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

Special Item No. 132-51 Information Technology Professional Services
Special Item No. 132-50 Training Courses
Special Item No. 132-56 Health Information Technology Professional Services

Note: 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.

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

FPDS Code D302 IT Systems Development Services
FPDS Code D306 IT Systems Analysis Services
FPDS Code D307 Automated Information Systems Design and Integration Services
FPDS Code D308 Programming Services
FPDS Code D310 IT Backup and Security Services
FPDS Code D311 IT Data Conversion Services FPDS
Code D316 IT Network Management Services
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

**SIN 132-56 -HEALTH INFORMATION TECHNOLOGY PROFESSIONAL SERVICES**

FPDS Code D302 IT Systems Development Services
FPDS Code D306 IT Systems Analysis Services
FPDS Code D307 Automated Information Systems Design and Integration Services
FPDS Code D308 Programming Services
FPDS Code D310 IT Backup and Security Services
FPDS Code D311 IT Data Conversion Services FPDS
Code D316 IT Network Management Services
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.

Enterprise Resource Planning International, LLC
603 7th Street, Suite 203, Laurel, MD 20707
301-490-0080
www.erpinternational.com

Contract Number: GS-35F-0341V; NAICS Code 541511

Period Covered by Contract: 3/31/2009 – 06/01/2019

General Services Administration
Federal Acquisition Service

Pricelist current through Modification #PO-0019, dated November 28, 2016.

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/

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!I on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage! and the Federal Acquisition Service Home Page (www.fss.gsa.gov) contain 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.
[x] The Geographic Scope of Contract will be domestic delivery only.

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:
_____

**2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:**

**Enterprise Resource Planning International, LLC**
**603 7th Street, Suite 203, Laurel, MD 20707**
**301-490-0080**

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will not 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 activities to obtain technical and/or ordering assistance:

**301-261-3976**

**When Authorized Dealers are allowed by the Contractor to bill ordering activities and accept payment, the order and/or payment must be in the name of the Contractor, in care of the Authorized Dealer.**

**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. STATICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:**

Block 9: G. Order/Modification Under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number: 625348748
Block 30: Type of Contractor - A. Small Disadvantaged Business

Block 31: Woman-Owned Small Business - No
Block 36: Contractor's Taxpayer Identification Number (TIN):

4a. CAGE Code: 4LQU6
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) |
|---|---|
| _____ | To be negotiated with Contracting Activity |
| _____ | _____Days |

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

a. Prompt Payment: _0_ % - _30_____days from receipt of invoice or date of acceptance, whichever is later.
d. Government Educational Institutions: Educational Institutions are offered the same discounts as all other Government customers.**

**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:**

**10. Small Requirements:** The minimum dollar value of orders to be issued is $___100___.

**11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**

a. The Maximum Order value for the following Special Item Numbers (SINs) is $500,000:

Special Item Number 132-51 - Information Technology (IT) Professional Services

**12. ORDERING PROCEEDURES 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 2003)**

(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. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

(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.

(k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

**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 52.212-4)

**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:

_____

_____

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 be 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 applies.

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, de-installation, 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 inconsistencies 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 NUMBER 132-52)

**1. SCOPE**

a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT 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 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 Services.

**9. INDEPENDENT CONTRACTOR**

All 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.

**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 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. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

**15. APPROVAL OF SUBCONTRACTS**

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

**16. DESCRIPTION OF IT SERVICES AND PRICING**

# Labor Categories Awarded Under SIN 132-51
# GSA IT 70 Rates: Top Secret

| LABOR CATEGORY | Year 1 (1/31/2015 - 1/30/2016) | Year 2 (1/31/2016 - 1/30/2017) | Year 3 (1/31/2017 - 1/30/2018) | Year 4 (1/31/2018 - 1/30/2019) | Year 5 (1/31/2019 - 6/01/2019) |
|---|---|---|---|---|---|
| Administrative Specialist LEVEL I | $46.80 | $48.11 | $49.46 | $50.85 | $52.27 |
| Administrative Specialist LEVEL II | $61.36 | $63.08 | $64.84 | $66.66 | $68.53 |
| Administrative Specialist LEVEL III | $68.14 | $70.05 | $72.01 | $74.02 | $76.10 |
| Analyst LEVEL I | $78.42 | $80.62 | $82.87 | $85.19 | $87.58 |
| Analyst LEVEL II | $95.15 | $97.82 | $100.56 | $103.37 | $106.27 |
| Analyst LEVEL III | $104.56 | $107.49 | $110.50 | $113.60 | $116.78 |
| Applications Developer LEVEL I | $80.00 | $82.24 | $84.54 | $86.91 | $89.34 |
| Applications Developer LEVEL II | $103.66 | $106.57 | $109.55 | $112.62 | $115.77 |
| Applications Developer LEVEL III | $112.65 | $115.80 | $119.05 | $122.38 | $125.81 |
| Communications Engineer LEVEL I | $83.23 | $85.56 | $87.95 | $90.42 | $92.95 |
| Communications Engineer LEVEL II | $110.06 | $113.14 | $116.31 | $119.56 | $122.91 |
| Communications Engineer LEVEL III | $120.89 | $124.28 | $127.75 | $131.33 | $135.01 |
| Configuration Management Specialist LEVEL I | $74.41 | $76.49 | $78.63 | $80.83 | $83.10 |
| Configuration Management Specialist LEVEL II | $103.59 | $106.49 | $109.47 | $112.53 | $115.69 |
| Configuration Management Specialist LEVEL III | $114.30 | $117.50 | $120.79 | $124.18 | $127.65 |
| Consultant LEVEL I | $110.39 | $113.48 | $116.65 | $119.92 | $123.28 |
| Consultant LEVEL II | $156.04 | $160.41 | $164.90 | $169.52 | $174.26 |
| Consultant LEVEL III | $175.49 | $180.40 | $185.45 | $190.65 | $195.98 |
| Database Analyst LEVEL I | $91.16 | $93.71 | $96.33 | $99.03 | $101.81 |
| Database Analyst LEVEL II | $123.94 | $127.41 | $130.97 | $134.64 | $138.41 |
| Database Analyst LEVEL III | $137.45 | $141.30 | $145.25 | $149.32 | $153.50 |
| Enterprise Architect LEVEL I | $101.85 | $104.70 | $107.63 | $110.64 | $113.74 |
| Enterprise Architect LEVEL II | $144.00 | $148.03 | $152.17 | $156.43 | $160.81 |
| Enterprise Architect LEVEL III | $161.97 | $166.50 | $171.16 | $175.96 | $180.88 |
| Graphics Specialist LEVEL I | $57.63 | $59.24 | $60.90 | $62.60 | $64.36 |
| Graphics Specialist LEVEL II | $81.61 | $83.90 | $86.25 | $88.66 | $91.14 |
| Graphics Specialist Level III | $88.07 | $90.54 | $93.07 | $95.68 | $98.36 |
| Help Desk Specialist LEVEL I | $56.90 | $58.49 | $60.13 | $61.82 | $63.55 |
| Help Desk Specialist LEVEL II | $73.80 | $75.86 | $77.99 | $80.17 | $82.42 |
| Help Desk Specialist LEVEL III | $94.95 | $97.61 | $100.34 | $103.15 | $106.04 |
| Information Assurance (IT Security Specialist) LEVEL I | $78.38 | $80.58 | $82.83 | $85.15 | $87.54 |
| Information Assurance (IT Security Specialist) LEVEL II | $104.01 | $106.93 | $109.92 | $113.00 | $116.16 |

