaborative effort with our clients to implement products, protocols, procedures and practices to ensure compliance with the HIPAA requirements.</p> <p>Compliance Planning and Remediation Services: We provide SMEs for consultation on TCS, Privacy, and Security and provide support for client led remediation by facilitating client work groups and SMEs and business process expertise. Our detailed remediation planning and budget forecasting by HIPAA requirement, with recommendations to minimize exposure to adverse regulatory and accreditation actions as well as security threats specific to your enterprise. Additional services address development of model policies and procedures and associated business process engineering and change management.</p> <p>TCS Infrastructure Planning and Implementation: Based on CSRA methods and solutions for resolving the EDI-related technology and processing issues, provide the implementation, testing, and trading of HIPAA transactions using EDI translators and EAI tools. This includes remediation of legacy systems enabling then to generate and receive HIPAA mandated transactions and associated code sets. Integral to this are recommendations to realize additional efficiency gains from e-enabling related business processes.</p> <p>Privacy Infrastructure Planning and Implementation: Key to any HIPAA compliance is to address the privacy needs. This comprises our SMEs and management consultants to facilitate work groups to meet privacy requirements and redesign business processes to meet HIPAA compliance and capture potential operating efficiencies. This also includes privacy awareness training for respective healthcare organizations.</p> <p>Security Infrastructure Planning and Implementation: Develop security policies, procedures, and the IT infrastructure to minimize adverse impact on business operations; includes provide security awareness training materials and sessions that promote fast track development of ongoing Security training material. Also using checklists to facilitate system hardening and HIPAA compliance, provide systems hardening to address updating and patching OS, removing unnecessary services, and ensuring that systems are configured for security.</p> <p>Security Intrusion Detection and Monitoring: Design and implement systems that will help detect and monitor network intrusion and provide other comprehensive cybercare security services (e.g., forensics, risk assessment, PKI, biometrics, etc.)</p> | <p>In accordance with approved GSA labor categories and rates provided herein</p> <p>Travel and per diem are additional, unless combined with other solution elements</p> | |



| Model Number | Solution Description | Price | CSRA Value |
|--------------|---|-------|---|
| GSA D10 | <p>HIPAA REMEDIATION BENEFIT REALIZATION: Addresses means for administrative simplification, system migration and data conversion, and collaborative eCommerce implementations.</p> <p>Administrative Simplification Benefits Realization: Review current state and recommend changes in process and organizational structure that will meet both HIPAA requirements and achieve business process improvement based on CSRA's revenue enhancement methodology and ROI tool to quantify and document potential revenue.</p> <p>Systems Migration and Data Conversions Services: Provide design, development, integration, testing, and operation and maintenance support services to HIPAA requirements by allowing the replacement of legacy systems with newer systems and data conversion.</p> <p>Collaborative eCommerce Implementations: Develop and deploy intranet and internet technologies to translate and route transactions in ways that enable improved operational effectiveness and cost efficiencies.</p> | | <p>In accordance with approved GSA labor categories and rates provided herein</p> <p>Travel and per diem are additional, unless combined with other solution elements</p> |

Additional Information

Discounts

Discounts may be offered based on quantity purchases or when a BPA is established to fill recurring requirements.



TERMS AND CONDITIONS APPLICABLE TO HEALTH INFORMATION TECHNOLOGY (IT) SERVICES (SPECIAL ITEM NUMBER 132-56, 132-56STLOC)

Vendor suitability for offering services through the new Health IT SIN must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH)
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) and Special Publications
- Federal Information Security Management Act (FISMA) of 2002

*****NOTE: All non-professional labor categories must be incidental to, and used solely to support Health IT services, and cannot be purchased separately.**

*****NOTE: All labor categories under the Special Item Number 132-51, 132-51STLOC Information Technology Professional Services may remain under SIN 132-51, 132-51STLOC unless the labor categories are specific to the Health IT SIN.**

1. SCOPE

- a. The labor categories, prices, terms and conditions stated under Special Item Number 132-56 Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.
- b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33, 132-8).
- c. This SIN provides ordering activities with access to Health IT services.
- d. Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.
- e. 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. ORDER

- a. Agencies may use written orders, Electronic Data Interchange (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.

3. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.

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 Health IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor's travel.

4. INSPECTION OF SERVICES

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

(MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS -COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I - OCT 2008)

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

5. RESPONSIBILITIES OF THE CONTRACTOR

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

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

7. INDEPENDENT CONTRACTOR

All Health IT 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.

8. 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.

9. INVOICES

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

10. RESUMES

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

11. INCIDENTAL SUPPORT COSTS

Incidental support costs are not considered part of 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.

12. 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.

13. DESCRIPTION OF HEALTH IT SERVICES AND PRICING

a. The Contractor shall provide a description of each type of Health IT Service offered under Special Item Numbers 132-56 Health IT Services and it should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

- f. Pricing for all Health IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

Health IT LABOR CATEGORY DESCRIPTIONS SIN 132-56, 132-56STLOC

1. Associate Bioinformatics Scientist/Analyst

Minimum/General Experience: Three (3) years of applied science experience in bioinformatics research and analysis using databases and/or software.

Functional Responsibilities: Provide knowledge and understanding in the application of technology to areas of interest to government health organizations including Medical Informatics; Public Health Informatics; statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for health surveillance, disease detection, prevention and intervention campaigns and related health activities. Provide expertise across a wide variety of IT areas as applied to health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, Big Data science, and education. Provide expertise in the integration of a variety of heterogeneous information systems and databases the sharing and dissemination of health and research information; and the application of advanced scientific visualization technology to medical and health science practice.

Minimum Education: BS degree in Biology or other Applied Science with quantitative analysis requirements.

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

2. Bioinformatics Scientist/Analyst

Minimum/General Experience: Six (6) years of applied bioinformatics experience. At least 4 years of specialized experience in medical or health informatics.

Functional Responsibilities: Provide expertise in the application of technology to areas of interest to government health organizations including Medical Informatics; Public Health Informatics; statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for health surveillance, disease detection, prevention and intervention campaigns and related health activities. Provide expertise across a wide variety of IT areas as applied to health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, Big Data science, and education. Provide expertise in the integration of a variety of heterogeneous information systems and databases the sharing and dissemination of health and research information; and the application of advanced scientific visualization

technology to medical and health science practice.

Minimum Education: MS in Life Sciences, Bioinformatics, Chemistry, Physics, Computer Science, or other related discipline with quantitative analysis requirements.

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

3. Senior Bioinformatics Scientist/Analyst

Minimum/General Experience: Ten (10) years experience or PhD plus five (5) years experience in bioinformatics or applied science with at least three (3) years of specialized bioinformatics experience.

Functional Responsibilities: Provide high level expertise in the application of technology to areas of interest to government health organizations including Medical Informatics; Public Health Informatics; statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for health surveillance, disease detection, prevention and intervention campaigns and related health activities. Provide expertise across a wide variety of IT areas as applied to health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, Big Data science, and education. Provide expertise in the integration of a variety of heterogeneous information systems and databases the sharing and dissemination of health and research information; and the application of advanced scientific visualization technology to medical and health science practice.

Minimum Education: MS degree in Life Sciences, Bioinformatics, Computer Science, Engineering, Mathematics, Statistics, Epidemiology, or other Applied Science.

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

4. Associate Biomedical Engineer

Minimum/General Experience: Two (2) years of applied science experience in bioinformatics, engineering, design, development, testing, implementation of databases and/or software.

Functional Responsibilities: Designs and develops biomedical software and equipment.



Coordinates the testing and analysis processes. Tests the functionality of software and equipment and takes accuracy, sensitivity and selectivity measurements. Monitors biomedical equipment to ensure compliance with regulatory requirements. Provides technical training on operations

Minimum Education: BS degree in Biomedical Engineering or other related discipline.

