

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*, a menu-driven database system. The INTERNET address GSA *Advantage!* is: GSAAvantage.gov.



SCHEDULE NUMBER: 70
SCHEDULE NAME: General Purpose Commercial Information Technology Equipment, Software, and Services
SIN(S): 132-51
FSC GROUP: General Purpose Commercial Information Technology Equipment, Software, and Services
FSC CLASS: 70 - General Purpose Commercial Information Technology Equipment, Software, and Services
FPDS CODES: D302 IT Systems Development Services
D306 IT Systems Analysis Services
D307 Automated Information Systems Design and integration Services
D308 Programming Services
D310 IT Backup and Security Services
D311 IT Data Conversion Services
D316 IT Network Management Services

CONTRACT NUMBER: GS-35F-0296X
CONTRACT PERIOD: March 24, 2011 - March 23, 2021
CONTRACTOR: AcisTek Corporation
2001 Richmond Hwy, Suite 1001
Arlington, VA 22202

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BUSINESS SIZE: Small

AcisTek Corporation (AcisTek) is a certified 8(a) IT & Professional Services firm with 10+ years of successful past performance delivering quality results at a great value to our clients in the federal government. Our offerings span three main service areas: Agile Solutions Development, Information Technology Services, and Consulting Services.

TABLE OF CONTENTS

| CUSTOMER INFORMATION | Page |
|---|-----------|
| 1a. Table of awarded special item number(s) | 1 |
| 1b. Lowest price model / unit number) | 1 |
| 1c. Contractor labor Categories and Rates | 1 |
| 2. Maximum order | 1 |
| 3. Minimum order | 1 |
| 4. Geographic coverage (delivery area) | 1 |
| 5. Point(s) of production | 1 |
| 6. Discount from list prices or statement of net price | 1 |
| 7. Quantity discounts | 1 |
| 8. Prompt payment terms | 1 |
| 9a. Statements on Government purchase cards below thresholds | 2 |
| 9b. Statements on Government purchase cards above thresholds | 2 |
| 10. Foreign items | 2 |
| 11a. Time of delivery | 2 |
| 11b. Expedited delivery | 2 |
| 11c. Overnight and 2-day delivery | 2 |
| 11d. Urgent Requirements | 2 |
| 12. F.O.B. points(s)..... | 2 |
| 13a. Ordering address(es) | 2 |
| 13b. Ordering procedures | 2 |
| 14. Payment address(es) | 2 |
| 15. Warranty provision | 2 |
| 16. Export packing charges | 3 |
| 17. Terms and conditions of Government purchase card acceptance | 3 |
| 18. Terms and conditions of rental, maintenance, and repair | 3 |
| 19. Terms and conditions of installation | 3 |
| 20. Terms and conditions of repair parts | 3 |
| 20a. Terms and conditions of any other services | 3 |
| 21. List of service and distribution points | 3 |
| 22. List of participating dealers | 3 |
| 23. Preventive maintenance | 3 |
| 24a. Special attributes such as environmental attributes | 3 |
| 24b. Section 508 compliance | 3 |
| 25. Data Universal Number System (DUNS) number..... | 3 |
| 26. Notification regarding registration in System for Award Management (SAM) database | 3 |
| Terms and Conditions | 4 |
| Labor Category Descriptions | 8 |
| Labor Category Rates | 35 |

CUSTOMER INFORMATION

| | | |
|-----------|--|--|
| 1a | Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s). | 132-51 – IT Professional Services See Terms and Conditions for 132-51 |
| 1b | Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show | See Pricelist |
| 1c | If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item | See below |
| 2 | Maximum Order | 132-51 - \$500,000 |
| 3 | Minimum Order: | \$100 |
| 4 | Geographic Coverage (delivery area): | Domestic (CONUS) |
| 5 | Point(s) of production (city, county, and State or foreign country): | N/A |
| 6 | Discount from list prices or statement of net price: | See attached price list. Prices shown are net of discount. |
| 7 | Quantity Discounts: | N/A |
| 8 | Prompt payment terms. | 1% Net 15 days |

Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

| | | |
|------------|---|--|
| 9a | Notification that Government purchase cards are accepted at or below the micro-purchase threshold | Government Purchase Cards are accepted at or below the micro-purchase threshold. |
| 9b | Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold. | Contractor will accept the Government Purchase Card above the micro-purchase threshold. |
| 10 | Foreign Items (list items by country of origin). | N/A |
| 11a | Time of Delivery: | 30 Days after receipt of order (ARO) |
| 11b | Expedited Delivery | N/A |
| 11c | Overnight & 2-day delivery | N/A |
| 11d | Urgent Requirements | <p>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.</p> |
| 12 | FOB Point(s) | Delivery |
| 13a | Ordering Address: | 2001 Jefferson Davis Hwy, Suite 705 Arlington, VA 22202 |
| 13b | Ordering procedures: | <p>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:</p> <p>(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.</p> |

- 14** Payment Address: 2001 Jefferson Davis Hwy, Suite 705
Arlington, VA 22202
- 15** Warranty Provision: N/A
- 16** Export packing charges, if applicable: N/A
- 17** Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): N/A
- 18** Terms and conditions of rental, maintenance, and repair (if applicable): N/A
- 19** Terms and conditions of installation (if applicable): N/A
- 20** Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A
- 20a** Terms and conditions for any other services (if applicable): SEE BELOW
- 21** List of service and distribution points (if applicable): N/A
- 22** List of participating dealers (if applicable): N/A
- 23** Preventive maintenance (if applicable): N/A
- 24a** Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A
- 24b** Section 508 Compliance for EIT: AcisTek Contract Management Office: (571) 257-5193 | contracts@acistek.com

The EIT standard can be found at:
www.Section508.gov/.
- 25** Data Universal Number System (DUNS) number 186150756
- 26** Notification regarding registration in System for Award Management (SAM) database AcisTek Corporation's SAM registration is valid through 07/01/2016

Cage: 361K9

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

1. SCOPE

- (a) The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional 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.
 - (i) “Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.
 - (ii) “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.
 - (iii) 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.