# GSA IT 70 Rates: Top Secret

| LABOR CATEGORY | Year 1 (1/31/2015 - 1/30/2016) | Year 2 (1/31/2016 - 1/30/2017) | Year 3 (1/31/2017 - 1/30/2018) | Year 4 (1/31/2018 - 1/30/2019) | Year 5 (1/31/2019 - 6/01/2019) |
|---|---|---|---|---|---|
| Information Assurance (IT Security Specialist) LEVEL III | $114.35 | $117.55 | $120.85 | $124.23 | $127.71 |
| Network Engineer LEVEL I | $83.23 | $85.56 | $87.95 | $90.42 | $92.95 |
| Network Engineer LEVEL II | $110.06 | $113.14 | $116.31 | $119.56 | $122.91 |
| Network Engineer LEVEL III | $120.89 | $124.28 | $127.75 | $131.33 | $135.01 |
| Program Manager LEVEL I | $114.23 | $117.42 | $120.71 | $124.09 | $127.57 |
| Program Manager LEVEL II | $146.68 | $150.78 | $155.00 | $159.34 | $163.81 |
| Program Manager LEVEL III | $163.33 | $167.90 | $172.61 | $177.44 | $182.41 |
| Project Manager LEVEL I | $86.83 | $89.26 | $91.76 | $94.33 | $96.97 |
| Project Manager LEVEL II | $114.57 | $117.78 | $121.08 | $124.47 | $127.96 |
| Project Manager LEVEL III | $125.79 | $129.32 | $132.94 | $136.66 | $140.49 |
| Quality Assurance Specialist LEVEL I | $81.10 | $83.37 | $85.70 | $88.10 | $90.57 |
| Quality Assurance Specialist LEVEL II | $111.43 | $114.55 | $117.76 | $121.06 | $124.45 |
| Quality Assurance Specialist LEVEL III | $123.43 | $126.89 | $130.44 | $134.10 | $137.85 |
| Solutions Architect LEVEL I | $114.23 | $117.42 | $120.71 | $124.09 | $127.57 |
| Solutions Architect LEVEL II | $146.68 | $150.78 | $155.00 | $159.34 | $163.81 |
| Solutions Architect LEVEL III | $163.33 | $167.90 | $172.61 | $177.44 | $182.41 |
| Subject Matter Expert LEVEL I | $101.85 | $104.70 | $107.63 | $110.64 | $113.74 |
| Subject Matter Expert LEVEL II | $144.00 | $148.03 | $152.17 | $156.43 | $160.81 |
| Subject Matter Expert LEVEL III | $161.97 | $166.50 | $171.16 | $175.96 | $180.88 |
| Systems Administrator LEVEL I | $71.70 | $73.71 | $75.77 | $77.89 | $80.07 |
| Systems Administrator LEVEL II | $96.40 | $99.10 | $101.87 | $104.73 | $107.66 |
| Systems Administrator LEVEL III | $107.10 | $110.10 | $113.18 | $116.35 | $119.61 |
| Systems Analyst LEVEL I | $78.42 | $80.62 | $82.87 | $85.19 | $87.58 |
| Systems Analyst LEVEL II | $95.15 | $97.82 | $100.56 | $103.37 | $106.27 |
| Systems Analyst LEVEL III | $104.56 | $107.49 | $110.50 | $113.60 | $116.78 |
| Systems Engineer LEVEL I | $81.77 | $84.06 | $86.41 | $88.83 | $91.32 |
| Systems Engineer LEVEL II | $113.92 | $117.11 | $120.39 | $123.76 | $127.22 |
| Systems Engineer LEVEL III | $126.42 | $129.96 | $133.60 | $137.34 | $141.19 |
| Technical Writer (Document Specialist) LEVEL I | $61.12 | $62.83 | $64.59 | $66.40 | $68.26 |
| Technical Writer (Document Specialist) LEVEL II | $83.61 | $85.96 | $88.36 | $90.84 | $93.38 |
| Technical Writer (Document Specialist) LEVEL III | $92.45 | $95.04 | $97.70 | $100.44 | $103.25 |
| Test Engineer LEVEL I | $80.95 | $83.22 | $85.55 | $87.95 | $90.41 |
| Test Engineer LEVEL II | $107.56 | $110.57 | $113.67 | $116.85 | $120.12 |

# GSA IT 70 Rates: Top Secret

| LABOR CATEGORY | Year 1 (1/31/2015 - 1/30/2016) | Year 2 (1/31/2016 - 1/30/2017) | Year 3 (1/31/2017 - 1/30/2018) | Year 4 (1/31/2018 - 1/30/2019) | Year 5 (1/31/2019 - 6/01/2019) |
|---|---|---|---|---|---|
| Test Engineer LEVEL III | $118.62 | $121.94 | $125.35 | $128.86 | $132.47 |
| Trainer LEVEL I | $70.98 | $72.97 | $75.01 | $77.11 | $79.27 |
| Trainer LEVEL II | $95.03 | $97.69 | $100.42 | $103.24 | $106.13 |
| Trainer LEVEL III | $104.33 | $107.25 | $110.26 | $113.34 | $116.52 |

# GSA IT 70 Rates: Secret or Below

| LABOR CATEGORY | Year 1 (1/31/2015 - 1/30/2016) | Year 2 (1/31/2016 - 1/30/2017) | Year 3 (1/31/2017 - 1/30/2018) | Year 4 (1/31/2018 - 1/30/2019) | Year 5 (1/31/2019 - 6/01/2019) |
|---|---|---|---|---|---|
| Administrative Specialist LEVEL I | $44.08 | $45.31 | $46.58 | $47.88 | $49.22 |
| Administrative Specialist LEVEL II | $57.78 | $59.40 | $61.06 | $62.77 | $64.53 |
| Administrative Specialist LEVEL III | $64.17 | $65.97 | $67.82 | $69.72 | $71.67 |
| Analyst LEVEL I | $73.80 | $75.86 | $77.99 | $80.17 | $82.42 |
| Analyst LEVEL II | $89.55 | $92.06 | $94.64 | $97.29 | $100.01 |
| Analyst LEVEL III | $98.41 | $101.17 | $104.00 | $106.91 | $109.91 |
| Applications Developer LEVEL I | $75.28 | $77.38 | $79.55 | $81.78 | $84.07 |
| Applications Developer LEVEL II | $97.57 | $100.30 | $103.11 | $106.00 | $108.97 |
| Applications Developer LEVEL III | $106.03 | $109.00 | $112.06 | $115.19 | $118.42 |
| Communications Engineer LEVEL I | $78.02 | $80.21 | $82.45 | $84.76 | $87.14 |
| Communications Engineer LEVEL II | $103.21 | $106.10 | $109.07 | $112.12 | $115.26 |
| Communications Engineer LEVEL III | $113.37 | $116.54 | $119.80 | $123.16 | $126.61 |
| Configuration Management Specialist LEVEL I | $69.74 | $71.70 | $73.71 | $75.77 | $77.89 |
| Configuration Management Specialist LEVEL II | $97.14 | $99.86 | $102.65 | $105.53 | $108.48 |
| Configuration Management Specialist LEVEL III | $107.19 | $110.20 | $113.28 | $116.45 | $119.71 |
| Consultant LEVEL I | $101.85 | $104.70 | $107.63 | $110.64 | $113.74 |
| Consultant LEVEL II | $144.00 | $148.03 | $152.17 | $156.43 | $160.81 |
| Consultant LEVEL III | $161.97 | $166.50 | $171.16 | $175.96 | $180.88 |
| Database Analyst LEVEL I | $85.46 | $87.85 | $90.31 | $92.84 | $95.44 |
| Database Analyst LEVEL II | $116.24 | $119.49 | $122.84 | $126.28 | $129.81 |
| Database Analyst LEVEL III | $128.91 | $132.52 | $136.23 | $140.04 | $143.96 |
| Enterprise Architect LEVEL I | $95.86 | $98.54 | $101.30 | $104.14 | $107.05 |
| Enterprise Architect LEVEL II | $135.56 | $139.36 | $143.26 | $147.27 | $151.40 |
| Enterprise Architect LEVEL III | $152.49 | $156.76 | $161.15 | $165.66 | $170.30 |
| Graphics Specialist LEVEL I | $54.20 | $55.72 | $57.28 | $58.88 | $60.53 |
| Graphics Specialist LEVEL II | $76.80 | $78.95 | $81.16 | $83.43 | $85.76 |
| Graphics Specialist Level III | $82.89 | $85.21 | $87.60 | $90.05 | $92.57 |
| Help Desk Specialist LEVEL I | $53.32 | $54.81 | $56.35 | $57.93 | $59.55 |
| Help Desk Specialist LEVEL II | $69.17 | $71.11 | $73.10 | $75.15 | $77.25 |
| Help Desk Specialist LEVEL III | $89.36 | $91.86 | $94.43 | $97.08 | $99.80 |
| Information Assurance (IT Security Specialist) LEVEL I | $73.76 | $75.82 | $77.95 | $80.13 | $82.37 |
| Information Assurance (IT Security Specialist) LEVEL II | $97.91 | $100.65 | $103.47 | $106.37 | $109.34 |
| Information Assurance (IT Security Specialist) LEVEL III | $107.64 | $110.65 | $113.75 | $116.94 | $120.21 |
| Network Engineer LEVEL I | $78.02 | $80.21 | $82.45 | $84.76 | $87.14 |
| Network Engineer LEVEL II | $103.21 | $106.10 | $109.07 | $112.12 | $115.26 |