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

5. Biomedical Engineer

Minimum/General Experience: Four (4) years of experience in biomedical engineering or a related field. Demonstrates knowledge of biomedical regulatory requirements

Functional Responsibilities: Designs and develops biomedical software and equipment. Coordinates the testing and analysis processes. Tests the functionality of software and equipment and takes accuracy, sensitivity and selectivity measurements. Monitors biomedical equipment to ensure compliance with regulatory requirements. Provides technical training on operations

Minimum Education: Master's degree in Biomedical Engineering or a related discipline

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

6. Senior Biomedical Engineer

Minimum/General Experience: Eight (8) years of experience in biomedical engineering or a related field. Demonstrates knowledge of biomedical regulatory requirements

Functional Responsibilities: Designs and develops biomedical software and equipment. Coordinates the testing and analysis processes. Tests the functionality of software and equipment and takes accuracy, sensitivity and selectivity measurements. Monitors biomedical equipment to ensure compliance with regulatory requirements. Provides technical training on operations

Minimum Education: Master's degree in Biomedical Engineering or a related discipline

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

7. Associate Statistician/Biostatistician

Minimum/General Experience: One (1) year experience in a related field. Basic knowledge of statistics, data analysis techniques and software.

Functional Responsibilities: Specialize in the application of statistics and/or computer technology to biological or health studies applying the use of statistical software packages. Experience with statistical languages such as SAS, R, SPSS, JMP, STATA, MatLab. Can provide biostatistical analysis tailored to the specific problem ensuring proper biostatistical power and probability measures. Specializes in statistics, biostatistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for disease decisions, health surveillance, prevention and intervention campaigns and related health activities.

Minimum Education: Two (2) years of specialized experience plus a BA/BS degree

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

8. Statistician/Biostatistician

Minimum/General Experience: Six (6) years of applied bioinformatics experience. At least 4 years of specialized experience in medical or public health biostatistics

Functional Responsibilities: Specialize in the application of statistics and/or computer technology to biological or health studies applying the use of statistical software packages. Experience with statistical languages such as SAS, R, SPSS, JMP, STATA, MatLab. Can provide biostatistical analysis tailored to the specific problem ensuring proper biostatistical power and probability measures. Specializes in statistics, biostatistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for disease decisions, health surveillance, prevention and intervention campaigns and related health activities.

Minimum Education: MS in Statistics, Bioinformatics, or related field

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

9. Senior Statistician/Biostatistician

Minimum/General Experience: Ten (10) years experience or PhD plus five (5) years experience in bioinformatics or applied science with Large scale statistical analysis of complex multivariate data sets.

Functional Responsibilities: Specialize in the application of statistics and/or computer technology to biological or health studies applying the use of statistical software packages. Experience with statistical languages such as SAS, R, SPSS, JMP, STATA, MatLab. Can provide biostatistical analysis tailored to the specific problem ensuring proper biostatistical power and probability measures. Specializes in statistics, biostatistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for disease decisions, health surveillance, prevention and intervention campaigns and related health activities.

Minimum Education: MS in Statistics, Bioinformatics, or related field

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

10. Entry Instrument/Scientific Systems Administration

Minimum/General Experience: Three (3) years of relevant professional experience. Experience must include demonstrated performance in one or more recognized specialized disciplines in science. Relevant background in the application of IT solutions in science to practical problems.

Functional Responsibilities: Provides coordination with equipment manufacturers to install, maintain, and troubleshoot instruments and instrument controllers. Provides coordination with scientific application vendors / developers to install, maintain, and troubleshoot scientific applications. Maintains an electronic system of laboratory instrumentation, to include the make, model, physical location, IP address, software versions of the applications and embedded software associated with instrumentation. Maintains an electronic system of all scientific applications and scientific workstations including make, model, physical location, IP address, and software / software versions. Also provides system administration for various scientific applications. May perform level two and or three help desk support for laboratory instrumentation and scientific applications.

Minimum Education: BS/BA degree in Biomedical Engineering or other related discipline.

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

11. Instrument/Scientific Systems Administration

Minimum/General Experience: Eight (8) years of relevant professional experience. Experience must include demonstrated performance in one or more recognized specialized disciplines in science. Relevant background in the application of IT solutions in science to practical problems.

Functional Responsibilities: Provides coordination with equipment manufacturers to install, maintain, and troubleshoot instruments and instrument controllers. Provides coordination with scientific application vendors / developers to install, maintain, and troubleshoot scientific applications. Maintains an electronic system of laboratory instrumentation, to include the make, model, physical location, IP address, software versions of the applications and embedded software associated with instrumentation. Maintains an electronic system of all scientific applications and scientific workstations including make, model, physical location, IP address, and software / software versions. Also provides system administration for various scientific applications. May perform level two and or three help desk support for laboratory instrumentation and scientific applications.

Minimum Education: BS/BA degree in Biomedical Engineering or other related discipline.

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

12. Senior Instrument/Scientific Systems Administration

Minimum/General Experience: Ten (10) years of relevant professional experience. Demonstrated performance in one or more recognized specialized disciplines in science.

Functional Responsibilities: Provides coordination with equipment manufacturers to install, maintain, and troubleshoot instruments and instrument controllers. Provides coordination with scientific application vendors / developers to install, maintain, and



troubleshoot scientific applications. Maintains an electronic system of laboratory instrumentation, to include the make, model, physical location, IP address, software versions of the applications and embedded software associated with instrumentation. Maintains an electronic system of all scientific applications and scientific workstations including make, model, physical location, IP address, and software / software versions. Also provides system administration for various scientific applications. May perform level two and or three help desk support for laboratory instrumentation and scientific applications.

Minimum Education: BS/BA degree in Biomedical Engineering or other related discipline.

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

13. Associate Health IT Security Specialist

Minimum/General Experience: Previous experience in IT Security implementation and monitoring required. General knowledge of scientific processes, management structures, and technology programs/platforms are preferred.

Functional Responsibilities: Provide support to for DHHS information security. Provide support the scientific organization's information security controls. Understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products and current Internet and electronic commerce technology. Assists in preparation of IT security artifacts.

Minimum Education: High School

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

14. Health IT Security Specialist

Minimum/General Experience: Five (5) Years experience in IT Security implementation and monitoring required. General knowledge of scientific processes, management structures, and technology programs/platforms required.

Functional Responsibilities: Provide support to for DHHS information security. Analyze



and defines security requirements compliance issues. Design, develop, engineer, and implement solutions to meet or exceed DHHS security requirements. Respond to POAM and other requests to mediate identified risks. Perform risk analyses which also includes risk assessment. Knowledge of Scientific systems requirements and ability to meet or exceed security compliance of scientific systems.

Minimum Education: BS/BA degree in IT Security or other related discipline.

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

15. Senior Health IT Security Specialist

Minimum/General Experience: Ten (10) Years experience in IT Security implementation and monitoring required. General knowledge of scientific processes, management structures, and technology programs/platforms required.

Functional Responsibilities: Provide support to for DHHS information security. Provide support for facilitating current security infrastructure and define future programs, design and implementation of fire-wall and other related security issues. Broad knowledge of security (IA) practices and tools is required. In depth knowledge of Health and Scientific systems requirements and ability to meet or exceed security compliance of scientific systems.

Minimum Education: BS/BA degree in IT Security or other related discipline.

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

16. Bioinformatics/Analyst Research Support Specialist

Minimum/General Experience: Three (3) years of specialized experience. This position requires experience in natural sciences and in computer technology, computer programming languages, developing and executing system simulation performance, developing and implementing applications using mat

Functional Responsibilities: Support scientific research by using innovative methods of organizing and accessing information from computer systems. Consult with information system developers in formulating strategies for efficient high-performance computer information systems. Is knowledgeable of various aspects of computer information systems and supports research using innovative computer architectures, methods of



organizing information in databases or by other means, and human-computer interfaces and interactions to improve accessing and managing information to support scientific research. Participate in constructing mathematical models and quantitative analysis techniques and using computers to analyze and solve scientific problems. In practical use, it involves the application of computer analysis to solving problems in various scientific disciplines.

Minimum Education: BA/BS degree in Computer Science, Information Technology, Management Information Systems, Applied Science, or related discipline with some natural science education at the college level.

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.