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 PROFESSIONAL SERVICES AND PRICING

- (a) The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- (b) Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

17. 552.216-70 ECONOMIC PRICE ADJUSTMENT—FSS MULTIPLE AWARD SCHEDULE CONTRACTS (SEP 1999) (ALTERNATE I—SEP 1999)

Price adjustments include price increases and price decreases. Adjustments will be considered as follows:

- (a) Contractors shall submit price decreases anytime during the contract period in which they occur. Price decreases will be handled in accordance with the provisions of the Price Reduction Clause.
- (b) Contractors may request price increases to be effective on or after the first 12 months of the contract period providing all of the following conditions are met:
 - Increases resulting from a reissue or other modification of the Contractor's commercial catalog/pricelist that was used as the basis for the contract award.
 - No more than three increases will be considered during each succeeding 12-month period of the contract. (For succeeding contract periods of less than 12 months, up to three increases will be considered subject to the other conditions of this subparagraph (b).)
 - Increases are requested before the last 60 days of the contract period.
 - At least 30 days elapse between requested increases.
- (c) In any contract period during which price increases will be considered, the aggregate of the increases during any 12-month period shall not exceed 4 percent of the contract unit price in effect at the end of the preceding 12-month period. The Government reserves the right to raise the ceiling when market conditions during the contract period support such a change.

LABOR CATEGORY DESCRIPTIONS

DEGREE SUBSTITUTION

The descriptions below describe the functional responsibilities, education and experience requirements for each labor category. These serve as a guide to the experience and educational background of personnel typically found in each labor category. Increasingly, we find that the skills needed to support advanced technology efforts are not always supported by a traditional education and work experience combination.

Often, the experience of a resource is a valid substitute for education. Consequently, the minimum education and experience shown in this table may be fulfilled by the consideration of a trade-off of several factors, including level of education obtained, directly relevant experience, or certifications. The following chart indicates where experience may be substituted for the degree attained by an individual.