## GSA IT 70 Rates: Secret or Below

| LABOR CATEGORY | Year 1 (1/31/2015 - 1/30/2016) | Year 2 (1/31/2016 - 1/30/2017) | Year 3 (1/31/2017 - 1/30/2018) | Year 4 (1/31/2018 - 1/30/2019) | Year 5 (1/31/2019 - 6/01/2019) |
|---|---|---|---|---|---|
| Network Engineer LEVEL III | $113.37 | $116.54 | $119.80 | $123.16 | $126.61 |
| Program Manager LEVEL I | $106.72 | $109.71 | $112.78 | $115.94 | $119.19 |
| Program Manager LEVEL II | $137.06 | $140.90 | $144.84 | $148.90 | $153.07 |
| Program Manager LEVEL III | $152.64 | $156.92 | $161.31 | $165.83 | $170.47 |
| Project Manager LEVEL I | $82.03 | $84.33 | $86.69 | $89.11 | $91.61 |
| Project Manager LEVEL II | $108.26 | $111.29 | $114.41 | $117.61 | $120.90 |
| Project Manager LEVEL III | $118.87 | $122.20 | $125.62 | $129.14 | $132.75 |
| Quality Assurance Specialist LEVEL I | $76.31 | $78.45 | $80.65 | $82.90 | $85.22 |
| Quality Assurance Specialist LEVEL II | $104.88 | $107.82 | $110.84 | $113.94 | $117.13 |
| Quality Assurance Specialist LEVEL III | $116.20 | $119.45 | $122.80 | $126.24 | $129.77 |
| Solutions Architect LEVEL I | $106.72 | $109.71 | $112.78 | $115.94 | $119.19 |
| Solutions Architect LEVEL II | $137.06 | $140.90 | $144.84 | $148.90 | $153.07 |
| Solutions Architect LEVEL III | $152.64 | $156.92 | $161.31 | $165.83 | $170.47 |
| Subject Matter Expert LEVEL I | $95.86 | $98.54 | $101.30 | $104.14 | $107.05 |
| Subject Matter Expert LEVEL II | $135.56 | $139.36 | $143.26 | $147.27 | $151.40 |
| Subject Matter Expert LEVEL III | $152.49 | $156.76 | $161.15 | $165.66 | $170.30 |
| Systems Administrator LEVEL I | $67.20 | $69.08 | $71.02 | $73.01 | $75.05 |
| Systems Administrator LEVEL II | $90.39 | $92.93 | $95.53 | $98.20 | $100.95 |
| Systems Administrator LEVEL III | $100.41 | $103.23 | $106.12 | $109.09 | $112.14 |
| Systems Analyst LEVEL I | $73.80 | $75.86 | $77.99 | $80.17 | $82.42 |
| Systems Analyst LEVEL II | $89.55 | $92.06 | $94.64 | $97.29 | $100.01 |
| Systems Analyst LEVEL III | $98.41 | $101.17 | $104.00 | $106.91 | $109.91 |
| Systems Engineer LEVEL I | $76.95 | $79.11 | $81.32 | $83.60 | $85.94 |
| Systems Engineer LEVEL II | $107.23 | $110.24 | $113.32 | $116.50 | $119.76 |
| Systems Engineer LEVEL III | $119.00 | $122.34 | $125.76 | $129.28 | $132.90 |
| Technical Writer (Document Specialist) LEVEL I | $57.93 | $59.55 | $61.21 | $62.93 | $64.69 |
| Technical Writer (Document Specialist) LEVEL II | $79.29 | $81.51 | $83.79 | $86.14 | $88.55 |
| Technical Writer (Document Specialist) LEVEL III | $87.68 | $90.13 | $92.66 | $95.25 | $97.92 |
| Test Engineer LEVEL I | $75.90 | $78.02 | $80.21 | $82.45 | $84.76 |
| Test Engineer LEVEL II | $100.87 | $103.69 | $106.60 | $109.58 | $112.65 |
| Test Engineer LEVEL III | $111.24 | $114.35 | $117.55 | $120.85 | $124.23 |
| Trainer LEVEL I | $65.79 | $67.63 | $69.52 | $71.47 | $73.47 |
| Trainer LEVEL II | $88.11 | $90.58 | $93.12 | $95.72 | $98.40 |
| Trainer LEVEL III | $96.76 | $99.47 | $102.25 | $105.12 | $108.06 |

| Labor Category | Functional Responsibility | Education / Experience / Qualifications |
|---|---|---|
| Administrative Specialist LEVEL I | Provides administrative support such as technical writing, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, and preparation of graphical and narrative presentation material. Provides assistance with maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. 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. Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Administrative Specialist LEVEL II | Provides administrative support such as technical writing, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, and preparation of graphical and narrative presentation material. Provides assistance with maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. 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. Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations. May act as a team leader, providing guidance to more junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Administrative Specialist LEVEL III | Provides administrative support such as technical writing, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, and preparation of graphical and narrative presentation material. Provides assistance with maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. 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. Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations. Performs analysis, development and review of program or functional areas, as required. May act as a team leader, providing guidance to more junior level staff. | Master's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Analyst LEVEL I | 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. Performs functional analysis to identify required tasks and their interrelationships. Possesses knowledge and experience in the requirements and integration. Works with engineers on systems integration. Provides daily supervision and direction to support staff. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Analyst LEVEL II | 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. Performs functional analysis to identify required tasks and their interrelationships. Possesses expert knowledge and experience in the requirements and integration. Works with engineers on systems integration. May provides daily supervision and direction to support staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Analyst LEVEL III | 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. Performs functional analysis to identify required tasks and their interrelationships. Possesses expert knowledge and experience in the requirements and integration. Works with engineers on systems integration. May provides daily supervision and direction to support staff or take a leadership role with large working groups. | Master's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |

| | | |
|---|---|---|
| Applications Developer LEVEL I | Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. A research, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Evaluates effectiveness. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Participates in development of software user manuals and technical reports. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Applications Developer LEVEL II | Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. A research, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Evaluates effectiveness. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Instructs, assigns, directs, and checks the work of others on the development team. Participates in development of software user manuals and technical reports. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Applications Developer LEVEL III | Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. A research, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Evaluates effectiveness. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. May act as team leader on projects, providing guidance to junior level staff. Instructs, assigns, directs, and checks the work of others on the development team. Participates in development of software user manuals and technical reports. | Master's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Communications Engineer LEVEL I | Provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders. Provides in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts and telecommunications enhancement design for medium and large-scale telecommunication infrastructures. Provides interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top |
| Communications Engineer LEVEL II | Provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders. Provides in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts and telecommunications enhancement design for medium and large-scale telecommunication infrastructures. Provides interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Communications Engineer LEVEL III | Provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders. Provides in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts and telecommunications enhancement design for medium and large-scale telecommunication infrastructures. Provides interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. May provide leadership to large teams of functional or technical personnel. | Master's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |

| | | |
|---|---|---|
| Configuration Management Specialist LEVEL I | Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting and configuration audits. Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation. Responsible for configuration change control. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Responsible for configuration status accounting. Tracks all problems and changes in product documents and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements of all baselines have been met. Supports the quality assurance process audits. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Configuration Management Specialist LEVEL II | Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting and configuration audits. Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation. Responsible for configuration change control. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Responsible for configuration status accounting. Tracks all problems and changes in product documents and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements of all baselines have been met. Supports the quality assurance process audits. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Configuration Management Specialist LEVEL III | Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting and configuration audits. Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation. Responsible for configuration change control. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Responsible for configuration status accounting. Tracks all problems and changes in product documents and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements of all baselines have been met. Supports the quality assurance process audits. May act as team leader, providing guidance to junior level staff or take a leadership role for large working groups. | Master's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Consultant LEVEL I | Facilitates functional and technical planning activities for organizations and large projects or a significant segment of a large complex project. Assists in developing mission and vision statements, defining goals and objectives in support of the vision, prioritizing initiatives, building operational plans, and specifying measurable outcomes. Knowledgeable of federal and commercial analytic and consulting techniques. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top |
| Consultant LEVEL II | Facilitates functional and technical planning activities for organizations and large projects or a significant segment of a large complex project. Assists in developing mission and vision statements, defining goals and objectives in support of the vision, prioritizing initiatives, building operational plans, and specifying measurable outcomes. Knowledgeable of federal and commercial analytic and consulting techniques. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top |
| Consultant LEVEL III | Facilitates functional and technical planning activities for organizations and large projects or a significant segment of a large complex project. Assists in developing mission and vision statements, defining goals and objectives in support of the vision, prioritizing initiatives, building operational plans, and specifying measurable outcomes. Knowledgeable of federal and commercial analytic and consulting techniques. May act as team leader, providing guidance to junior level staff or take a leadership role for large working groups. | Master's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |

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| Database Analyst LEVEL I | Provides activities related to the administration of computerized databases. Able to communicate with management, technicians, and end-users to evaluate need prior to development of an automated solution. Prepares detailed reports which might include system requirements such as concurrent usage factors, data storage requirements, response rates, and discuss procedures for processing data through the use of data base management systems (DBMS) including relational data bases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Evaluates data base design tradeoffs, impacts on user expectations, performance levels, and space allocation requirements. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Database Analyst LEVEL II | Provides all activities related to the administration of computerized databases. Able to communicate with management, technicians, and end-users to evaluate need prior to development of an automated solution. Prepares detailed reports which might include system requirements such as concurrent usage factors, data storage requirements, response rates, and discuss procedures for processing data through the use of data base management systems (DBMS) including relational data bases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Evaluates data base design tradeoffs, impacts on user expectations, performance levels, and space allocation requirements. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
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| Enterprise Architect LEVEL I | Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines in accordance with the strategy and goals of the organization. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management. Tracks current plans that will require IT resources. Monitors and reviews the success of systems and ensures efficiency and effectiveness. Recommends future computer system technologies that will help in the improvement of business in the organization. Integrates IT solution systems for the business with the existing client systems. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Enterprise Architect LEVEL II | Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines in accordance with the strategy and goals of the organization. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management. Tracks current plans that will require IT resources. Monitors and reviews the success of systems and ensures efficiency and effectiveness. Recommends future computer system technologies that will help in the improvement of business in the organization. Integrates IT solution systems for the business with the existing client systems. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
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| Graphics Specialist LEVEL I | Conceptualizes, designs, and develops a wide variety of information materials (technical, promotional, informational, instructional), such as forms, labels, brochures, meeting and conference handouts, slides, logos, posters, and other presentation aids through a variety of media outlets such as CD- ROMs, websites, and other publications. Develops a system for scheduling and tracking requests for graphics/artwork to ensure timely and efficient completion of all work products. Uses advanced desktop publishing, page layout, or typesetting software to design and develop high quality textual and graphic compositions to communicate complex technical. Generates, manipulates, and integrates graphic images, animations, sound, text and video generated with automated tools into consolidated and seamless multimedia programs. Conducts studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
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| Help Desk Specialist LEVEL I | Provides phone and in-person support to users in areas which include e-mail, LAN/WAN, directories, standard desktop images and applications, COTS and GOTS applications. Serves as the initial point of contact for troubleshooting all IT related problems, including hardware/software, passwords, and printer problems. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
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| Information Assurance (IT Security Specialist) LEVEL I | Provides support to plan, coordinate, and implement the organization's information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. Oversees the efforts of security staff to design, develop, engineer and implement solutions to security requirements. Responsible for the implementation and development of the DHS IT security. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment. Provides support to plan, coordinate, and implement the organization's information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet/EC technology. Ability to serve as Information System Security Officer. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |

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| Information Assurance (IT Security Specialist) LEVEL II | Provides support to plan, coordinate, and implement the organization's information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. Oversees the efforts of security staff to design, develop, engineer and implement solutions to security requirements. Responsible for the implementation and development of the DHS IT security. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment. Provides support to plan, coordinate, and implement the organization's information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet/EC technology. Ability to serve as Information System Security Officer. May provide daily supervision and direction to staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
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| Network Engineer LEVEL I | Provides technical guidance for directing and monitoring information systems operations. Provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders. Provides in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts and telecommunications enhancement design for medium and large-scale telecommunication infrastructures. Provides interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance. Troubleshoots network systems when necessary and makes improvements to the network. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
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| Program Manager LEVEL I | Organizes, directs, and manages contract operation support functions, involving multiple, complex, and inter-related project tasks. Manages teams of contract support personnel at multiple locations. Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs. Establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and delegates responsibilities to subordinates and oversees the successful completion of all assigned tasks. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
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| Project Manager LEVEL I | Serves as the 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 Government Contracting Officer (CO), the task order-level Task Managers (TM), Government 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, including the development of conceptual systems requirements; systems integration requirements; systems phasing plan; business application consultation; problem tracking/management; and preparation and delivery of presentations. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Project Manager LEVEL II | Serves as the 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 Government Contracting Officer (CO), the task order-level Task Managers (TM), Government 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, including the development of conceptual systems requirements; systems integration requirements; systems phasing plan; business application consultation; problem tracking/management; and preparation and delivery of presentations. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |

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| Quality Assurance Specialist LEVEL I | Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top |
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| Solutions Architect LEVEL I | Assesses business objectives, conducts gap analysis of existing versus needed capability, and identifies business requirements. Evaluates business requirements to identify potential software, hardware, and system architectures can be employed to meet business objectives. Develops potential technical solutions to meet business needs and supports analysis of alternatives for best fit. Evaluates technical trends and provides recommendations for technology and architecture to meet business objectives. Performs research on emerging technologies to support proof-of-concept (POC) capabilities and identify future solutions for the organization. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Solutions Architect LEVEL II | Assesses business objectives, conducts gap analysis of existing versus needed capability, and identifies business requirements. Evaluates business requirements to identify potential software, hardware, and system architectures can be employed to meet business objectives. Develops potential technical solutions to meet business needs and supports analysis of alternatives for best fit. Evaluates technical trends and provides recommendations for technology and architecture to meet business objectives. Performs research on emerging technologies to support proof-of-concept (POC) capabilities and identify future solutions for the organization. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
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| Subject Matter Expert LEVEL I | Develops requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to complex systems). Assists other project members with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; modeling and simulation; disaster recovery; and requirements management. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
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| Systems Administrator LEVEL I | Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including: day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the dispatch system and hardware problems and remain involved in the resolution process. Provides support for the escalation and communication of status to agency management and internal customers. Must possess experience in one or more systems and architectures and associated hardware: mainframe, mini, or client/server based. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
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| Systems Analyst LEVEL I | Analyzes and develops computer systems 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, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze 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. 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, and for progress in accordance with schedules. Coordinates with the Project and/or Program 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. Provides daily supervision and direction to support staff. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Systems Analyst LEVEL II | Analyzes and develops computer systems 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, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze 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. 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, and for progress in accordance with schedules. Coordinates with the Project and/or Program 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. Provides daily supervision and direction to support staff. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
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| Systems Engineer LEVEL I | Analyzes functional business requirements and design specifications for functional activities. Should provide identification/fixing for the problems within existing systems design/implementation of new systems, enhances the existing systems and participates in analysis, design and new construction of next generation IT systems. Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the architecture and engineering team and COTS products. Must possess experience of system engineering in one or more areas including telecommunications concepts, computer languages, operating systems, database/DBMS and middleware. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |

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| Technical Writer (Document Specialist) LEVEL I | Gathers, analyzes, translates and composes technical information into clear, readable documents to be used by technical and non-technical personnel. Composes technical documents including, 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. Conducts research and ensures the use of proper technical terminology. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top |
| Technical Writer (Document Specialist) LEVEL II | Gathers, analyzes, translates and composes technical information into clear, readable documents to be used by technical and non-technical personnel. Composes technical documents including, 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. Conducts research and ensures the use of proper technical terminology. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years |
| Technical Writer (Document Specialist) LEVEL III | Gathers, analyzes, translates and composes technical information into clear, readable documents to be used by technical and non-technical personnel. Composes technical documents including, 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. Conducts research and ensures the use of proper technical terminology. May act as team leader, providing guidance to junior level staff or take a leadership role for large working groups. | Master's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Test Engineer LEVEL I | Performs formal system testing activities for a particular project or subset of a larger project under supervision of more experienced test personnel. 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 or IT systems. May participate in all phases of risk management assessment and software/hardware development. Responsible for ensuring that the test design and documentation support all applicable clients, 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. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
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| Trainer LEVEL I | Develops and instructors computer-based training. Develops and revises training courses and prepares appropriate training catalogs. Develops courses and instructional material to educate technical and non-technical personnel in IT. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Provides second level support and coordinate training with help desk. Provides standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Possesses thorough knowledge of appropriate hardware and software. Must understand computer functions and related technical terminology, and how they are applied in everyday business situations. Must possess exceptional interpersonal skills and superior oral and written communication skills. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
| Trainer LEVEL II | Develops and instructors computer-based training. Develops and revises training courses and prepares appropriate training catalogs. Develops courses and instructional material to educate technical and non-technical personnel in IT. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Provides second level support and coordinate training with help desk. Provides standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Possesses thorough knowledge of appropriate hardware and software. Must understand computer functions and related technical terminology, and how they are applied in everyday business situations. Must possess exceptional interpersonal skills and superior oral and written communication skills. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Top Secret level |
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| Labor Category | Functional Responsibility | Education / Experience / Qualifications |
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| Administrative Specialist LEVEL I | Provides administrative support such as technical writing, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, and preparation of graphical and narrative presentation material. Provides assistance with maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. 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. Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Administrative Specialist LEVEL II | Provides administrative support such as technical writing, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, and preparation of graphical and narrative presentation material. Provides assistance with maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. 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. Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations. May act as a team leader, providing guidance to more junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Administrative Specialist LEVEL III | Provides administrative support such as technical writing, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, and preparation of graphical and narrative presentation material. Provides assistance with maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. 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. Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations. Performs analysis, development and review of program or functional areas, as required. May act as a team leader, providing guidance to more junior level staff. | Master's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Analyst LEVEL I | 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. Performs functional analysis to identify required tasks and their interrelationships. Possesses knowledge and experience in the requirements and integration. Works with engineers on systems integration. Provides daily supervision and direction to support staff. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Analyst LEVEL II | 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. Performs functional analysis to identify required tasks and their interrelationships. Possesses expert knowledge and experience in the requirements and integration. Works with engineers on systems integration. May provides daily supervision and direction to support staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Analyst LEVEL III | 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. Performs functional analysis to identify required tasks and their interrelationships. Possesses expert knowledge and experience in the requirements and integration. Works with engineers on systems integration. May provides daily supervision and direction to support staff or take a leadership role with large working groups. | Master's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |

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| Applications Developer LEVEL I | Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. A research, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Evaluates effectiveness. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Participates in development of software user manuals and technical reports. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Applications Developer LEVEL II | Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. A research, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Evaluates effectiveness. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Instructs, assigns, directs, and checks the work of others on the development team. Participates in development of software user manuals and technical reports. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Applications Developer LEVEL III | Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. A research, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Evaluates effectiveness. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. May act as team leader on projects, providing guidance to junior level staff. Instructs, assigns, directs, and checks the work of others on the development team. Participates in development of software user manuals and technical reports. | Master's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Communications Engineer LEVEL I | Provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders. Provides in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts and telecommunications enhancement design for medium and large-scale telecommunication infrastructures. Provides interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret |
| Communications Engineer LEVEL II | Provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders. Provides in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts and telecommunications enhancement design for medium and large-scale telecommunication infrastructures. Provides interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
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| Configuration Management Specialist LEVEL I | Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting and configuration audits. Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation. Responsible for configuration change control. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Responsible for configuration status accounting. Tracks all problems and changes in product documents and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements of all baselines have been met. Supports the quality assurance process audits. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Configuration Management Specialist LEVEL II | Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting and configuration audits. Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation. Responsible for configuration change control. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Responsible for configuration status accounting. Tracks all problems and changes in product documents and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements of all baselines have been met. Supports the quality assurance process audits. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
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| Consultant LEVEL I | Facilitates functional and technical planning activities for organizations and large projects or a significant segment of a large complex project. Assists in developing mission and vision statements, defining goals and objectives in support of the vision, prioritizing initiatives, building operational plans, and specifying measurable outcomes. Knowledgeable of federal and commercial analytic and consulting techniques. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret |
| Consultant LEVEL II | Facilitates functional and technical planning activities for organizations and large projects or a significant segment of a large complex project. Assists in developing mission and vision statements, defining goals and objectives in support of the vision, prioritizing initiatives, building operational plans, and specifying measurable outcomes. Knowledgeable of federal and commercial analytic and consulting techniques. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret |
| Consultant LEVEL III | Facilitates functional and technical planning activities for organizations and large projects or a significant segment of a large complex project. Assists in developing mission and vision statements, defining goals and objectives in support of the vision, prioritizing initiatives, building operational plans, and specifying measurable outcomes. Knowledgeable of federal and commercial analytic and consulting techniques. May act as team leader, providing guidance to junior level staff or take a leadership role for large working groups. | Master's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |

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| Database Analyst LEVEL I | Provides activities related to the administration of computerized databases. Able to communicate with management, technicians, and end-users to evaluate need prior to development of an automated solution. Prepares detailed reports which might include system requirements such as concurrent usage factors, data storage requirements, response rates, and discuss procedures for processing data through the use of data base management systems (DBMS) including relational data bases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Evaluates data base design tradeoffs, impacts on user expectations, performance levels, and space allocation requirements. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Database Analyst LEVEL II | Provides all activities related to the administration of computerized databases. Able to communicate with management, technicians, and end-users to evaluate need prior to development of an automated solution. Prepares detailed reports which might include system requirements such as concurrent usage factors, data storage requirements, response rates, and discuss procedures for processing data through the use of data base management systems (DBMS) including relational data bases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Evaluates data base design tradeoffs, impacts on user expectations, performance levels, and space allocation requirements. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
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| Enterprise Architect LEVEL I | Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines in accordance with the strategy and goals of the organization. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management. Tracks current plans that will require IT resources. Monitors and reviews the success of systems and ensures efficiency and effectiveness. Recommends future computer system technologies that will help in the improvement of business in the organization. Integrates IT solution systems for the business with the existing client systems. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Enterprise Architect LEVEL II | Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines in accordance with the strategy and goals of the organization. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management. Tracks current plans that will require IT resources. Monitors and reviews the success of systems and ensures efficiency and effectiveness. Recommends future computer system technologies that will help in the improvement of business in the organization. Integrates IT solution systems for the business with the existing client systems. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Enterprise Architect LEVEL III | Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines in accordance with the strategy and goals of the organization. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management. Tracks current plans that will require IT resources. Monitors and reviews the success of systems and ensures efficiency and effectiveness. Recommends future computer system technologies that will help in the improvement of business in the organization. Integrates IT solution systems for the business with the existing client systems. May act as team leader, providing guidance to junior level staff or take a leadership role for large working groups. | Master's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Graphics Specialist LEVEL I | Conceptualizes, designs, and develops a wide variety of information materials (technical, promotional, informational, instructional), such as forms, labels, brochures, meeting and conference handouts, slides, logos, posters, and other presentation aids through a variety of media outlets such as CD- ROMs, websites, and other publications. Develops a system for scheduling and tracking requests for graphics/artwork to ensure timely and efficient completion of all work products. Uses advanced desktop publishing, page layout, or typesetting software to design and develop high quality textual and graphic compositions to communicate complex technical. Generates, manipulates, and integrates graphic images, animations, sound, text and video generated with automated tools into consolidated and seamless multimedia programs. Conducts studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Graphics Specialist LEVEL II | Conceptualizes, designs, and develops a wide variety of information materials (technical, promotional, informational, instructional), such as forms, labels, brochures, meeting and conference handouts, slides, logos, posters, and other presentation aids through a variety of media outlets such as CD- ROMs, websites, and other publications. Develops a system for scheduling and tracking requests for graphics/artwork to ensure timely and efficient completion of all work products. Uses advanced desktop publishing, page layout, or typesetting software to design and develop high quality textual and graphic compositions to communicate complex technical. Generates, manipulates, and integrates graphic images, animations, sound, text and video generated with automated tools into consolidated and seamless multimedia programs. Conducts studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |

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| Graphics Specialist LEVEL III | Conceptualizes, designs, and develops a wide variety of information materials (technical, promotional, informational, instructional), such as forms, labels, brochures, meeting and conference handouts, slides, logos, posters, and other presentation aids through a variety of media outlets such as CD- ROMs, websites, and other publications. Develops a system for scheduling and tracking requests for graphics/artwork to ensure timely and efficient completion of all work products. Uses advanced desktop publishing, page layout, or typesetting software to design and develop high quality textual and graphic compositions to communicate complex technical. Generates, manipulates, and integrates graphic images, animations, sound, text and video generated with automated tools into consolidated and seamless multimedia programs. Conducts studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy. May act as team leader, providing guidance to junior level staff or take a leadership role for large working groups. | Master's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Help Desk Specialist LEVEL I | Provides phone and in-person support to users in areas which include e-mail, LAN/WAN, directories, standard desktop images and applications, COTS and GOTS applications. Serves as the initial point of contact for troubleshooting all IT related problems, including hardware/software, passwords, and printer problems. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Help Desk Specialist LEVEL II | Provides phone and in-person support to users in areas which include e-mail, LAN/WAN, directories, standard desktop images and applications, COTS and GOTS applications. Serves as the initial point of contact for troubleshooting all IT related problems, including hardware/software, passwords, and printer problems. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
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| Information Assurance (IT Security Specialist) LEVEL I | Provides support to plan, coordinate, and implement the organization's information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. Oversees the efforts of security staff to design, develop, engineer and implement solutions to security requirements. Responsible for the implementation and development of the DHS IT security. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment. Provides support to plan, coordinate, and implement the organization's information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet/EC technology. Ability to serve as Information System Security Officer. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |

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| Information Assurance (IT Security Specialist) LEVEL II | Provides support to plan, coordinate, and implement the organization's information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. Oversees the efforts of security staff to design, develop, engineer and implement solutions to security requirements. Responsible for the implementation and development of the DHS IT security. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment. Provides support to plan, coordinate, and implement the organization's information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet/EC technology. Ability to serve as Information System Security Officer. May provide daily supervision and direction to staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
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| Network Engineer LEVEL I | Provides technical guidance for directing and monitoring information systems operations. Provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders. Provides in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts and telecommunications enhancement design for medium and large-scale telecommunication infrastructures. Provides interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance. Troubleshoots network systems when necessary and makes improvements to the network. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
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| Program Manager LEVEL I | Organizes, directs, and manages contract operation support functions, involving multiple, complex, and inter-related project tasks. Manages teams of contract support personnel at multiple locations. Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs. Establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and delegates responsibilities to subordinates and oversees the successful completion of all assigned tasks. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
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| Project Manager LEVEL I | Serves as the 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 Government Contracting Officer (CO), the task order-level Task Managers (TM), Government 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, including the development of conceptual systems requirements; systems integration requirements; systems phasing plan; business application consultation; problem tracking/management; and preparation and delivery of presentations. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
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| Quality Assurance Specialist LEVEL I | Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret |
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| Solutions Architect LEVEL I | Assesses business objectives, conducts gap analysis of existing versus needed capability, and identifies business requirements. Evaluates business requirements to identify potential software, hardware, and system architectures can be employed to meet business objectives. Develops potential technical solutions to meet business needs and supports analysis of alternatives for best fit. Evaluates technical trends and provides recommendations for technology and architecture to meet business objectives. Performs research on emerging technologies to support proof-of-concept (POC) capabilities and identify future solutions for the organization. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
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| Subject Matter Expert LEVEL I | Develops requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to complex systems). Assists other project members with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; modeling and simulation; disaster recovery; and requirements management. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
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| Systems Administrator LEVEL I | Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including: day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the dispatch system and hardware problems and remain involved in the resolution process. Provides support for the escalation and communication of status to agency management and internal customers. Must possess experience in one or more systems and architectures and associated hardware: mainframe, mini, or client/server based. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
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| Systems Analyst LEVEL I | Analyzes and develops computer systems 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, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze 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. 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, and for progress in accordance with schedules. Coordinates with the Project and/or Program 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. Provides daily supervision and direction to support staff. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
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| Systems Engineer LEVEL I | Analyzes functional business requirements and design specifications for functional activities. Should provide identification/fixing for the problems within existing systems design/implementation of new systems, enhances the existing systems and participates in analysis, design and new construction of next generation IT systems. Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the architecture and engineering team and COTS products. Must possess experience of system engineering in one or more areas including telecommunications concepts, computer languages, operating systems, database/DBMS and middleware. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |

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| Technical Writer (Document Specialist) LEVEL I | Gathers, analyzes, translates and composes technical information into clear, readable documents to be used by technical and non-technical personnel. Composes technical documents including, 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. Conducts research and ensures the use of proper technical terminology. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret |
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| Test Engineer LEVEL I | Performs formal system testing activities for a particular project or subset of a larger project under supervision of more experienced test personnel. 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 or IT systems. May participate in all phases of risk management assessment and software/hardware development. Responsible for ensuring that the test design and documentation support all applicable clients, 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. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
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| Trainer LEVEL I | Develops and instructors computer-based training. Develops and revises training courses and prepares appropriate training catalogs. Develops courses and instructional material to educate technical and non-technical personnel in IT. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Provides second level support and coordinate training with help desk. Provides standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Possesses thorough knowledge of appropriate hardware and software. Must understand computer functions and related technical terminology, and how they are applied in everyday business situations. Must possess exceptional interpersonal skills and superior oral and written communication skills. | High School diploma or GED certification and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Trainer LEVEL II | Develops and instructors computer-based training. Develops and revises training courses and prepares appropriate training catalogs. Develops courses and instructional material to educate technical and non-technical personnel in IT. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Provides second level support and coordinate training with help desk. Provides standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Possesses thorough knowledge of appropriate hardware and software. Must understand computer functions and related technical terminology, and how they are applied in everyday business situations. Must possess exceptional interpersonal skills and superior oral and written communication skills. May act as team leader, providing guidance to junior level staff. | Associate's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |
| Trainer LEVEL III | Develops and instructors computer-based training. Develops and revises training courses and prepares appropriate training catalogs. Develops courses and instructional material to educate technical and non-technical personnel in IT. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Provides second level support and coordinate training with help desk. Provides standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Possesses thorough knowledge of appropriate hardware and software. Must understand computer functions and related technical terminology, and how they are applied in everyday business situations. Must possess exceptional interpersonal skills and superior oral and written communication skills. May act as team leader, providing guidance to junior level staff or take a leadership role for large working groups. | Master's Degree or higher and/or 1-4 years experience<br><br>Eligible for clearance at Secret level or below |

# Labor Categories Awarded Under SIN 132-56

| Health IT Labor Category | Year 2 (1/31/2016-1/30/2017 | Year 3 (1/31/2017-1/30/2018 | Year 4 (1/31/2018-1/30/2019 | Year 5 (1/31/2019-6/30/2019 |
|---|---|---|---|---|
| Program Manager | $ 162.28 | $ 165.04 | $ 167.85 | $ 170.70 |
| Project Manager | $ 128.49 | $ 130.67 | $ 132.89 | $ 135.15 |
| Security Manager | $ 153.18 | $ 155.78 | $ 158.43 | $ 161.12 |
| Principal Architect | $ 171.75 | $ 174.67 | $ 177.64 | $ 180.66 |
| Principal System Engineer | $ 181.03 | $ 184.11 | $ 187.24 | $ 190.42 |
| Principal Facility Engineer | $ 98.31 | $ 99.98 | $ 101.68 | $ 103.41 |
| Application Engineer Level I | $ 88.33 | $ 89.83 | $ 91.36 | $ 92.91 |
| Application Engineer Level II | $ 107.40 | $ 109.23 | $ 111.09 | $ 112.98 |
| Biostatistician | $ 79.76 | $ 81.12 | $ 82.50 | $ 83.90 |
| Web Designer | $ 89.21 | $ 90.73 | $ 92.27 | $ 93.84 |
| Training Manager | $ 113.52 | $ 115.45 | $ 117.41 | $ 119.41 |
| Test Engineer | $ 80.12 | $ 81.48 | $ 82.87 | $ 84.28 |
| System Engineer | $ 135.26 | $ 137.56 | $ 139.90 | $ 142.28 |
| Administrative Assistant | $ 59.88 | $ 60.90 | $ 61.94 | $ 62.99 |
| Documentation Specialist | $ 68.42 | $ 69.58 | $ 70.76 | $ 71.96 |
| Configuration Manager | $ 113.91 | $ 115.85 | $ 117.82 | $ 119.82 |
| Release Manager | $ 96.09 | $ 97.72 | $ 99.38 | $ 101.07 |
| Budget Analyst | $ 101.66 | $ 103.39 | $ 105.15 | $ 106.94 |
| Business Analyst | $ 154.85 | $ 157.48 | $ 160.16 | $ 162.88 |
| Program Analyst | $ 179.64 | $ 182.69 | $ 185.80 | $ 188.96 |
| Security Analyst | $ 144.08 | $ 146.53 | $ 149.02 | $ 151.55 |
| Data Quality Analyst | $ 104.91 | $ 106.69 | $ 108.50 | $ 110.34 |
| Financial Analyst | $ 97.48 | $ 99.14 | $ 100.83 | $ 102.54 |
| EVM Analyst | $ 106.76 | $ 108.57 | $ 110.42 | $ 112.30 |
| Programmer | $ 125.98 | $ 128.12 | $ 130.30 | $ 132.52 |
| ETL Specialist | $ 131.55 | $ 133.79 | $ 136.06 | $ 138.37 |
| Technical Writer | $ 102.58 | $ 104.32 | $ 106.09 | $ 107.89 |
| Data Modeler | $ 104.91 | $ 106.69 | $ 108.50 | $ 110.34 |
| DBA | $ 130.16 | $ 132.37 | $ 134.62 | $ 136.91 |
| Subject Matter Expert Level I | $ 199.96 | $ 203.36 | $ 206.82 | $ 210.34 |
| Subject Matter Expert Lvel II | $ 210.20 | $ 213.77 | $ 217.40 | $ 221.10 |
| Subject Matter Expert Level III | $ 332.84 | $ 338.50 | $ 344.25 | $ 350.10 |
| System Administrator Level I | $ 80.10 | $ 81.46 | $ 82.84 | $ 84.25 |
| System Administrator Level II | $ 89.96 | $ 91.49 | $ 93.05 | $ 94.63 |
| System Adminstrator Level III | $ 95.75 | $ 97.38 | $ 99.04 | $ 100.72 |
| Public Health Analyst | $ 78.85 | $ 80.19 | $ 81.55 | $ 82.94 |
| Quality Assuarance Specialist | $ 98.39 | $ 100.06 | $ 101.76 | $ 103.49 |
| Network Administrator | $ 104.15 | $ 105.92 | $ 107.72 | $ 109.55 |
| Help Desk Specialist | $ 62.02 | $ 63.07 | $ 64.14 | $ 65.23 |
| General Clerk Level I | $ 29.39 | $ 29.89 | $ 30.40 | $ 30.92 |
| General Clerk Level II | $ 30.73 | $ 31.25 | $ 31.78 | $ 32.32 |
| General Clerk Level III | $ 31.95 | $ 32.49 | $ 33.04 | $ 33.60 |
| Data Standardization Specialist | $ 84.74 | $ 86.18 | $ 87.65 | $ 89.14 |
| Data Warehousing Administrator | $ 91.07 | $ 92.62 | $ 94.19 | $ 95.79 |
| Data Warehouse Programmer | $ 88.41 | $ 89.91 | $ 91.44 | $ 92.99 |
| Informatics Specialist/Bioinformatician | $ 78.66 | $ 80.00 | $ 81.36 | $ 82.74 |