132 56, 132-56STLOC --- Health Information Technology Services Rates

| CONTRACTOR SITE Labor Rates | | | | |
|---|------------|------------|------------|------------|
| Period of Performance (PoP): September 22, 2016 through June 25, 2020 | | | | |
| Labor Category | 11/22/2016 | 01/13/2017 | 01/13/2018 | 06/26/2019 |
| | 01/12/2017 | 01/12/2018 | 06/25/2019 | 06/25/2020 |
| | Year 2 | Year 3 | Year 4 | Year 5 |
| Associate Bioinformatics Scientist/Analyst | \$ 85.37 | \$ 86.25 | \$ 89.17 | \$ 92.18 |
| Bioinformatics Scientist/Analyst | \$ 117.86 | \$ 119.07 | \$ 123.09 | \$ 127.25 |
| Senior Bioinformatics Scientist/Analyst | \$ 147.06 | \$ 148.57 | \$ 153.59 | \$ 158.78 |
| Associate Biomedical Engineer | \$ 88.56 | \$ 89.47 | \$ 92.49 | \$ 95.62 |
| Biomedical Engineer | \$ 138.57 | \$ 140.00 | \$ 144.73 | \$ 149.62 |
| Senior Biomedical Engineer | \$ 150.85 | \$ 152.40 | \$ 157.55 | \$ 162.88 |
| Associate Statistician/Biostatistician | \$ 95.93 | \$ 96.92 | \$ 100.20 | \$ 103.59 |
| Statistician/Biostatistician | \$ 134.02 | \$ 135.40 | \$ 139.98 | \$ 144.71 |
| Senior Statistician/Biostatistician | \$ 149.85 | \$ 151.39 | \$ 156.51 | \$ 161.80 |
| Entry Instrument/Scientific Systems Administration | \$ 90.49 | \$ 91.42 | \$ 94.51 | \$ 97.70 |
| Instrument/Scientific Systems Administration | \$ 127.67 | \$ 128.99 | \$ 133.35 | \$ 137.86 |
| Senior Instrument/Scientific Systems Administration | \$ 144.22 | \$ 145.71 | \$ 150.63 | \$ 155.72 |
| Associate Health IT Security Specialist | \$ 97.92 | \$ 98.93 | \$ 102.27 | \$ 105.73 |
| Health IT Security Specialist | \$ 132.47 | \$ 133.83 | \$ 138.35 | \$ 143.03 |
| Senior Health IT Security Specialist | \$ 163.51 | \$ 165.19 | \$ 170.77 | \$ 176.54 |
| Research Support Specialist | \$ 122.17 | \$ 123.43 | \$ 127.60 | \$ 131.91 |

| GOVERNMENT SITE Labor Rates | | | | |
|---|------------|------------|------------|------------|
| Period of Performance (PoP): September 22, 2016 through June 25, 2020 | | | | |
| Labor Category | 11/22/2016 | 01/13/2017 | 01/13/2018 | 06/26/2019 |
| | 01/12/2017 | 01/12/2018 | 06/25/2019 | 06/25/2020 |
| | Year 2 | Year 3 | Year 4 | Year 5 |
| Associate Bioinformatics Scientist/Analyst - G | \$ 73.02 | \$ 73.77 | \$ 76.26 | \$ 78.84 |
| Bioinformatics Scientist/Analyst - G | \$ 100.81 | \$ 101.85 | \$ 105.29 | \$ 108.85 |
| Senior Bioinformatics Scientist/Analyst - G | \$ 125.80 | \$ 127.10 | \$ 131.40 | \$ 135.84 |
| Associate Biomedical Engineer - G | \$ 75.76 | \$ 76.54 | \$ 79.13 | \$ 81.80 |
| Biomedical Engineer - G | \$ 118.53 | \$ 119.75 | \$ 123.80 | \$ 127.98 |
| Senior Biomedical Engineer - G | \$ 129.02 | \$ 130.35 | \$ 134.76 | \$ 139.31 |
| Associate Statistician/Biostatistician - G | \$ 82.05 | \$ 82.90 | \$ 85.70 | \$ 88.60 |
| Statistician/Biostatistician - G | \$ 114.64 | \$ 115.82 | \$ 119.73 | \$ 123.78 |
| Senior Statistician/Biostatistician - G | \$ 128.17 | \$ 129.49 | \$ 133.87 | \$ 138.39 |
| Entry Instrument/Scientific Systems Administration - G | \$ 77.42 | \$ 78.22 | \$ 80.86 | \$ 83.59 |
| Instrument/Scientific Systems Administration - G | \$ 109.20 | \$ 110.32 | \$ 114.05 | \$ 117.90 |
| Senior Instrument/Scientific Systems Administration - G | \$ 123.36 | \$ 124.63 | \$ 128.84 | \$ 133.19 |
| Associate Health IT Security Specialist - G | \$ 83.77 | \$ 84.63 | \$ 87.49 | \$ 90.45 |
| Health IT Security Specialist - G | \$ 113.30 | \$ 114.47 | \$ 118.34 | \$ 122.34 |
| Senior Health IT Security Specialist - G | \$ 139.87 | \$ 141.31 | \$ 146.09 | \$ 151.03 |



| | | | | |
|---------------------------------|-----------|-----------|-----------|-----------|
| Research Support Specialist - G | \$ 104.51 | \$ 105.59 | \$ 109.16 | \$ 112.85 |
|---------------------------------|-----------|-----------|-----------|-----------|

TERMS AND CONDITIONS APPLICABLE TO AUTOMATED CONTACT CENTER SOLUTIONS (ACCS) (SPECIAL ITEM 132-20, 132-20STLOC)

1. Scope

The intended scope of this SIN is to offer ACCS. ACCS is defined as any combination of products, equipment, software and/or services that are required to establish and maintain contact center capabilities managed by the contractor for an agency. These include a wide range of automated and attended managed solutions that allow agencies to respond to inquiries from the public. Permissible offerings under this SIN may include any technologies or services required to deliver and support ACCS to agencies, including but not limited to:

Technology: Automated services to include but not limited to Artificial Intelligence (AI), Chat Bots, Robotic Process Automation, Interactive Voice Response (IVR), Voice/Speech Recognition, Text-to-Speech, Voicemail, Callback, Web Callback, Email Delivery, Hosted Online Ordering, Hosted Email Web Form, Hosted FAQ Service, etc.)

2. Order

Agencies may use written orders, Electronic Data Interchange (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.

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.

3. Performance of Services

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.
- b. The Contractor agrees to render services 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 Automated Contact Center Solutions 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. All travel will be agreed upon with the client prior to the Contractor's travel.

4. Inspection of Services

In accordance with 552.212-4 CONTRACT TERMS AND CONDITIONS–COMMERCIAL ITEMS (JAN 2017) (DEVIATION – FEB 2007) (DEVIATION - FEB 2018) for Firm-Fixed Price orders; or GSAR 552.212-4 CONTRACT TERMS AND CONDITIONS-COMMERCIAL ITEMS (JAN 2017) (DEVIATION - FEB 2018) (ALTERNATE I - JAN 2017) (DEVIATION - FEB 2007) for Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

1. 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 Rights in Data – General, may apply. The Contractor shall comply with contract clause (52.204-21) to the Federal Acquisition Regulation (FAR) for the basic safeguarding of contractor information systems that process, store, or transmit Federal data received by the contract in performance of the contract. This includes contract documents and all information generated in the performance of the contract.

6. Responsibilities of the Ordering Activity

Subject to the ordering activity's security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite Automated Contact Center Solutions.

7. Independent Contractor

All Automated Contact Center Solutions 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.

8. Organizational Conflict 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.

9. Invoices

The Contractor, upon completion of the work ordered, shall submit invoices for Automated Contact Center Solutions. 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.

10. Resumes

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

11. Approval of Subcontractor

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.

12. Commercial Supplier Agreements

Commercial Supplier Agreements to include Enterprise User License Agreements or Terms of Service (TOS) agreements. The Contractor shall provide all Commercial Supplier Agreements to include Enterprise User License Agreements or Terms of Service (TOS) agreements in an editable Microsoft Office (Word) format for review prior to award.