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
|---------------------------|--------------------------|--|---|
| Business Analyst I | Bachelor's Degree | A minimum of 3 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities. | <p>Summary: Assists in formulating and defining systems scope and objectives through research and fact-finding combined with a basic understanding of business systems and industry requirements. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary under direction of experienced Business Analysts. Competent to consider most business implications of the application of technology to the current business environment.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Work within the Agile SCRUM software development methodology including gathering business requirements from the client and creating system work packages • Provide support to the project manager for general project tasks and in support of the client(s) • Engage in business process analysis and identify ways in which we can improve business operations for our client(s) • Work with a SCRUM team to identify functional requirements, create, and maintain software product(s) • Create business process workflows and diagrams • Utilize JIRA and Confluence to create and track tickets and related documentation • Maintain the product and project backlog(s) • Build relationships with clients and serve as liaison between clients, vendors, and contractors • Respond to and complete client requests in accordance with team support structure |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
|-----------------------------------|--------------------------|---|---|
| | | | <ul style="list-style-type: none"> • Update system documentation, such as testing documentation, user guides, requirements documentation, and SDLC processes • Test system functionality and UI's in multiple browsers by following use cases and testing documents • Ability to communicate with technical team members to ensure that all requirements are understood • Other duties as assigned |
| <p>Business Analyst II</p> | <p>Bachelor's Degree</p> | <p>A minimum of 4 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> | <p>Summary: Assists in formulating and defining systems scope and objectives through research and fact-finding combined with a basic understanding of business systems and industry requirements. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary under direction of experienced Business Analysts. Competent to consider most business implications of the application of technology to the current business environment.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Build and nurture relationships with customers and provide overall task and project management in support for the customer • Engage in business process analysis and identify ways for our customer to improve their operations • Create and maintain requirements documentation such as User Stories and User Epics • Create business process workflows/diagrams • Elicit, gather and document customer functional requirements • Participate in the entire software development life cycle for an enterprise system • Work with a team of developers to understand application functionality and capability • Assist and develop requirements from the customers • Test all aspects of the application code and the code of team members to ensure the system works accurately and meets the defined specifications and requirements • Document all processes as required in the software development life cycle |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
|------------------------------------|--------------------------|---|--|
| | | | <ul style="list-style-type: none"> • Serve as a liaison between the customers, vendors and contractors • Able to communicate and collaborate with the technical team members • Carry out necessary tasks to implement resolution • Provide on-site user assistance • Performs other related duties as assigned |
| <p>Business Analyst III</p> | <p>Bachelor's Degree</p> | <p>A minimum of 5 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> | <p>Summary: Initiate, prepare, finalize functional or technical documents independently; define systems scope and objectives through research and fact-finding combined with strong understanding of business systems and industry requirements; conduct interview to analyze business and user needs, documenting requirements, and revising existing system logic difficulties as necessary under direction of experienced Business System Analysts. Competent to consider most business implications of the application of technology to the current business environment.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Build and nurture relationships with customers and provide overall task and project management in support for the customer • Engage in business process analysis and identify ways for our customer to improve their operations • Create and maintain requirements documentation such as User Stories and User Epics • Create business process workflows/diagrams • Elicit, gather and document customer functional requirements • Participate in the entire software development life cycle for an enterprise system • Work with a team of developers to understand application functionality and capability • Assist and develop requirements from the customers • Test all aspects of the application code and the code of team members to ensure the system works accurately and meets the defined specifications and requirements • Document all processes as required in the software development life cycle • Serve as a liaison between the customers, vendors and contractors |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
|-----------------------------------|--|---|---|
| | | | <ul style="list-style-type: none"> • Able to communicate and collaborate with the technical team members • Carry out necessary tasks to implement resolution • Provide on-site user assistance • Performs other related duties as assigned |
| Database Administrator II | Bachelor's Degree in an IT-related field | 2 years of related experience, or an equivalent combination of education and training that provides the required knowledge, skills, and abilities | <p>Summary: Under close supervision, provides general direction, design, maintenance, and control of databases, including data dictionaries on multiple platforms.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Assists in solving problems within general guidelines and applies a wide range of techniques and resources to detect, identify and eliminate user problems • Documents the established procedures used to perform repetitive but complex tasks • Establishes and maintains comprehensive database design including updating CASE tools reflecting changes to the database design • Produces reports for a wide variety of purposes • Provides technical assistance to the computer operations staff and user community • Troubleshoots and resolves • Performs minimum database backups, integrity checks, load monitoring and performance tuning. • Develops, documents and enforces standards for access to the databases • Analyzes all informational requirements of production systems and develops database specifications |
| Database Administrator III | Bachelor's Degree in an IT-related field | Minimum of 4 years of related experience, or an equivalent combination of education and training that provides the required knowledge, skills, and abilities to perform the duties. | <p>Summary: Under limited supervision, provides general direction, design, maintenance, and control of databases, including data dictionaries on multiple platforms.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Assists in solving problems within general guidelines and applies a wide range of techniques and resources to detect, identify and eliminate user problems • Documents the established procedures used to perform repetitive but complex tasks |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
|------------------------------------|--------------------------|---|---|
| | | | <ul style="list-style-type: none"> Establishes and maintains comprehensive database design including updating CASE tools reflecting changes to the database design Produces reports for a wide variety of purposes Provides technical assistance to the computer operations staff and user community Troubleshoots and resolves Performs minimum database backups, integrity checks, load monitoring and performance tuning. Develops, documents and enforces standards for access to the databases Analyzes all informational requirements of production systems and develops database specifications |
| <p>Help Desk Analyst II</p> | <p>Bachelor's Degree</p> | <p>A minimum of 2 years or an equivalent combination of education and training courses that provides the required knowledge, skills and abilities</p> | <p>Summary: Under limited supervision, exercises independent judgment and creativity on a regular basis in solving technical problems, and in providing guidance and recommendations. Normally works closely with clients.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> Assists in solving problems within general guidelines and applies a wide range of techniques and resources to detect, identify and eliminate user problems. Documents the established procedures used to perform repetitive but complex tasks. Establishes and maintains comprehensive records of work performed. Produces reports for a wide variety of purposes. Operates computer terminals used for remote job entry and data set. Provides technical assistance to the computer operations staff and user community Performs other related duties as assigned |
| <p>Help Desk Analyst IV</p> | <p>Bachelor's Degree</p> | <p>A minimum of 4 years or an equivalent combination of education and training courses that provides the required</p> | <p>Summary: Under limited supervision, exercises independent judgment and creativity on a regular basis in solving technical problems, and in providing guidance and recommendations. Normally works closely with clients.</p> <p>Duties and Responsibilities:</p> |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
|--|---|--|---|
| | | knowledge, skills and abilities | <ul style="list-style-type: none"> Assists in solving problems within general guidelines and applies a wide range of techniques and resources to detect, identify and eliminate user problems. Documents the established procedures used to perform repetitive but complex tasks. Establishes and maintains comprehensive records of work performed. Produces reports for a wide variety of purposes. Operates computer terminals used for remote job entry and data set. Provides technical assistance to the computer operations staff and user community Performs other related duties as assigned |
| Information System Specialist I | Bachelor's Degree | 1-3 years of related experience in IT system design, development, and/or system support | <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> Assist in IT system review development, testing, maintenance and support. Implement IT system requirements; provide support on IT systems. Assist in IT system analysis, recommendation for alternative solutions. |
| Information System Specialist III | Bachelor's Degree in an IT-related field. | A minimum of 2 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities. | <p>Summary: Under limited supervision, review system development, testing, maintenance and support, and providing guidance and recommendations.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> Assists in IT system review, testing, maintenance and support Implement IT system requirements Provide Support on IT systems Assists in IT System Analysis Provides recommendation for alternative solutions if necessary Assists in preparing IT system and or project status reporting Track and manage related issues in ticketing tool Performs other related duties as assigned |
| IT Project Manager | Bachelor's Degree in an associated discipline | A minimum of 3 years of related experience or an equivalent combination of education and | <p>Summary: Under broad supervision, provides management and technical direction to one or multiple projects. Regularly exercises independent judgment, as well as a high level of analytical skill, in solving complex and unusual technical, administrative and managerial</p> |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
|----------------|--------------------------|---|--|
| | | <p>training that provides the required knowledge, skills and abilities.</p> | <p>problems. Provides overall direction of program activities. Maintains information technology strategies by managing staff, researching and implementing technological strategic solutions.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Implement project policies and procedures in accordance with contract/project requirements. • Responsible for the analysis, design and development of assigned projects. • Responsible for all aspects of project performance (i.e. technical, contractual, administrative, financial) • Responsible for preparation of annual operating budget input for performance of requirements and other support/service operations. • Creates and maintains technical and financial reports in order to demonstrate progress. • Organizes and assigns duties/responsibilities to subordinates and oversees the successful completion of assigned tasks. • Assumes the initiative and provides support to marketing personnel in identifying and acquiring potential business. • Participate in technical presentation, and bid and proposal responses. • Performs other related duties as assigned. • Ensures the development, maintenance and implementation of a program management plan (MS project): a document which guides the performance of all functional activities performed. • Ensures the maximum service is obtained from all operations through efficient use of personnel, equipment, quality assurance and configuration management. • Consults with clients to ensure conformity with contractual obligations, to include provision of reporting as required. • Delivers briefings on the status of task assignments to contract management personnel and technical points of contact. • Reviews work of subordinates, resolves discrepancies, prioritizes work, and accommodates changes. |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