| Health IT Labor Category | Minimum/General Experience and Years of Experience | Functionality Responsiblity (Summary) | Educational Responsiblity |
|---|---|---|---|
| Program Manager | Minimum of 5 Years of relevent Experience | Organizing, directing, and managing all aspects of contract operational support functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel. Provide overall direction of program activities. Manage and maintain contractor interface with the senior levels of the customer's organization. | BSc or Equivalent Years of Work Experience |
| Project Manager | Minimum of 5 Years of relevent Experience | Control, plan and direct all aspects of the project and project team to include schedule, operations, and financial management. Organize and assign responsibilities to subordinates and oversee the successful completion of assigned tasks. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems | BSc or Equivalent Years of Work Experience |
| Security Manager | Minimum of 5 Years of relevent Experience | Knowledge of IT security concepts, standards, and methods. Ensure the integration of secure IT programs and services in compliance with applicable security standards. Analyze and defines security requirements for Multilevel Security (MLS) issues. Design, develop, engineer, and implement solutions to MLS requirements. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment | BSc or Equivalent Years of Work Experience |
| Principal Architect | Minimum of 5 Years of relevent Experience | Analyze, plan, design, and implement structural framework to align IT strategy, plans, and systems with the mission, goals, structure, and processes required. Establish system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Design 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. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and 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 information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. | BSc or Equivalent Years of Work Experience |

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|---|---|---|---|
| Principal System Engineer | Minimum of 5 Years of relevent Experience | Control, plan and direct all aspects of operations, performance, changes to network hardware and operating systems. Oversee, troubleshoot and evaluate system utilization and response. Perform additions and changes to network hardware and operating systems, and attached devices; include investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems using knowledge of hardware and software installation and maintenance in a PC/LAN_WAN environment. Maintain network infrastructure standards including network communication protocols such as TCP Transport Control Protocol/Internet Protocol (TCP/IP). | BSc or Equivalent Years of Work Experience |
| Principal Facility Engineer | Minimum of 5 Years of relevent Experience | Control, plan and direct all aspects of building operations. Assists in developing & monitoring assigned department budget and risk management efforts directly supporting Enterprise infrastructure and infostructure IT goals and projects. Can include tasks associated with receiving, distributing, or shipping of materials. Coordinate on-site emergencies. Must possess strategic planning skills and have a thorough understanding of internal & external compliance policies. Accurately completes paperwork or system transactions applicable to function, such as documentation of material movement (i.e., Receipt, Shop Order, and Packing Lists). Ability to organize, plan & schedule work with minimal supervision. | BSc or Equivalent Years of Work Experience |
| Application Engineer Level I | Minimum of 2 Years of relevent Experience | Analyze functional business applications and design specifications for functional activities. Translate detailed design into application systems. | BSc or Equivalent Years of Work Experience |
| Application Engineer Level II | Minimum of 5 Years of relevent Experience | Analyze and study complex system requirements. Design software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manage software development and estimate software development costs and schedule | BSc or Equivalent Years of Work Experience |
| Biostatistician | Minimum of 5 Years of relevent Experience | Specialize in the application of statistics and/or computer technology to biological studies applying the use of statistical software packages such as SAS, BMDP, SPSS, or PL/1. | BSc or Equivalent Years of Work Experience |
| Web Designer | Minimum of 2 Years of relevent Experience | Provide support in upgrading, maintaining and creating content for Agency web-site under the guidance of Web Project Manager. Provide day-to-day site design and creation. | BSc or Equivalent Years of Work Experience |
| Training Manager | Minimum of 2 Years of relevent Experience | Provide leadership and management for training tasks that are being performed by the contractor. Prepare training documents and services that are required to support training requirements drawing input from the researchers, test engineers, systems analysts, training specialists, logisticians, and the government and applying customer training policies. | BSc or Equivalent Years of Work Experience |
| Test Engineer | Minimum of 2 Years of relevent Experience | Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. | BSc or Equivalent Years of Work Experience |

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| System Engineer | Minimum of 2 Years of relevent Experience | Control, plan and direct all aspects of configuration, installation, operation and testing of network hardware and software. Identify and analyze advancements in application development concepts, techniques and tools. Coordinate and/or perform additions and changes to network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Provide technical consultation, training and support to IT staff as designated by the government. | BSc or Equivalent Years of Work Experience |
| Administrative Assistant | Minimum of 2 Years of relevent Experience | Perform office duties: preparation of reports, forms, correspondence, and presentation materials. Manage appointment and meeting schedules for Director and senior staff. Purchase supplies, equipment, and other materials utilizing prescribed guidelines and procedures. | BSc or Equivalent Years of Work Experience |
| Documentation Specialist | Minimum of 2 Years of relevent Experience | Prepare and disseminate technical documentation. Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain logs relating to work in progress, meetings, etc. Prepare specialized communications, maintain logs on communications sent and received, arrange and log special shipments of records. Knowledge of the use of word processing software and the use of advanced software features such as style sheets and macros | BSc or Equivalent Years of Work Experience |
| Configuration Manager | Minimum of 2 Years of relevent Experience | Control, plan and direct all aspects of the change process. Responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted baseline(s) standards. Provides daily support and direction to staff as to change status requirements, deadlines, and problems. | BSc or Equivalent Years of Work Experience |
| Release Manager | Minimum of 2 Years of relevent Experience | Control, plan and direct all aspects of planned software updates, ensuring that only approved and validated changes are introduced. General knowledge of every aspect of the software development process, various applicable operating systems and software application or platforms, as well as various business functions and perspectives | BSc or Equivalent Years of Work Experience |
| Budget Analyst | Minimum of 2 Years of relevent Experience | Support budget formulation: research and compile budget data. Develop estimates and justifications. Identify operational cost. Develop annual budget work plans and schedules. | BSc or Equivalent Years of Work Experience |
| Business Analyst | Minimum of 2 Years of relevent Experience | Analyze, assess, plan, design, and implement operational and functional baselines. Create conceptual business models to identify relevant changes needed. Assist in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components, and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Support the development of functional area strategies for enhanced IT. | BSc or Equivalent Years of Work Experience |
| Program Analyst | Minimum of 2 Years of relevent Experience | Provide analytical consultative services required to administer programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Analyze and review budget, schedule, and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions to provide program requirements. Review the business and system, software and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and develop recommendations. Identify, communicate and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Research and analyze resource material. Monitor system tests; reviews test results; identify project issues. | BSc or Equivalent Years of Work Experience |

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| Security Analyst | Minimum of 2 Years of relevent Experience | Analyze, assess, plan, design, and implement secure procedures, programs, tools, and policies. performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management | BSc or Equivalent Years of Work Experience |
| Data Quality Analyst | Minimum of 2 Years of relevent Experience | Evaluate and define, clarity, conciseness, and technical correctness of proposed data element changes. Provide 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. | BSc or Equivalent Years of Work Experience |
| Financial Analyst | Minimum of 2 Years of relevent Experience | Analyze financial program data to develop annual and multi-year budget estimates. Report program financial activities. | BSc or Equivalent Years of Work Experience |
| EVM Analyst | Minimum of 2 Years of relevent Experience | Coordinate EVM analyses, developing processes and standards for collecting, tracking, analyzing, and disseminating cost and schedule data; performing schedule risk analyses; generating comprehensive at-completion cost estimates; and preparing formal reports and briefs. | BSc or Equivalent Years of Work Experience |
| Programmer | Minimum of 2 Years of relevent Experience | Efficiently and effectively analyze, test and develop programs and program changes. Create and/or maintain operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. | BSc or Equivalent Years of Work Experience |
| ETL Specialist | Minimum of 2 Years of relevent Experience | Utilize ETL tool by using extract, transform, load rules or tables to combine or convert data from one database format or type to another. The ETL developer is responsible for designing and creating the data warehouse and all related extraction. Knowledge of data modeling. Developers need to be able to read, analyze and digest what a business wants to accomplish with its data, and design the best possible ETL process around those goals. | BSc or Equivalent Years of Work Experience |
| Technical Writer | Minimum of 2 Years of relevent Experience | Write and/or edit technical documents, including reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables | BSc or Equivalent Years of Work Experience |
| Data Modeler | Minimum of 2 Years of relevent Experience | Develop and implement advanced data management systems designed, or redesigned, to utilize new technology. Develop, code, test, and maintain database programs. Manages the flow of information between departments through the use of relational databases. Develop, code, test, and maintain database programs. Maintains data integrity by working to eliminate redundancy. Stays informed of the ways the organization uses its data. | BSc or Equivalent Years of Work Experience |
| DBA | Minimum of 2 Years of relevent Experience | Analyze coordinate and maintain information databases. Develop and enforce CMS database standards, guidelines and operational policies and procedures,<br>Review physical structures, Review performance, maintenance and utilities associated with each structure (i.e., REORGS, LOAD, UNLOADS), Review necessary storage media, Review SQL performance and Tuning, Reviewing application's access to the database structures, Review backup & recovery strategies, Review, where required, the purge/archive criteria, Monitoring database/subsystem performance issues, Review Migration Plans | BSc or Equivalent Years of Work Experience |