13. Transition of Contact Center Services

The time period required to transition from an ordering activity's existing contact center solution and requirements to new requirements (as defined in the task order) will be determined on a case-by-case basis, and shall be stated in individual task orders. Transition shall begin at Notice-To-Proceed and continue for a period as specified in the task order. During the transition period, the Contractor shall work with the Government to develop a sound project implementation plan and to perform all preparatory work to establish one or more fully functional multi-channel contact centers in support of the task.

The Government will transfer business and procedural data, including appropriate training material, to the Contractor, and work with the Contractor to establish appropriate system feeds.

The transition period will provide the Contractor with the opportunity to prepare and staff its contact center; develop the support of the knowledge base and scripts for automated response in support of the project; establish a fully functional contact center to handle the expected work volume; and complete all transition related activities to migrate the service to the new center. Government personnel will closely monitor the Contractor's effort to ensure a successful launch.

Based on the Contractor's ability and expert advice on transitioning the work volume, the Government reserves the right to coordinate with the Contractor to achieve a staffing plan that minimizes disruption of the existing services and seamlessly transitions the customer base and work volumes to the new center.



CONTACT CENTER SOLUTIONS (ACCS) IT PROFESSIONAL SERVICES LABOR CATEGORY DESCRIPTIONS SIN 132-20, 132- 20STLOC

| Labor Category | Education | Years Experience |
|--|-----------|------------------|
| Contact Center Program Executive Director | BA/BS | 10 |
| Contact Center Senior Project/Program Manager | BA/BS | 5 |
| Contact Center Operations Director | BA/BS | 5 |
| Contact Center Project Manager | BA/BS | 12 |
| Contact Center Site Manager | BA/BS | 5 |
| Contact Center Supervisor | BA/BS | 5 |
| Contact Center Knowledge / Content Manager | BA/BS | 3 |
| Contact Center Knowledge Manager | BA/BS | 3 |
| Contact Center Knowledge Analyst** | HS | 2 |
| Contact Center Workforce Management Analyst | BA/BS | 2 |
| Contact Center Senior Financial Analyst | BA/BS | 5 |
| Contact Center Financial Analyst | BA/BS | 4 |
| Contact Center Operations Supervisor | BA/BS | 5 |
| Contact Center Telecommunications Architect | BA/BS | 7 |
| Contact Center Senior Telecommunications Manager | BA/BS | 9 |
| Contact Center Telecommunications Manager | BA/BS | 5 |
| Contact Center Senior Telecommunications Analyst | BA/BS | 2 |
| Contact Center Telecommunications Analyst | BA/BS | 0 |
| Contact Center Trainer/Curriculum Designer | BA/BS | 5 |
| Contact Center Senior Metrics Analyst | BA/BS | 10 |
| Contact Center Metrics Analyst | BA/BS | 5 |
| Contact Center Information Security Officer | MA/MS | 12 |
| Contact Center Senior Information Security Analyst | MA/MS | 8 |
| Contact Center Information Systems Security Manager (ISSM) | BA/BS | 5 |
| Contact Center Security Analyst | BA/BS | 5 |
| Contact Center Agent First Level Services** | HS | 0 |
| Contact Center Agent Second Level Services** | HS | 1 |
| Contact Center Agent Third Level Services** | HS | 3 |
| Contact Center IT Technical Support | AA/AS | 5 |
| Contact Center Help Desk Associate** | AA/AS | 2 |
| Contact center Help Desk Specialist** | AA/AS | 3 |

Notes:

4. Labor rates include the 0.75% Industrial Funding Fee (IFF) that will be paid to GSA FAS. Hardship and/or Danger Pay will be proposed and invoiced in accordance with State Department guidelines on a task by task basis.

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated () SCA Labor categories are based on the US Department of Labor Wage Determination Number(s) identified in the SCA Matrix. The prices offered are based**



on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

Contact Center Program Executive Director

Minimum/General Experience: Ten years of intensive and progressive experience demonstrating the required proficiency levels related to contact center operations and to the specific task. Years of intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements.

Functional Responsibilities: In support of contact center, responsible for and leads team on large complex projects. Translates customer requirements into formal agreements and plans to culminate in customer acceptance or results. Possesses expert knowledge of contact center business processes. Responsible for performance, cost, scope, schedule, quality, and appropriate business measurements for their project, according to their project charter. Has extensive professional knowledge of market segment/industry/technology/discipline trends. Works with client to identify business requirements and develops the proposal. Subsequently leads a contact center team in the initiating, planning, controlling, executing, and closing tasks of a project (or segment of a project) to produce the solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test, and final delivery. Anticipates future customer, industry, and business trends. Applies this understanding to complex problems to meet project objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implements actions independently and or through the management team, to ensure project objectives are met. Analyzes new and complex project related contact center problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools and solution components. Possesses significant breadth of knowledge in business matters, finance, planning, and forecasting and personnel in order to manage team and business processes as it relates to contact center.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.



3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted.

Contact Center Senior Project\Program Manager

Minimum/General Experience: This position requires a minimum of five years of intensive and progressive contact center experience demonstrating the required proficiency levels related to task. Intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements. Years of intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements.

Functional Responsibilities: In support of contact center, responsible for large projects\programs or significant segment of a large complex project\program. Leads team on large projects\programs or significant segment of large complex projects\programs. Translate customer requirements into formal agreements and plans to culminate in customer acceptance of results or have acceptance in the targeted market, while meeting business objectives. Works with client to identify business requirements and develops the proposal. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project\program or segment of a project\program to produce the solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test and final delivery. Formulates partnerships between customer, suppliers and staff. Identifies and engages resources and expertise both inside and outside of the organization to include for program's success. Anticipates potential contact center project\program related problems. Utilizes refined techniques for identifying, eliminating or mitigating solution, project\program and business risk. Understands customer, industry and business trends as it relates to contract center. Applies this understanding to meet project\program objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implement actions, independently and or through the management team to ensure project\program objectives are met. Analyzes new and complex contact center project\program related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of experience.



2. A Ph.D. (in subjects described above) and three years of experience.
3. No degree and ten years of intensive and progressive experience demonstrating the required proficiency levels related to the task.

Contact Center Operations Director

Minimum/General Experience: This position requires a minimum of five years of intensive and progressive contact center experience demonstrating the required proficiency levels related to task. Intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements. Years of intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements.

Functional Responsibilities: In support of contact center, manages the operations execution on large contact center projects\programs or significant segment of a large complex project\program. May manage multiple contact center operations sites and/or virtual teams. Leads team on large projects\programs or significant segment of large complex projects\programs. Assists program manager with translating customer requirements into formal agreements and plans to culminate in customer acceptance of results or have acceptance in the targeted market, while meeting business objectives. Identifies business requirements and supports proposal development. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project\program or segment of a project\program to produce the contact center solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test and final delivery. Formulates partnerships between customer, suppliers and staff. Anticipates potential project\program related problems. Utilizes refined techniques for identifying, eliminating or mitigating solution, project\program and business risk. Understands customer, industry and business trends. Applies this understanding to meet project\program objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implement actions, independently and or through the management team to ensure project\program objectives are met. Analyzes new and complex contact center project\program related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Manages subordinate managers

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Education and experience requirements may be substituted with:



1. A Master's Degree (in subjects described above) and four years of experience.
2. A Ph.D. (in subjects described above) and three years of experience.
3. No degree and ten years of intensive and progressive experience demonstrating the required proficiency levels related to the task.

Contact Center Project Manager

Minimum/General Experience: This position requires a minimum of twelve years IT or contact center related experience. Experience includes increasing responsibilities in contact center and/or customer services centric systems design and management.

Functional Responsibilities: In support of contact center, serves in one or more functional areas of management for a large, complex task order (or a group of task orders affecting the same common/standard/migration system). Ability to assist the Program Manager in working with the ordering activity Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), ordering activity management personnel and customer agency representatives.

In Operations Management roles, supervisors or other experienced professionals in the delivery of contact center related services. Reviews/analyzes data to identify trends, ensure desired service levels/goals are met and takes preventative/corrective action as needed. Leads meetings, documents/communicates updates, asks questions, educates staff regarding processes/practices and establishes/clarifies expectations. Coordinate staffing levels, hiring and training with functional groups. Foster a positive work environment and culture that promotes career growth, improves employee engagement and retention. Supports Program Manager on complex task order (or a group of task orders affecting the same common/standard/migration system).