|---------------------------|--------------------------|--|---|
| | | | <ul style="list-style-type: none"> • Directs technological research by studying organization strategies, practices, and user projects. • Performs other related duties as assigned |
| Junior Analyst II | Bachelor's Degree | A minimum of 1 year of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities. | <p>Summary: Under direct supervision, assists and participates in business analysis activities relating to formulating and defining systems scope and objectives through research and fact-finding combined with a basic understanding of business systems and industry requirements; assist in providing initial research and analysis of business and user needs and documenting requirements; Type and prepare initial drafts of documents following template.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Create and maintain requirements documentation such as User Stories and User Epics • Create business process workflows/diagrams • Work with a team of developers to understand application functionality and capability • Test all aspects of the application code and the code of team members to ensure the • system works accurately and meets the defined specifications and requirements • Must be a team player with multi-tasking, problem solving, and customer service skills • Able to communicate and collaborate with the technical team members • Carry out necessary tasks to implement resolution • Provide on-site user assistance • Performs other related duties as assigned |
| Junior Analyst III | Bachelor's Degree | A minimum of 3 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities. | <p>Summary: Under limited supervision, assists and participates in business analysis activities relating to formulating and defining systems scope and objectives through research and fact-finding combined with a basic understanding of business systems and industry requirements; assist in providing initial research and analysis of business and user needs and documenting requirements; Type and prepare initial drafts of documents following template.</p> <p>Duties and Responsibilities:</p> |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
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| | | | <ul style="list-style-type: none"> • Create and maintain requirements documentation such as User Stories and User Epics • Create business process workflows/diagrams • Work with a team of developers to understand application functionality and capability • Test all aspects of the application code and the code of team members to ensure the • system works accurately and meets the defined specifications and requirements • Must be a team player with multi-tasking, problem solving, and customer service skills • Able to communicate and collaborate with the technical team members • Carry out necessary tasks to implement resolution • Provide on-site user assistance • Elicit, gather and document customer functional requirements from Team Lead • Performs other related duties as assigned |
| <p>Junior SharePoint Developer</p> | <p>Bachelor's Degree</p> | <p>0-3 years of experience, or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> | <p>Summary: Creates and updates SharePoint solutions for a variety of requirements. Leverages technologies such as ASP.net, C#, HTML, etc. Has knowledge and experience with SQL Server Database Technologies. Experience with JavaScript libraries such as JQuery & SP Services library that abstracts SharePoint's Web Services. Experience with the .NET Framework and developing solutions with the SharePoint Object Model.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Creates workflows, content roll-up, master pages, and page layouts • Work with business analysts and customers to understand requirements • Analyze requirements and present options for implementing requirements in SharePoint • Implement and unit-test solutions, combining out-of-the-box configuration and .NET customizations as needed. • Support testing activities as needed • Support the promotion of solutions through testing, staging, and production environments • Provide technical documentation as needed, including design documentation and build/deployment documentation |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
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| Network Architect I | Bachelor's Degree in an IT-related field | A minimum of 3 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities. | <p>Performs other related duties as assigned</p> <p>Summary: Under limited supervision, designs and installs LANs, WANs, Internet, Intranet, and cloud network infrastructure. Creates, tests, and evaluates networks.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Support network planning, analysis, design, and maintenance of the networks • Analyze business requirements to develop technical network solutions and their framework • Configure and utilize a variety of network management tools • Perform network modeling, analysis, and planning • Manage Technology vendors • Provide superior customer service to clients, including response to escalations, proactively notifying customers of network issues, and assessing and communicating business impact • Advanced understanding of Cloud Computing and Cloud Infrastructure • Upgrade network hardware and software components as required • Monitor network performance • Performs other related duties as assigned |
| Network Architect II | Bachelor's Degree in an IT-related field | A minimum of 5 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities. | <p>Summary: Under limited supervision, designs and installs LANs, WANs, Internet, Intranet, and cloud network infrastructure. Creates, tests, and evaluates networks.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Support network planning, analysis, design, and maintenance of the networks • Analyze business requirements to develop technical network solutions and their framework • Configure and utilize a variety of network management tools • Perform network modeling, analysis, and planning • Manage Technology vendors • Provide superior customer service to clients, including response to escalations, proactively |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
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| | | | <p>notifying customers of network issues, and assessing and communicating business impact</p> <ul style="list-style-type: none"> • Advanced understanding of Cloud Computing and Cloud Infrastructure • Upgrade network hardware and software components as required • Monitor network performance • Performs other related duties as assigned |
| <p>Network Engineer II</p> | <p>Bachelor's Degree in an IT-related field</p> | <p>A minimum of 2 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> | <p>Summary: Under direct supervision, assist in network maintenance, server maintenance, backup, and infrastructure; assist in maintaining systems equipment or components; assist in performing test and evaluations of systems equipment or components; designs and installs LANs, WANs, Internet, Intranet, and cloud network infrastructure</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Support network planning, analysis, design, and maintenance of the networks • Track, report, and proactively address network capacity issues • Configure and utilize a variety of network management tools • Maintain a thorough understanding of the basics behind the Internet and its workings (DNS, Security, DHCP, Remote Desktop, Microsoft Forefront, IP Routing, Web Servers, VPN, Email Servers, etc.) • Monitor the network ticket queue and update and escalate tickets based on provided requirements • Maintain multi-site network operations and software applications, operating systems and regular maintenance with both private and public facilities • Provide superior customer service to clients, including response to escalations, proactively notifying customers of network issues, and assessing and communicating business impact • Knowledge of MS Windows Server 2008/2012, Remote Desktop Server, SharePoint Farm, IIS, Apache, Firewalls, and Enterprise Networks/VLAN • Basic understanding of Cloud Computing and Cloud Infrastructure |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
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| <p>Network Engineer III</p> | <p>Bachelor's Degree in an IT-related field</p> | <p>A minimum of 3 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> | <p>Other duties as assigned</p> <p>Summary: Under limited supervision, assist in network maintenance, server maintenance. backup, and infrastructure; assist in maintaining systems equipment or components; assist in performing test and evaluations of systems equipment or components; designs and installs LANs, WANs, Internet, Intranet, and cloud network infrastructure</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Support network planning, analysis, design, and maintenance of the networks • Track, report, and proactively address network capacity issues • Configure and utilize a variety of network management tools • Monitor the network ticket queue and update and escalate tickets based on provided requirements • Follow IT change control best practices for predictable results • Provide superior customer service to clients, including response to escalations, proactively notifying customers of network issues, and assessing and communicating business impact • Knowledge of MS Windows Server 2008/2012, MS SQL 2008 Enterprise, Enterprise Networks/VLAN, and SharePoint Farm • Basic understanding of Cloud Computing and Cloud Infrastructure • Performs other related duties as assigned |
| <p>Network Engineer IV</p> | <p>Bachelor's Degree in an IT-related field</p> | <p>A minimum of 4 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> | <p>Summary: Under limited supervision, assist in network maintenance, server maintenance. backup, and infrastructure; assist in maintaining systems equipment or components; assist in performing test and evaluations of systems equipment or components; designs and installs LANs, WANs, Internet, Intranet, and cloud network infrastructure.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Support network planning, analysis, design, and maintenance of the networks • Track, report, and proactively address network capacity issues |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
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| | | | <ul style="list-style-type: none"> • Configure and utilize a variety of network management tools • Monitor the network ticket queue and update and escalate tickets based on provided requirements • Follow IT change control best practices for predictable results • Provide superior customer service to clients, including response to escalations, proactively notifying customers of network issues, and assessing and communicating business impact • Knowledge of MS Windows Server 2008/2012, MS SQL 2008 Enterprise, Enterprise Networks/VLAN, and SharePoint Farm • Basic understanding of Cloud Computing and Cloud Infrastructure • Performs other related duties as assigned |
| <p>Principal Engineer I</p> | <p>Bachelor Degree in Computer Science, MIS, or a related field</p> | <p>A minimum of 3 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> | <p>Summary: Under limited supervision, analyzes, designs, codes and documents complex applications for computers and related equipment appropriate to scientific and commercial projects. Exercises independent judgment and creativity in solving highly complex, major technical problems and in providing advice and recommendations. May provide supervision for one or more professional/technical staff on an assigned project, and will participate at all levels in systems analysis and design definition. Will engage in frequent contact with customers, and will work with non-technical sources as necessary</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Performs technical work using both standard and non-standard analysis, design, and programming techniques. • Performs requirements analysis • Analyzes problems in terms of such factors as user requirements, input data and form, output data and form, available computer configuration, processing turn-around time requirements, input and output checking and overall problem-schedule requirements. Advises on computer requirements and limitations to help define automation needs. May provide advice on system design configurations, procedural and technical aspects of automated records, hardware acquisition and maintenance. |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
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| | | | <ul style="list-style-type: none"> • Develops and writes various programming languages required for computer processing. • Produces comprehensive language and flow chart descriptions of proposed solutions to problems, based on systems analyses. Carries a project through the design, coding and checkout phases, as required. • Analyzes and recommends methods of improving the efficiency of existing programs. Determines system requirements. Performs data modeling and establishes databases. Develops pseudo codes, tables and narrative descriptions to implement the changes. Modifies internal program structure of files and records and determines sequence of action. Decodes, tests and documents programs. • Performs other related duties as assigned. • Writes procedural guidance to be followed by users. Maintains files records and operational data and prepares periodic and/or special reports and various other documents pertaining to assignments. • Prepare program specification. • Provide configuration management in the development environment. |