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| Subject Matter Expert Level I | Minimum of 2 Years of relevent Experience | Provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. | BSc or Equivalent Years of Work Experience |
| Subject Matter Expert Lvel II | Minimum of 5 Years of relevent Experience | Analyze user needs to determine functional requirements and define problems and develop plans and requirements in the subject matter area for moderately complex to complex systems related to information systems architecture, networking; telecommunications, automation, communications protocols, risk management/electronic analysis, software, lifecycle management, software development methodologies, and modeling and simulation. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. | BSc or Equivalent Years of Work Experience |
| Subject Matter Expert Level III | Minimum of 7 Years of relevent Experience | Provide technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. | BSc or Equivalent Years of Work Experience |
| System Administrator Level I | Minimum of 2 Years of relevent Experience | Assist with the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Assist with the optimizing of system operation and resource utilization, and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Commensurate experience and education. | BSc or Equivalent Years of Work Experience |
| System Administrator Level II | Minimum of 5 Years of relevent Experience | Perform the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Perform the optimizing of system operation and resource utilization, and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Commensurate experience and education. | BSc or Equivalent Years of Work Experience |
| System Adminstrator Level III | Minimum of 7 Years of relevent Experience | Supervise and manage the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Plan and monitor the optimizing of system operation and resource utilization, and perform systems capacity analysis and planning. Plan and monitor assistance to users in accessing and using business systems. Commensurate experience and education. | BSc or Equivalent Years of Work Experience |

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| Public Health Analyst | Minimum of 5 Years of relevant Experience | Oversee and develop data management systems, including computer programs to monitor data quality, such as SAS, MS ACCESS, MS Excel, etc. Analyze data for reports, presentations and publications; assist in the review of study data for data quality; organize study files, including data and correspondence files using common word processing software; perform scientific, medical and research literature searches and prepare slides for scientific presentations. | BSc or Equivalent Years of Work Experience |
| Quality Assurance Specialist | Minimum of 2 Years of relevant Experience | Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. | BSc or Equivalent Years of Work Experience |
| Network Administrator | Minimum of 1 Year of relevant Experience | Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide Production Support of the Network, including: day-to-day operations, monitoring and problem resolution client Networks. Provide second level problem identification, diagnosis and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices. | BSc or Equivalent Years of Work Experience |
| Help Desk Specialist | Minimum of 2 Years of relevant Experience | Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems. | High school Diploma |
| General Clerk Level I | Minimum of 1 Year of relevant Experience | Perform simple repetitive tasks such as filing pre-coded documents in a chronological file or operating office equipment, e.g., photocopy, addressograph or mailing machine, microfilming, and electronic imaging. Normally requires an eye for detail in performing all document related tasks. Commensurate education and experience. | High school Diploma |
| General Clerk Level II | Minimum of 2 Years of relevant Experience | Perform repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. May have responsibility for preparing a variety of documents for microfilming and electronic imaging using written guidelines. | High school Diploma |
| General Clerk Level III | Minimum of 5 Years of relevant Experience | Perform tasks that require the selection of the appropriate methods from a wide variety of procedures that may require an interpretation and/or adaptation of guidelines. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others. Often required to assist less experienced staff in the performance of office procedures. Work requires an eye for detail in performing all document related tasks. | High school Diploma |
| Data Standardization Specialist | Minimum of 2 Years of relevant Experience | Provide technical support in the evaluation of prime object names, data elements, and other objects. Evaluate proposed objects and their attributes. Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensure that the values of object attributes and domains are accurate and correct. Ensure that the proposed objects are consistent with data and process models. | BSc or Equivalent Years of Work Experience |
| Data Warehousing Administrator | Minimum of 2 Years of relevant Experience | Coordinate the data administration technical function for both data warehouse development and maintenance. Facilitate change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establish and enforce processes to ensure a consistent, well managed, and well integrated data warehouse infrastructure. | BSc or Equivalent Years of Work Experience |
| Data Warehouse Programmer | Minimum of 2 Years of relevant Experience | Provide product support and maintenance of the data warehouse. Perform data warehouse design and construction. Prepare/implement data verification and testing methods for the data warehouse. | BSc or Equivalent Years of Work Experience |
| Informatics Specialist/Bioinformatician | Minimum of 2 Years of relevant Experience | Provide high level expertise in the application of technology to areas of interest to government health organizations including Medical Informatics or Public Health Informatics; statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission including SAS, Epi Info, etc.; applying sound quantitative data and methods to support deployment of resources for massive public health surveillance, prevention and intervention campaigns and related health activities. | BSc or Equivalent Years of Work Experience |

# Information Technology Business Integration

A key component of our ability to help our clients change to become more successful is hiring, training, and maintaining highly skilled professional personnel. We are pleased to offer you the service of our professionals using the following integration labor categories. Enterprise Resource Planning International, LLC Integration professionals deliver world-class business solutions through business process redesign, information systems implementation, and organizational design and human resource development. The general experience and functional responsibility represent the minimum qualifications for each category. In regards to general experience, an Advanced Degree equals up to two years of experience. Resumes will be provided upon request.

## Integration Partner I

***General Experience***. Integration Partner I possess at least 13 years of experience in information systems implementation, change management efforts or business process redesign.

***Functional Responsibility***. Integration Partner I have management authority for client engagements. In this capacity, they apply their extensive experience in planning and managing large scale, complex projects to control overall project scope, budgets and schedules for multi-project engagements. Integration Partner I perform such duties as:

- Set overall policy direction for client engagements
- Communicate with Integration Partner and client executive management to ensure critical issues are addressed
- Provide expert guidance to projects in industry and functional areas, including Informational Technology, Supply Chain Management, Business Transformation and overall system assessments
- Act as senior client liaison
- Advises client on Industry best practices and trends to ensure clients objectives and strategies are achieved
- Assist clients in developing and executing strategies and tactics
- Conducts program assessment and reviews
- Leads and facilities transformation and modernization of policies and systems
- Oversee contract and financial management of one or more client engagements.

***Minimum Education:*** Bachelor's Degree

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## Integration Analyst I

***General Experience***. Integration Analysts I possess at least 2 years of experience in information systems implementation, change management efforts or business process redesign.

***Functional Responsibility***. Integration Analyst I apply their strong analytical and technical skills to assist in implementing information technology or business solutions. Integration Analysts I are directed to exercise core skills on projects, or they may direct small teams. An Integration Analyst I is qualified to perform tasks such as:

Design, code and test functional components of information systems according to project

specifications

Document an organization's current business process flows and requirements

Identify and document functional requirements for information systems

Develop project documentation and user training materials according to program specifications

Conduct user training sessions

Prepare communications plans

Produce database extracts

Provide technical support to software development teams, including software applications development task, information assurance, programming, engineering, and sustainment tasks,

Perform program management support tasks, such as status reporting, work plan maintenance. Finance and budgeting and acquisition support functions

Provide independent validation and verification of actual performance against planned performance.

***Minimum Education:*** Bachelor's Degree or 3 years related experience.

| Labor Category | YR 1 | YR 2 | YR 3 | YR 4 | YR 5 |
|---|---|---|---|---|---|
| Integration Analyst | $106.39 | $109.37 | $112.43 | $115.58 | $118.82 |
| Integration Partner | $272.03 | $279.65 | $287.48 | $295.53 | $303.80 |

# USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

Enterprise Resource Planning International, LLC 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 demonstrate 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 Melvin Petty, 301-490-0080, mpetty@erpinternational.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 SCHEDULES / 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.

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# 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 ordering 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 or 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.