For Training Management roles, functions as the training advisor responsible for ensuring research, review and analyzes of contact center program management documentation to establish learning objectives that support program requirements. Responsible for managing the Instructional System Design (ISD) model. Develop and deliver point papers, findings and recommendations of/for learning events.

In Workforce Management roles, tasked with ensuring our contact centers are meeting customers' demands and answer times and that results are achieved daily. Manage the monitoring of real-time performance within the contact centers. Drive strategy and innovation to improve Workforce Management related user experience while effectively training and developing support team to meet customer expectations and needs. Develop, implement, and continuously improve workforce management processes for contact center network (forecasting, staffing, scheduling, performance metrics, time analysis, etc.). Manage WFM Analyst team, including but not limited to work distribution, development and performance management.

Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and areas of functional responsibility and insuring that the technical solutions and schedules in the task order are implemented in a timely manner.



Performs enterprise wide horizontal integration planning and interfaces to other functional systems as it relates to contact center

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of experience.
2. A Ph.D. (in subjects described above) and three years of experience.
3. No degree and fifteen years of intensive and progressive experience demonstrating the required proficiency levels related to the task.

Contact Center Site Manager

Minimum/General Experience: 5+ Years Contact Center / IT Services Experience at a management/exempt level.

Functional Responsibilities: Oversees the activities of a large contact center and/or multiple contact center sites. Manages subordinate Operations Managers. Responsible for overall daily operations and management of the contact center, including staffing, facility, training, service delivery, problem escalation and resolution, and performance monitoring; provides technical assistance to the planning, design, installation, modification, and operation of telecommunications and information systems capabilities; ensures all functions and processes are implemented and operated properly.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of experience.
2. A Ph.D. (in subjects described above) and three years of experience.
3. No degree and ten years of intensive and progressive experience demonstrating the required proficiency levels related to the task.

Contact Center Supervisor

Minimum General Experience: Five years of experience in a contact center or customer service environment.

Functional Responsibilities: Supervises non-exempt staff and the production activities of a contact center. Coordinates the daily workflow to ensure productivity and quality standards are met and customer service efforts are consistently achieved; assists the manager in the administration of the unit; provides leadership, guidance, training, and work direction to assigned personnel to ensure goals and objectives are met; fosters a work environment that values the efforts of others, promotes teamwork, and encourages



innovation and creativity. May be assigned and lead special projects or work details as it relates to contact center.

Minimum Education: BA/BS degree which could be substituted by 8 years of relevant, progressive experience.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of experience.
2. No degree and 13 years of intensive and progressive experience demonstrating the required proficiency levels related to the task.

Contact Center Knowledge/Content Manager

Minimum General Experience: Three years of general contact center knowledge/content management experience and/or technical writing and editing experience.

Functional Responsibilities: In support of contact center, research and resolve open issues by thorough and efficient investigation; create, index, and maintain knowledge database records and answers to FAQs; ensure the accuracy and clarity of information recorded; purge outdated records from the system in accordance with records management guidelines as required by the project; communicate record additions or changes to all staff on a timely basis.

Minimum Education: BA/BS degree which could be substituted by 8 years of relevant, progressive experience.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and one year of experience.
2. No degree and 11 years of intensive and progressive experience demonstrating the required proficiency levels related to the task.

Contact Center Knowledge Manager

Minimum/General Experience: This position requires a minimum of three years experience, of which at least one year must be specialized. Specialized experience includes: demonstrated experience in editing documents, including technical documents related to contact center operations. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: In support of contact center, assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Leverages the knowledge of subject matter experts to writes, rewrites and/or edits technical documents such as technical procedure manuals, user manuals, programming manuals, service manuals, operational specifications and related technical publications to communicate clearly and effectively technical specifications and instructions to a wide range of audiences. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Work with the delivery teams to solicit content



and with the deliverables lead and tech writers to develop the knowledge articles / deliverables as it relates to contact center.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, Education, English or Literature or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and two years general experience of which at least one year must be specialized experience.
2. No degree and seven years general experience of which at least five years is specialized.

Contact Center Knowledge Analyst**

Minimum/General Experience: This position requires a minimum of two years experience, of which at least one year must be specialized. Specialized experience includes: preparing technical documentation as it relates to contact center, which is to include researching for applicable Government and industry documentation standards. General experience includes technical writing and documentation experience pertaining to IT or customer service centric programs. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: In support of contact center, gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel in contact center.

Minimum Education: High school diploma and two years general experience in writing or process documentation

Education and experience requirements may be substituted with:

1. A BA/BS Degree (in subjects described above) and one year of experience.
2. A Ph.D. (in subjects described above) and three years of experience.
3. No degree or high school diploma and 5 years of intensive and progressive experience demonstrating the required proficiency levels related to the task.

Contact Center Workforce Management Analyst

Minimum/General Experience: Two years experience. Requires practical experience using broad range of COTS applications, including operation and maintenance of COTS database management system (DBMS) applications to maintain project plans and prepare project deliverables as it relates to contact center

Functional Responsibilities: Take ownership for the Scheduling and Intra-day performance of the contact centers. Using Workforce Management systems, the WFM Analyst will be responsible to develop and maintain optimal schedules to ensure we meet our long-term, short-term and intra-day contact center goals and guidelines.



Communicate with other members of the WFM team and Operations to resolve occupancy challenges based on contact volumes and staff availability.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and two years of experience.
2. No degree and five years of intensive and progressive experience demonstrating the required proficiency levels related to the task.

Contact Center Senior Financial Analyst

Minimum/General Experience: This position requires a minimum of five years IT or contact center related experience. Experience includes increasing responsibilities in information systems design or financial systems management.

Functional Responsibilities: In support of contact center, serves as project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the ordering activity Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), ordering activity management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems as it relates to contact center

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of experience.
2. A Ph.D. (in subjects described above) and three years of experience.
3. No degree and ten years of intensive and progressive experience demonstrating the required proficiency levels related to the task.

Contact Center Financial Analyst

Minimum/General Experience: This position requires a minimum of four years experience, of which at least 2 years must be specialized. General experience includes increasing responsibilities in general accounting or management activities. Specialized experience includes preparation and analysis of financial statements and development



of complex project schedules. Must demonstrate the ability to work independently or under only general direction. Must understand the principles of Earned Value Management (EVM). Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: In support of contact center, directs all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develops work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provides daily supervision and direction to staff. May perform Earned Value Management (EVM) analysis and assist with the creation and updating of project control plans/diagrams as it relates to contact center

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Accounting, or other related scientific or technical discipline.

Education and/or experience requirements may be substituted with:

1. A Master's degree (in the fields described above) with two years of general experience of which at least one year must be specialized experience.
2. No degree and eight years of general experience with at least six years of specialized experience.

Contact Center Operations Supervisor

Minimum/General Experience: This position requires a minimum of five years experience, of which at least four years must be specialized. Specialized experience includes: supervision and operations experience on a large-scale customer support or contact center contract. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

Functional Responsibilities: : In support of contact center, supervises staff handling customer inquiries, establishes staff expectations to ensure performance, quality and productivity standards are met. Answering questions, guiding staff through difficult calls/issues. Uses monitoring methods to identify development opportunities. Provides coaching and/or training to achieve maximum performance results. Coordinate and participate in improvement efforts, problem/conflict resolution and process development. Maintains accurate employee records. Participates in interviewing prospective new hires, selecting candidates based on job fit and support successful transition of staff into contact center operations. Holds staff accountable and escalates performance actions when below standard. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software



engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years general experience of which at least three years must be specialized experience.
2. No degree and ten years of general experience of which at least eight years must be specialized experience.

Contact Center Telecommunications Architect

Minimum/General Experience: This position requires a minimum of seven years of progressive and intensive experience in telecommunications/communications and computer integration with three years of experience involving duties similar to those described in the task order requirement, or five years of specialized experience in a position with duties commensurate to those defined in the task order requirement.