| <p>Principal Engineer II</p> | <p>Bachelor Degree in Computer Science, MIS, or a related field</p> | <p>A minimum of 4 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> | <p>Summary: Under limited supervision, exercises independent judgment and creativity on a regular basis in solving highly complex major technical problems, and in providing guidance and recommendations. May provide technical direction to one or more professional and/or technical persons on an assigned project. Normally works closely with clients, and will also consult with non-technical people, as required.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Analyzes problems such as user requirements, input data and form, output data and form, available computer configuration, processing and turnaround time requirements. • Provides consulting services to management, professional staff and the client in the analysis and design of programming systems, problem oriented languages, management systems, scientific systems and related areas of computational projects. • Develops analytical and computational techniques for solving problems. |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
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| | | | <ul style="list-style-type: none"> • Performs other related duties as assigned. • Assists in the formulation and design of a project. Provides technical guidance and assistance. • Participates in the planning and monitoring of the design, implementation, and test of systems. Provides technical direction in solving complex problems. • Produces comprehensive flowcharts, descriptions and/or solutions to problems pursuant to operations analysis. Carries a project through detailed design, implementation and test, as required. • Maintains a high level of proficiency in the use/development of TBD/Project related languages/applications. • Enforce configuration management in the development environment. |
| <p>Principal Engineer III</p> | <p>Bachelor Degree in Computer Science, MIS, or a related field</p> | <p>A minimum of 5 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.</p> | <p>Summary: Under limited supervision, exercises independent judgment and creativity on a regular basis in solving highly complex major technical problems, and in providing guidance and recommendations. May provide technical direction to one or more professional and/or technical persons on an assigned project. Normally works closely with clients and project manager.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Analyzes problems such as user requirements, input data and form, output data and form, available computer configuration, processing and turnaround time requirements. • Develops analytical and computational techniques for solving problems. • Plans, conducts and directs systems projects of major importance and difficulty, necessitating the application of advance computer systems knowledge. • Leads corporate-wide initiatives to improve the software development process. Chairs meetings addressing software process improvement. Develops policies, procedures and standards governing the software development process. • Coordinates quality assurance activities at the corporate level. Provides support for quality assurance activities at the individual project level. |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
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| | | | <ul style="list-style-type: none"> • Develops configuration management procedures tailored to individual software development projects. • Observe and implement corporate approach and guideline to systems analysis, particularly in the area of our Adopted Corporate Methodology. • Performs other related duties as assigned. • Research into systems analysis methodology and repository of such information in electronic format for re-use. • Evaluation, testing, configuration management and other software tools that support the software development process. • Maintains comprehensive knowledge in the development of client/server and internet applications that utilize a n-tier architecture and graphical user interface. |
| Program Manager | Bachelor Degree in an associated discipline | A minimum of 6 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities. | <p>Summary: Under minimum supervision, provides program management on IT contracts; proven experience in manage large scope contract's cost, schedule and deliverables, timeline; ability to meet with COTR on project scope, etc; has a broad range of information technology experience including: planning, architecture, software development, systems delivery, computer operations, and IT management.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Manage the overall delivery, financials of the contract; • Serves as the central point of contact for delivery orders and interfaces with the Contracting Officers Technical Representatives. • Establishes and enforces program management procedures to assure that all tasks are performed in accordance with applicable standards, quality requirements, estimated costs, and schedules • Performs other related duties as assigned. • Manages development, quality assurance, configuration management, documentation support, software maintenance, and daily supervision of subordinates. • Responsible for all aspects of project performance (i.e. technical, contractual, administrative, financial) |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
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| | | | <ul style="list-style-type: none"> • Responsible for preparation of annual operating budget input for performance of requirements and other support/service operations. • Prepares reports and delivers briefings on the status of task assignments to contract management personnel and technical points of contact. • Reviews work of subordinates, resolves discrepancies, prioritizes work, and accommodates changes; provides |
| Project Manager II | Bachelor's Degree | 7-10 years of related experience in management, preferably in Information Technology arena | <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Serves as the central point of contact for delivery orders and interfaces with the Contracting Officer's Technical Representatives. • Establishes and enforces procedures to assure that all tasks are performed in accordance with applicable standards, quality requirements, estimated costs, and schedules. • Coordinates development, quality assurance, configuration management, documentation support, software maintenance, and daily supervision of subordinates. • Prepares reports and delivers briefings on the status of task assignments to contract management personnel and technical points of contact. <p>Reviews work of subordinates, resolves discrepancies, prioritizes work, and accommodates changes.</p> |
| SharePoint Developer | Bachelor's Degree | 3 years of experience, or an equivalent combination of education and training that provides the required knowledge, skills, and abilities. | <p>Summary: Creates and updates SharePoint solutions for a variety of requirements. Leverages technologies such as ASP.net, C#, HTML, etc. Has knowledge and experience with SQL Server Database Technologies. Experience with JavaScript libraries such as JQuery & SP Services library that abstracts SharePoint's Web Services. Experience with the .NET Framework and developing solutions with the SharePoint Object Model.</p> <p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • Creates workflows, content roll-up, master pages, and page layouts • Work with business analysts and customers to understand requirements • Analyze requirements and present options for implementing requirements in SharePoint |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
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| | | | <ul style="list-style-type: none"> • Implement and unit-test solutions, combining out-of-the-box configuration and .NET customizations as needed. • Support testing activities as needed • Support the promotion of solutions through testing, staging, and production environments. • Provide technical documentation as needed, including design documentation and build/deployment documentation • Performs other related duties as assigned |
| <p>Software Engineer I</p> | <p>Associate's Degree in an associated discipline</p> | <p>Related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> | <p>Summary: Under supervision, performs systems programming work involving the maintenance and enhancement of computer systems. Provides programs/systems analysis problem solving associated with computer systems. Assignments require the use of evaluative thinking.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Develop program under the supervision of senior Software Engineer based on program specifications. • Participates in testing and implementation of software changes. • Develops language programs, library and documentation related to systems. • Tracks system problems. Establishes problem determination procedures. • Maintains a high level of proficiency in various programming languages or project related languages. • Implement software development configuration management and adherence to adopted Corporate Methodology • Provide up-to-date programming documentation • Performs other related duties as assigned |
| <p>Software Engineer II</p> | <p>Bachelor's Degree in an associated discipline</p> | <p>A minimum of 1 year of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> | <p>Summary: Under supervision, performs systems programming work involving the maintenance and enhancement of computer systems. Provides programs/systems analysis problem solving associated with computer systems. Assignments require the use of evaluative thinking.</p> <p>Duties and Responsibilities:</p> |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
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| | | | <ul style="list-style-type: none"> • Develop program under the supervision of senior Software Engineer based on program specifications. • Participates in testing and implementation of software changes. • Develops language programs, library and documentation related to systems. • Tracks system problems. Establishes problem determination procedures. • Maintains a high level of proficiency in various programming languages or project related languages. • Implement software development configuration management and adherence to adopted Corporate Methodology • Provide up-to-date programming documentation • Performs other related duties as assigned • Maintains and modifies software packages and creates special purpose software. • Develops test plans and test data for systems. • Prepares reports and recommendations as directed by supervision. |
| <p>Software Engineer III</p> | <p>Bachelor's Degree in an associated discipline</p> | <p>A minimum of 2 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> | <p>Summary: Under limited supervision, performs systems programming work involving the maintenance and enhancement of computer systems and software. Supports systems analysis and problem solving. Assignments require the use of evaluative thinking and are carried out in accordance with standard systems programming practices.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Directs testing and implementation of software changes. • Perform unit and integration testing. • Prepare test plans and test scripts. • Analyzes system software integration problems. • Prepares program and test specifications. • Counsels users. Promotes the understanding of system software. • Participates in structured walk through. • Tracks system problems. Establishes problem determination procedures. • Performs other related duties as assigned • Develops and writes user manuals. |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
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| | | | <ul style="list-style-type: none"> • May train and/or supervise personnel. • May perform the work that he/she supervises. • Maintains a high level of proficiency in various programming languages or project related languages. |
| <p>Software Engineer IV</p> | <p>Bachelor's Degree in an associated discipline</p> | <p>A minimum of 3 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> | <p>Summary: Under limited supervision, analyzes, designs, codes and documents complex applications for computers and related equipment appropriate to scientific and commercial projects. Exercises independent judgment and creativity in solving highly complex, major technical problems and in providing proper advice and recommendations. May provide supervision for one or more professional/technical staff on an assigned project, and will participate at all levels in systems analysis and design definition. Will engage in frequent contact with customers, and will work with non-technical sources as necessary.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Performs technical work using both standard and non-standard analysis, design, and programming techniques. • Performs requirements analysis. • Analyzes problems in terms of such factors as user requirements, input data and form, output data and form, available computer configuration, processing turn-around time requirements, input and output checking, and overall problem-schedule requirements. Advises on computer requirements and limitations to help define automation needs. May provide advice on system design configurations, procedural and technical aspects of automated records, hardware acquisition and maintenance. • Produces comprehensive language and flow chart descriptions of proposed solutions to problems, based on systems analyses. Carries a project through the design, coding and checkout phases, as required. • Analyzes and recommends methods of improving the efficiency of existing programs. Determines systems requirements. Performs data modeling and establishes databases. Develops pseudo codes, tables and narrative descriptions to implement changes. Modifies internal program structure of files and records and determines sequence of action. Decodes, tests and documents programs. |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