Functional Responsibilities In support of contact center, provides technical direction and analysis for telecommunication activities, including planning, designing, integrating, installing and maintaining large-scale cloud based telecommunications/ communications networks and services with computer systems. Integrates cloud based communications with computer systems to provide complete systems solutions. Applies telecommunications/communications engineering principles and theory to propose design and configuration alternatives. Evaluates existing communications systems to identify deficiencies, consults with stakeholders to address deficiencies. Prepares studies and give presentations concerning data communications concepts integrated with computer systems and applications for total systems solutions in contact center. Provides technical guidance to computer systems analysts and telecommunications/communications specialists.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in administering large, complex networks, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline or an applicable certificate of training from an accredited training institution.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years relevant experience.
2. No degree and eleven years of directly relevant experience.

Contact Center Senior Telecommunications Manager

Minimum/General Experience: This position requires a minimum of nine years experience of which five years must be specialized. Specialized experience includes protocol analysis, communication network system design and maintenance, knowledge of communication protocols such as TCP/IP, X.25, X.400, X.500. Knowledge of devices



such as bridges, routers and gateways. Specialized experience also includes: supervising the operation and maintenance of communication network systems which may be mainframe, mini, or client/server based. General experience includes all aspects of communication networks planning, installation, and support.

Functional Responsibilities: In support of contact center, lead entire voice staff in designing, implementing and supporting cloud based telecommunications systems. Drives execution of organizational IT initiatives with the goal of business growth. Develop and cultivate relationships with peers and business partners inside and outside of the organization. Work alongside senior team members to propose and implement new technologies for contact center. Emphasis on collaboration in the development and growth of a contact center cloud based service offering. Provides technical expertise for performance and configuration of cloud based and voice networks. Provides technical leadership in the integration and testing of complex large scale cloud based and computer integrated networks.. Hire, develop, train and promote staff in an effort to create a highly capable team.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and five years general experience of which at least three years must be specialized experience.
2. No degree and eleven years general experience of which at least nine years is specialized.

Contact Center Telecommunications Manager

Minimum/General Experience: This position requires five years of intensive and progressive experience providing telecommunications services to business operations.

Functional Responsibilities: In support of contact center, evaluates communication hardware and software, directs staff in troubleshooting telecommunications related problems. Provides technical expertise for performance and configuration of cloud based and voice networks. Performs general telecommunications administration and provides technical leadership in the integration and testing of complex large scale cloud based and computer integrated networks. Schedules conversions and cutovers. Oversees contact center technical support team. Supervises and coordinates maintenance of systems. Coordinates with all responsible users and sites. Supervises, trains, and cultivates telecommunications operations staff

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.



Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of relevant experience.
2. No degree and ten years of directly applicable experience.
3. An applicable certificate of training with two years undergraduate work can be considered equivalent to a Bachelor's degree.

Contact Center **Senior Telecommunications Analyst**

Minimum/General Experience: This position requires two years of intensive and progressive experience providing telecommunications services to business operations.

Functional Responsibilities: In support of contact center, applies telecommunications and cloud based subject matter knowledge to suggest and influence overall improvements to a contact center service offering. Develops, implements, and documents programming logic for contact center call flows. Suggests process improvements to senior leadership. Resolves problems, which require an intimate knowledge of the related technical subject matter. Applies principles and methods of the subject matter to specialized solutions. Develop relationships with 3rd party vendors and carriers in an effort to maintain continuity of operations. Work with and train junior level team members. Create, update and maintain related systems documentation.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) with applicable experience.
2. No degree and five years of directly applicable experience.
3. An applicable certificate of training with two years undergraduate work can be considered equivalent to a Bachelor's degree.

Contact Center **Telecommunications Analyst**

Minimum/General Experience: This position is entry level and does not require experience with a related degree.

Functional Responsibilities: In support of contact center, provides direct telecommunications support to cloud based service offering. Performs moves, add, and changes to related systems. Manages ticket queue and customer communications. Works with program staff on site in support of day to day contact center operations. Resolves problems which require knowledge of the related technical subject matter. Applies principals and methods of the subject matter to specialized solutions.

Minimum Education: Bachelor's degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated,



and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Education and experience requirements may be substituted with:

1. No degree and four years of directly relevant experience to the work to be automated.
2. An applicable certificate of training with two years undergraduate work can be considered equivalent to a Bachelor's degree.

Contact Center Trainer/Curriculum Designer

Minimum General Experience: 5+ years of relevant experience that includes providing training in a professional capacity and/or supervising personnel in a contact center or similar customer service operations environment.

Functional Responsibilities: In support of contact center, manages the development, organization, and delivery of training and educational programs to project personnel. May supervise activities within the contact center or other trainers. Design, develop, evaluate and deliver training programs for all levels of staff; evaluate the applicability and quality of training programs offered by outside vendors; complete needs assessments to identify future training needs and provide guidance to staff on matters related to continuing education; design course manuals, support materials and tools; perform administrative duties related to employee training such as scheduling classes, ordering/maintaining supplies, maintaining training records and a library/database of training materials; conduct surveys of training and equipment needs; conduct follow-up studies on training effectiveness; prepare formal reports and correspondence. Where appropriate, effective, and efficient, arrange for training, initial or refresher, by client staff.

Minimum Education: BA/BS degree which could be substituted by 8 years of relevant, progressive experience.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of experience.
2. A Ph.D. (in subjects described above) and three years of experience.
3. No degree and thirteen years of intensive and progressive experience demonstrating the required proficiency levels related to the task.

Contact Center Senior Metrics Analyst

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least eight years must be specialized in IT system functional analysis. Must possess superior functional knowledge of task order specific requirements and have experience in developing functional requirements for complex integrated IT systems. Must demonstrate the ability to work independently or under only general direction.



Functional Responsibilities: In support of contact center, analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. May provide daily supervision and direction to support staff in contact center

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) with eight years of general experience of which at least six years are specialized experience.
2. No degree and thirteen years of general experience of which at least eleven years are specialized experience.

Contact Center Metrics Analyst

Minimum/General Experience: This position requires a minimum of five years experience, of which at least three years must be specialized. Specialized experience includes: developing functional requirements for complex integrated IT systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: In support of contact center, analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) with three years of general experience of which at least two years must be specialized experience.
2. No degree and ten years of general experience of which at least eight years must be specialized experience.

Contact Center Information Security Officer

Minimum/General Experience: This position requires a minimum of 12 years' experience, of which 10 years must be specialized experience including leadership roles in developing and implementing INFOSEC technology, programs and policy for major industry and Government programs/efforts. Also requires an expert understanding of security policy advocated by the U.S. Government including Department of Defense and appropriate civil agencies, e.g., NIST, as well as



commercial “best practices”. General experience includes development of both common user and special purpose command and control/ information systems with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

Functional Responsibilities: In support of contact center, establishes and satisfies highly challenging and complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides leadership and guidance in the development, design and application of solutions implemented by more junior staff members. May have top level management responsibilities. Coordinates with senior representatives within the customer organizations to establish and define programs, resources and risks as it relates to contact center. Applies expertise to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control - related networks. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education: Master’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

3. A PhD Degree (in subjects described above) and 15 years of general IT experience of which 12 must be specialized experience.
4. A Bachelor’s degree and three years of additional applicable experience may be substituted for Master’s degree.

Contact Center Senior Information Security Analyst

Minimum/General Experience: This position requires a minimum of eight years’ experience, of which six years must be specialized experience including INFOSEC technology, policy and procedure development and implementation on major industry and Government programs/efforts. Also includes a strong understanding of security policy advocated by the U.S. Government including Department of Defense and appropriate civil agencies, e.g., NIST. General experience includes development of both common user and special purpose command and control/ information systems with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

Functional Responsibilities: In support of contact center, establishes and satisfies system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides leadership and

guidance in the development, design and application of solutions implemented by more junior staff members. May have management responsibilities when assigned. Coordinates with senior representatives within the customer organizations to address program goals, milestones, resources and risks as it relates to contact center. Applies expertise to common user information systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control - related networks. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: A Master's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

3. A Bachelor's degree (in subjects described above) and 10 years of general IT experience of which 7 must be specialized experience.
4. Three years of additional applicable experience may be substituted for Bachelor's degree.