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| | | | <ul style="list-style-type: none"> • Performs other related duties as assigned. • Writes procedural guidance to be followed by users. Maintains files, records, and operational data and prepares periodic and/or special reports and various other documents pertaining to assignments. • Prepare program specification. • Prepare test plan, test cases and provide systems integration testing as well as acceptance testing. |
| <p>Subject Matter Expert I</p> | <p>Bachelor's Degree</p> | <p>A minimum of 5 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.</p> | <p>Summary: Expert in single or multiple technical or business disciplines. Under limited supervision, analyzes complex applications in the subject matter area. Exercises independent in judgment and creativity in solving highly complex, major technical problems in the subject area and in providing proper advice and recommendations. May provide supervision for one or more professional/technical staff on an assigned project, and will participate at all levels in analysis and end product definition. Will engage in frequent contact with customers, and will work with non-technical sources as necessary.</p> <p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • Plans and performs research, design assessment and other assignments in a specific technical or business area. • Analyzes problems in the subject matter area using both standard and non-standard analysis, tools and techniques as appropriate to such factors as user requirements, inputs and outputs, processing and turn-around time requirements, and overall problem-schedule requirements. Advises on requirements and limitations to help define subject area needs. May provide advice on design configurations, procedural and technical aspects of the subject area, acquisition and maintenance of items appropriate to the subject area. • Develops and writes suitable instructions required for the subject matter area. Produces comprehensive language and flow chart descriptions of proposed solutions to problems, based on systems analyses. Carries a project through the concept formulation to implementation phases, as required. • Responsible for all aspects of project performance (i.e. technical, contractual, administrative, financial) |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
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| <p>Subject Matter Expert II</p> | <p>Bachelor's Degree</p> | <p>A minimum of 8 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.</p> | <p>Summary: Expert in single or multiple technical or business disciplines. Under limited supervision, analyzes complex applications in the subject matter area. Exercises independent in judgment and creativity in solving highly complex, major technical problems in the subject area and in providing proper advice and recommendations. May provide supervision for one or more professional / technical staff on an assigned project, and will participate at all levels in analysis and end product definition. Will engage in frequent contact with customers, and will work with non-technical sources as necessary.</p> <p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • Plans and performs research, design assessment and other assignments in a specific technical or business area. • Analyzes problems in the subject matter area using both standard and non-standard analysis, tools and techniques as appropriate to such factors as user requirements, inputs and outputs, processing and turn-around time requirements, and overall problem-schedule requirements. Advises on requirements and limitations to help define subject area needs. May provide advice on design configurations, procedural and technical aspects of the subject area, acquisition and maintenance of items appropriate to the subject area. • Develops and writes suitable instructions required for the subject matter area. Produces comprehensive language and flow chart descriptions of proposed solutions to problems, based on systems analyses. Carries a project through the concept formulation to implementation phases, as required. • Responsible for all aspects of project performance (i.e. technical, contractual, administrative, financial) • Responsible for preparation of annual operating budget input for performance of requirements and other support/service operations. |
| <p>System Administrator I</p> | <p>Bachelor's Degree in an IT-related field</p> | <p>A minimum of 2 years of related experience or an equivalent combination of education and training that provides the</p> | <p>Summary: Under direct supervision, assist in network maintenance, backup, maintains network server, and infrastructure; assist in maintaining systems equipment or components. assist in performing test and evaluations of systems equipment or components.</p> |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
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| | | <p>required knowledge, skills, and abilities.</p> | <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Support network planning, analysis, design, and maintenance of the networks • Track, report, and proactively address network capacity issues • Configure and utilize a variety of network management tools • Monitor the network ticket queue and update and escalate tickets based on provided requirements • Follow IT change control best practices for predictable results • Provide superior customer service to clients, including response to escalations, proactively notifying customers of network issues, and assessing and communicating business impact • Knowledge of MS Windows Server 2008/2012, MS SQL 2008 Enterprise, Enterprise Networks/VLAN, and SharePoint Farm • Basic understanding of Cloud Computing and Cloud Infrastructure • Maintain network and system security • Troubleshoot problems reported by users • Support LANs, WANs, network segments, Internet, and Intranet systems • Performs other related duties as assigned |
| <p>System Administrator II</p> | <p>Bachelor's Degree in an IT-related field</p> | <p>A minimum of 3 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> | <p>Summary: Under limited supervision, assist in network maintenance, backup, maintains network server, and infrastructure; assist in maintaining systems equipment or components. assist in performing test and evaluations of systems equipment or components.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Support network planning, analysis, design, and maintenance of the networks • Track, report, and proactively address network capacity issues • Configure and utilize a variety of network management tools • Monitor the network ticket queue and update and escalate tickets based on provided requirements • Follow IT change control best practices for predictable results |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
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| | | | <ul style="list-style-type: none"> • Provide superior customer service to clients, including response to escalations, proactively notifying customers of network issues, and assessing and communicating business impact • Knowledge of MS Windows Server 2008/2012, MS SQL 2008 Enterprise, Enterprise Networks/VLAN, and SharePoint Farm • Basic understanding of Cloud Computing and Cloud Infrastructure • Maintain network and system security • Troubleshoot problems reported by users • Support LANs, WANs, network segments, Internet, and Intranet systems • Performs other related duties as assigned |
| <p>System Administrator III</p> | <p>Bachelor's Degree in an IT-related field</p> | <p>A minimum of 4 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> | <p>Summary: Is an expert in network maintenance, backup, maintains network server, and infrastructure; assist in maintaining systems equipment or components. assist in performing test and evaluations of systems equipment or components.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Support network planning, analysis, design, and maintenance of the networks • Track, report, and proactively address network capacity issues • Configure and utilize a variety of network management tools • Monitor the network ticket queue and update and escalate tickets based on provided requirements • Follow IT change control best practices for predictable results • Provide superior customer service to clients, including response to escalations, proactively notifying customers of network issues, and assessing and communicating business impact • Knowledge of MS Windows Server 2008/2012, MS SQL 2008 Enterprise, Enterprise Networks/VLAN, and SharePoint Farm • Basic understanding of Cloud Computing and Cloud Infrastructure • Maintain network and system security • Troubleshoot problems reported by users • Support LANs, WANs, network segments, Internet, and Intranet systems |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
|------------------------------------|--------------------------|---|--|
| <p>Systems Engineer III</p> | <p>Bachelor's Degree</p> | <p>A minimum of 3 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> | <ul style="list-style-type: none"> • Performs other related duties as assigned <p>Summary: Under limited supervision, assist in systems maintenance, server maintenance. backup, and or web infrastructure; assist in maintaining systems applications or components; assist in performing test and evaluations of systems applications or components; designs and installs systems Intranet, and or Cloud systems architecture</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Support systems planning, analysis, design, and maintenance of the system architecture • Track, report, and proactively address network capacity issues • Configure and utilize a variety of systems tools • Maintain a thorough understanding of the basics behind the Internet and its workings (DNS, Security, DHCP, Remote Desktop, Microsoft ForeFront, IP Routing, Web Servers, VPN, Email Servers, SharePoint etc.) • Monitor the ticketing queue and update and escalate tickets based on provided requirements • Proactively notifying the Project Manager of system issues and assessments of business impact • Provide superior customer service to clients, including response to escalations • Knowledge of MS Windows Server 2008/2012, Remote Desktop Server, SharePoint Farm, IIS, Apache, Firewalls, and Enterprise Networks • Basic understanding of Cloud Computing and Cloud Infrastructure • Other duties as assigned |
| <p>Technical Writer II</p> | <p>Bachelor's Degree</p> | <p>3 years of related experience, or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> | <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Draft, update and edit technical documents for internal and external facing projects. • Interacts with leadership on key initiatives and provides documentation of proposed activities. • Must be an expert at documenting processes. • Strong ability to identify and manage key details to convey key information. • Excellent communication skills both verbally and written form in a clear and effective manner to a wide range of audience. |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
|---|--------------------------|--|--|
| | | | <ul style="list-style-type: none"> • Acquire subject knowledge by interviewing subject matter experts, by observing and using software applications, and through the incorporation of technical content from a variety of sources. • Creates suitable charts, diagrams, and graphics to illustrate concepts contained in the documentation. • Establishes and creates style guidelines and standard templates to meet business needs. • Test all aspects of the application code and the code of team members to ensure the system works accurately and meets the defined specifications. • Documenting all processes as required in the Software Development Life Cycle (SDLC). • Must be a team player with multi-tasking, problem solving, and customer service skills. • Strong proof reading and editing skills. • Advance proficiency with Microsoft Office Applications – Word, Excel, PowerPoint and Visio • Ability to work independently, as part of a team and work with Technical staff with a keen ability to multitask. |
| Telecommunications Specialist II | High School Diploma | A minimum of 6 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities. | <p>Summary: Under general direction and guidance, conducts fiber optic termination, operation, design, connection, and fusion splicing.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Assists in the design of networked telecommunications systems • Terminates and tests fiber optic cable. • Supervises installation of telecommunications systems and networks. • Performs Quality Insurance inspections. |
| Web Engineer I | Associate's Degree | 3-5 years of development experience in related technologies | <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Develops, codes, tests, and debugs new software and enhancements to existing web software in a variety of languages including JavaScript and PHP and other web programming languages. • Integrates front-end code with back-end database systems. • Competent to work on complex programs with guidance. • Works with technical staff to understand problems |

| Labor Category | Educational Requirements | Experiential Requirements | Functional Responsibility |
|------------------------|--|--|---|
| Web Engineer II | Bachelor's Degree in Computer Science, MIS, or a related field | A minimum of 5 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities. | <p>with web software and resolve them.</p> <p>Summary: Under limited supervision, analyzes, designs, codes and troubleshoots and implements complex web applications. Proficient in a variety of front and back-end languages. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts. Exercises independent judgment and creativity in solving highly complex, major technical problems and in providing proper advice and recommendations. May provide supervision for one or more professional/technical staff on an assigned project, and will participate at all levels in systems analysis and design definition. Will engage in frequent contact with customers, and will work with non-technical sources as necessary.</p> <p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Develop web programs based on web program specifications. • Participates in testing and implementation of software changes. • Develops web language programs, library and documentation related to systems. • Tracks system problems. Establishes problem determination procedures. • Maintains a high level of proficiency in various web programming languages or project related languages. • Implement software development configuration management and adherence to adopted Corporate Methodology • Provide up-to-date programming documentation • Performs other related duties as assigned • Maintains and modifies software packages and creates special purpose software. • May train and/or supervise personnel. • May perform the work that he/she supervises. • Develops test plans and test data for systems. • Prepares reports and recommendations as directed by supervision. |