Contact Center Information Systems Security Manager (ISSM)

Minimum General Experience: 5+ IT Services Experience at a management/exempt level. Experience includes increasing responsibilities in information systems design and contact center management.

Functional Responsibilities: In support of contact center, manages analysts engaged in ensuring the safety of information systems assets and protection of systems from intentional or inadvertent access or destruction. Responsible for ensuring that information systems used in supporting task requirements meet initial and ongoing compliance of information systems security requirements in accordance with relevant industry best practices, published guidelines, and project requirements. This includes preparing all required documentations for the compliance process, including security plan, risk assessments, contingency and contingency test plans, configuration management plan, system test and evaluation reports, security certification and accreditation package as it relates to contact center operations

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and four years of experience.
2. A Ph.D. (in subjects described above) and three years of experience.
3. No degree and ten years of intensive and progressive experience demonstrating the required proficiency levels related to the task.



Contact Center Security Analyst

Minimum/General Experience: This position requires a minimum of five years experience, of which at least three must be specialized experience including system security analysis and implementation; secure system engineering and/or design, design assurance or testing for INFOSEC products and systems computer networking technology and work in protocol and/or interface standards. General experience includes software engineering; program design and implementation; configuration management; or maintenance, integration or testing, and information system engineering, analyst or software experience.

Functional Responsibilities: In support of contact center, provides customer support in solving all phases of complex INFOSEC - related technical problems. Reviews and recommends INFOSEC solutions to customer problems based on an understanding of products/systems test results. Conducts systems security analysis and implementation, system engineering, electrical design, design assurance, testing, software engineering, program design, configuration management, integration and testing of INFOSEC products and techniques. Solutions are based on a firm understanding of government/industry policy, practices, procedures, and customer requirements. Particular attention placed on Guard, Firewall, Secure Network Server, PCMCIA format security solutions, "Smart Cards", and emerging security technologies and future trends in support of information system and network security. Insures that INFOSEC solutions are fully compatible with or engineered into the customer's network design. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks as it relates to contact center

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

4. A Master's Degree (in subjects described above) and two years year of specialized experience as detailed above.
5. A PhD Degree (in subjects described above) and one year of specialized experience as detailed above.
6. Three years of additional applicable experience may be substituted for Bachelor's degree.

Contact Center IT Technical Support

Minimum General Experience: 5+ years of contact center /IT support experience, installing, maintaining, and troubleshooting information systems and related hardware.

Functional Responsibilities: Ensures all areas of system architecture, security, design, development, analysis, installation, programming, testing, maintenance, administration,



and ongoing support for contact center hardware, software, network, telecommunications, and Internet equipment and services.

Minimum Education: Associate's Degree which could be substituted with four years of relevant technical experience.

Education and experience requirements may be substituted with:

1. A BA/BS Degree (in subjects described above) and four years of experience.
2. A Masters Degree (in subjects described above) and three years of experience.
3. No degree and nine years of intensive and progressive experience demonstrating the required proficiency levels related to the task.

Contact Center Help Desk Associate**

Minimum/General Experience: This position requires a minimum of two years experience, of which at least one year must be specialized. Specialized experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Functional Responsibilities: In support of contact center, provides phone email, chat and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.

Minimum Education: An Associate's degree or Help Desk Certification in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:

1. Two years additional applicable experience may be substituted for a degree.

Contact Center Help Desk Specialist**

Minimum/General Experience: Three years of experience of which at least one year must be specialized. Specialized experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Functional Responsibilities: In support of contact center, responds to user requests for assistance by phone, email, chat and in person. Installs and modifies computer hardware and software. Diagnoses hardware, software, and operator problems and



recommends remedial actions or procedural changes. May load and configure software such as operating systems and environments and application. Provides technical assistance and training to system users in contact center.

Minimum Education An Associate's degree or Help Desk Certification in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Education and experience requirements may be substituted with: Two years additional applicable experience may be substituted for a degree.

Education and experience requirements may be substituted with:

1. A BA/BS Degree (in subjects described above) and one year of experience.
2. No degree and five years of intensive and progressive experience demonstrating the required proficiency levels related to the task.

132-20, 132-20STLOC --- ACCS IT Professional Services Rates

| SIN | Contact Center Proposed Labor Category | CY5 6/26/19 - 6/25/20 |
|--------|--|----------------------------|
| | | Contractor Site Rate w/IFF |
| 132-20 | Contact Center Program Executive Director | \$ 246.30 |
| 132-20 | Contact Center Senior Project/Program Manager | \$ 225.78 |
| 132-20 | Contact Center Operations Director | \$ 225.78 |
| 132-20 | Contact Center Project Manager | \$ 187.72 |
| 132-20 | Contact Center Site Manager | \$ 174.26 |
| 132-20 | Contact Center Supervisor | \$ 114.29 |
| 132-20 | Contact Center Knowledge/ Content Manager | \$ 156.09 |
| 132-20 | Contact Center Knowledge Manager | \$ 99.23 |
| 132-20 | Contact Center Knowledge Analyst** | \$ 75.89 |
| 132-20 | Contact Center Workforce Management Analyst | \$ 83.76 |
| 132-20 | Contact Center Senior Financial Analyst | \$ 182.86 |
| 132-20 | Contact Center Financial Analyst | \$ 122.82 |
| 132-20 | Contact Center Operations Supervisor | \$ 174.26 |
| 132-20 | Contact Center Telecommunications Architect | \$ 168.18 |
| 132-20 | Contact Center Senior Telecommunications Manager | \$ 151.64 |
| 132-20 | Contact Center Telecommunications Manager | \$ 143.24 |
| 132-20 | Contact Center Senior Telecommunications Analyst | \$ 126.98 |
| 132-20 | Contact Center Telecommunications Analyst | \$ 116.79 |
| 132-20 | Contact Center Trainer/ Curriculum Designer | \$ 114.29 |



| | | | |
|--------|--|----|--------|
| 132-20 | Contact Center Senior Metrics Analyst | \$ | 135.50 |
| 132-20 | Contact Center Metrics Analyst | \$ | 99.39 |
| 132-20 | Contact Center Information Security Officer | \$ | 194.94 |
| 132-20 | Contact Center Senior Information Security Analyst | \$ | 191.78 |
| 132-20 | Contact Center Information Systems Security Manager (ISSM) | \$ | 200.71 |
| 132-20 | Contact Center Security Analyst | \$ | 156.09 |
| 132-20 | Contact Center IT Technical Support | \$ | 164.82 |
| 132-20 | Contact Center Help Desk Associate** | \$ | 91.19 |
| 132-20 | Contact Center Help Desk Specialist** | \$ | 103.32 |

Notes:

1. Labor rates include the 0.75% Industrial Funding Fee (IFF) that will be paid to GSA FAS. Hardship and/or Danger Pay will be proposed and invoiced in accordance with State Department guidelines on a task by task basis.

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (**) SCA Labor categories are based on the US Department of Labor Wage Determination Number(s) identified in the SCA Matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

CONTACT CENTER SOLUTIONS (ACCS) MANAGED SERVICES DESCRIPTIONS SIN 132-20, 132-20STLOC

Contact Center Agent First Level Services**

Minimum/General Experience: No experiential requirement

Functional Responsibilities: A compilation of contractor site operational oversight, support and infrastructure necessary (including Automated Call Distribution (ACD)) to provide a First Level Agent. The First Level Agent performs data entry via on-line data terminal, key-to-tape, key-to-disk, or similar device. Verifies data entered, where applicable.

Minimum Education: Requires a high school diploma or GED

Contact Center Agent Second Level Services**

Minimum/General Experience: One year experience in customer service. Typically required to work under close supervision and direction.