LABOR CATEGORY RATES

| SIN | GSA Labor Category | Rates with IFF |
|--------|--|----------------|
| 132-51 | Business Analyst I | \$58.60 |
| 132-51 | Business Analyst II | \$66.07 |
| 132-51 | Business Analyst III | \$82.58 |
| 132-51 | Database Administrator II | \$119.83 |
| 132-51 | Database Administrator III | \$135.36 |
| 132-51 | Help Desk Analyst II | \$37.15 |
| 132-51 | Help Desk Analyst IV | \$47.06 |
| 132-51 | Information System Specialist I | \$29.88 |
| 132-51 | Information System Specialist III | \$41.29 |
| 132-51 | IT Project Manager | \$99.09 |
| 132-51 | Junior Analyst II | \$49.55 |
| 132-51 | Junior Analyst III | \$53.66 |
| 132-51 | Junior SharePoint Developer | \$89.48 |
| 132-51 | Network Architect I | \$135.36 |
| 132-51 | Network Architect II | \$154.77 |
| 132-51 | Network Engineer II | \$74.31 |
| 132-51 | Network Engineer III | \$96.91 |
| 132-51 | Network Engineer IV | \$115.61 |
| 132-51 | Principal Engineer I | \$67.70 |
| 132-51 | Principal Engineer II | \$72.68 |
| 132-51 | Principal Engineer III | \$96.91 |
| 132-51 | Program Manager | \$144.51 |
| 132-51 | Project Manager II | \$115.34 |
| 132-51 | SharePoint Developer | \$115.03 |
| 132-51 | Software Engineer I ** | \$41.29 |
| 132-51 | Software Engineer II | \$45.41 |
| 132-51 | Software Engineer III | \$61.93 |
| 132-51 | Software Engineer IV | \$67.70 |
| 132-51 | Subject Matter Expert I | \$183.06 |
| 132-51 | Subject Matter Expert II | \$240.72 |

| | | |
|--------|--|----------|
| 132-51 | System Administrator I | \$126.44 |
| 132-51 | System Administrator II | \$154.77 |
| 132-51 | System Administrator III | \$170.50 |
| 132-51 | Systems Engineer III | \$135.36 |
| 132-51 | Technical Writer II | \$94.15 |
| 132-51 | Telecommunications Specialist II ** | \$74.31 |
| 132-51 | Web Engineer I ** | \$81.93 |
| 132-51 | Web Engineer II | \$103.22 |

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