Functional Responsibilities: A compilation of contractor site operational oversight, support and infrastructure necessary (including Automated Call Distribution (ACD)) to provide a Second



Level Agent. The Second Level Agent performs duties detailed in Contact Center Agent First Level job description and the Contact Center Second Level also responds to escalated and more complex inquiries on a broader scope of topics. Tasks may require simple adaptation and interpretation of provided reference materials. May also be differentiated from Level One with additional qualifications such as being conversational in a second language or have education/experience/knowledge in a specialized domain relevant to the callers.

Minimum Education: Requires a high school diploma or GED

Contact Center Agent Third Level Services**

Minimum/General Experience: A compilation of contractor site operational oversight, support and infrastructure necessary (including Automated Call Distribution (ACD)) to provide a Third Level Agent. Three year experience in customer service. Typically required to work under close supervision and direction.

Functional Responsibilities: A compilation of contractor site operational oversight, support and infrastructure necessary (including Automated Call Distribution (ACD)) to provide a Third Level Agent. Performs duties detailed in Contact Center Agent First and Second Level job descriptions; Contact Center Agent Third Level may be responsible for overseeing and advising small teams of Contact Center Agents at the First and Second Levels.

Minimum Education: Requires a high school diploma or GED

132-20, 132-20STLOC --- ACCS Managed Services Rates

| | | | | CYS 6/26/19 - 6/25/20 |
|--------|-------------|--|---|----------------------------|
| SIN | Part Number | ACCS Managed Services name | Description | Contractor Site Rate w/IFF |
| 132-20 | CCA-1 | Contact Center Agent First Level Services** | A compilation of contractor site operational oversight, support and infrastructure necessary (including Automated Call Distribution (ACD)) to provide a First Level Agent. The First Level Agent performs data entry via on-line data terminal, key-to-tape, key-to-disk, or similar device. Verifies data entered, where applicable. Billed on hourly rate | \$70.40 |
| 132-20 | CCA-2 | Contact Center Agent Second Level Services** | A compilation of contractor site operational oversight, support and infrastructure necessary (including Automated Call Distribution (ACD)) to provide a Second Level Agent. The Second Level Agent performs duties detailed in Call Center Mid Level job description; Call Center Agent Mid Level responds to escalated and more complex inquiries on a broader scope of topics. Tasks may require simple adaptation and interpretation of provided reference materials. May also be differentiated from Level One with additional qualifications such as being conversational in a second language or have education/experience/knowledge in a specialized domain relevant to the callers. Billed on hourly rate | \$74.81 |
| 132-20 | CCA-3 | Contact Center Agent Third Level Services** | A compilation of contractor site operational oversight, support and infrastructure necessary (including Automated Call Distribution (ACD)) to provide a Third Level Agent. Three year experience in customer service. Typically required to work under close supervision and direction. Billed on hourly rate | \$78.39 |

Notes:

1. Labor rates include the 0.75% Industrial Funding Fee (IFF) that will be paid to GSA FAS. Hardship and/or Danger Pay will be proposed and invoiced in accordance with State Department guidelines on a task by task basis.

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated () SCA Labor categories are based on the US Department**



of Labor Wage Determination Number(s) identified in the SCA Matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

| SCA Matrix | | |
|--|---|-----------|
| SCA Eligible contract Labor Category | SCA Equivalent Code Title | WD Number |
| Contact Center Knowledge Analyst** | 30462 Technical Writer II | 2015-4281 |
| Contact Center Help Desk Associate** | 14170 Systems Support Specialist | 2015-4281 |
| Contact Center Help Desk Specialist** | 14170 Systems Support Specialist | 2015-4281 |
| Contact Center Agent First Level Services** | 10141 Customer Service Representative I | 2015-4281 |
| Contact Center Agent Second Level Services** | 10142 Customer Service Representative II | 2015-4281 |
| Contact Center Agent Third Level Services** | 10143 Customer Service Representative III | 2015-4281 |

Order Level Materials (OLM) SIN 70-500, 70-500STLOC

Order-Level Materials (OLMs) are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) contract or FSS blanket purchase agreement (BPA). OLMs are not defined, priced, or awarded at the FSS contract level. They are unknown before a task or delivery order is placed against the FSS contract or FSS BPA.

OLMs are only authorized for inclusion at the order level under a Time and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN) and are subject to a Not-To-Exceed (NTE) ceiling price. OLMs include direct materials, subcontracts for supplies and incidental services for which there is not a labor category specified in the FSS contract, other direct costs (separate from those under ODC SINs), and indirect costs. OLMs are purchased under the authority of the FSS Program and are not “open market items.” Items awarded under ancillary supplies/services or other direct cost (ODC) SINs are not OLMs.

These items are defined, priced, and awarded at the FSS contract level, whereas OLMs are unknown before an order is placed.

Ancillary supplies/services and ODC SINs are for use under all order type CLINs (Fixed-Price (FP), T&M, and LH), whereas the Order-Level Materials SIN is only authorized for use under T&M and LH order CLINs.



The Order-Level Materials SIN is only authorized for use in direct support of another awarded SIN. Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs. OLMs are defined and priced at the ordering activity level in accordance with GSAR clause 552.238-82 Special Ordering Procedures for the Acquisition of Order-Level Materials.

Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF). The cumulative value of OLMs in an individual task or delivery order cannot exceed 33.33% of the total value of the order.

a.) See clauses 552.212-4 Contract Terms and Conditions - Commercial Items (JAN 2017) (Deviation - FEB 2018) (Alternate I - JAN 2017) (Deviation - FEB 2007) and 552.238-82 Special Ordering Procedures for the Acquisition of Order-Level Materials (JAN 2018) for additional information on inclusion of OLMs in task and delivery orders placed against an FSS contract or BPA.

b.) OLMs are only authorized for inclusion at the order level under a T&M or LH CLIN and are subject to an NTE ceiling price.

c.) The Order-Level Materials SIN contains no items or pricing, since by definition OLMs are unknown at the time of FSS contract award. The ordering activity contracting officer is responsible for defining OLMs and determining proposed OLM pricing fair and reasonable for a particular order.

d.) OLMs are purchased under the authority of the FSS Program and are not “open market items.”

e.) Items awarded under ancillary supplies/services and other direct cost (ODC) SINs are not OrderLevel Materials. These SINs are reserved for items that can be defined and priced up-front at the FSS contract level.

f.) The Order-Level Materials SIN cannot be the only SIN awarded on a contract. The Order-Level Materials SIN is only authorized for use in direct support of another awarded SIN.

g.) The Order-Level Materials SIN is exempt from Commercial Sales Practices disclosure requirements.

h.) The Order-Level Materials SIN is exempt from the following clauses: • 552.216-70 Economic Price Adjustment - FSS Multiple Award Schedule Contracts I-FSS-969 Economic Price Adjustment - FSS Multiple Award Schedule • 552.238-71 Submission and Distribution of Authorized FSS Schedule Pricelists, 552.238-75 Price Reductions

i.) Terms and conditions that otherwise apply to the FSS contract also apply to the Order-Level Materials SIN. Examples include but are not limited to: • Trade Agreements Act



(TAA) • Sales reporting and IFF remittance • Environmental Attributes clauses • AbilityOne Program Essentially the Same (ETS) compliance

j.) The Order-Level Materials SIN is subject to any transactional data reporting (TDR) requirements in effect under the FSS contract.

k.) Prices for items provided under the Order-Level Materials SIN must be inclusive of the IFF. The cumulative value of OLMs in an individual task or delivery order cannot exceed 33.33% of the total value of the order.

2. The following clause is ADDED to this contract: • 552.238-82 Special Ordering Procedures for the Acquisition of Order-Level Materials (JAN 2018)



USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

CSRA provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrates our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact Ms. Lorena Austin at Lorena.austin@csra.com.



BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) _____.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity

Date

Contractor

Date



BPA NUMBER _____

(CUSTOMER NAME) BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER

***SPECIAL BPA DISCOUNT/PRICE**

(2) Delivery:

DESTINATION

DELIVERY SCHEDULE/DATES

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4) This BPA does not obligate any funds.

(5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE

POINT OF CONTACT

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.



(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.



BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a customer activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.

- Federal Supply Schedule Contractors may individually meet the customers needs,
or -

- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.

- Customers make a best value selection.