Online 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 for GSA Advantage® is GSAAdvantage.gov.

MULTIPLE AWARD SCHEDULE (MAS)

Federal Supply Group: Professional Services & Information Technology
FSC/PSC Codes: R499, D399, 0000

Contract Number: 47QRAA18D000K

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov

Contract Period: October 18, 2017 – October 17, 2022

Information International Associates, Inc. (IIA)
104 Union Valley Road
Oak Ridge, Tennessee 37830
Phone: 865-298-1232
Fax: 865-481-0390
Website: www.iiaweb.com
Email: contracts@iiaweb.com

Contract Administrator: Stella F Orick
Business Size: Other than small business

Prices Shown Herein are Net (discount deducted).

Price List Current through Modification #PS-0012 dated October 27, 2020
ABOUT INFORMATION INTERNATIONAL ASSOCIATES, INC. (IIA)

Information International Associates, Inc. (IIA) offers information sciences, information technology, scientific and technical information (STI) resource management, knowledge management, records and information management, consulting, meeting and decision facilitation, strategic planning, and program management services to both government and commercial clients throughout the United States. IIA, founded in 1988, has built a reputation for providing cost-effective, high-quality technical services throughout the information science, STI, and IT communities. IIA has steadily built on the principles of dependability, resourcefulness, technical innovation, and strong management. We follow a continuous process improvement strategy that promotes the development and application of new technologies to provide cost-efficient means for an agency to accomplish its mission.

CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s):

<table>
<thead>
<tr>
<th>Special Item Number</th>
<th>Special Item Number Description</th>
<th>Labor Category Description Page</th>
<th>Awarded Price Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611/RC</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
<td>5-22</td>
<td>23-26</td>
</tr>
<tr>
<td>54151S/RC</td>
<td>Information Technology Professional Services</td>
<td>27-47</td>
<td>48-51</td>
</tr>
<tr>
<td>OLM/RC</td>
<td>Order-Level Materials (OLMs)</td>
<td>Defined at Order Level</td>
<td>Defined at Order Level</td>
</tr>
</tbody>
</table>

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 the range of the lowest price, and cite the areas to which the prices apply. Not Applicable

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: See pages 5-22 and 27-47

2. Maximum Order: $500,000 for SIN 54151S/RC; $1,000,000 for SIN541611/RC; $250,000 for SIN OLM/RC


4. Geographic Coverage: Domestic only.

5. Point(s) of Production: Oak Ridge, Tennessee
6. **Discount from List Prices or Statement of Net Price**: Prices Shown Herein are Net (discount deducted).

7. **Quantity Discounts**: None offered.

8. **Prompt Payment Terms**: Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. **Foreign Items**: Not Applicable

10a. **Time of Delivery**: To be negotiated with ordering agency per individual task order.

10b. **Expedited Delivery**: To be negotiated with ordering agency per individual task order.

10c. **Overnight and Two-day delivery**: To be negotiated with ordering agency per individual task order.

10d. **Urgent Requirements**: To be negotiated with ordering agency per individual task order. Please note the Urgent Requirements clause of this contract and contact Contractor.

11. **F.O.B. Point**: Destination

12a. **Ordering Address**:

   Information International Associates, Inc. (IIA)
   104 Union Valley Road
   Oak Ridge, Tennessee 37830-8044
   Attention: Stella F Orick
   Telephone Number: (865) 298-1232
   Facsimile Number: (865) 481-0390
   E-mail: contracts@iiaweb.com
   Web site: www.iiaweb.com

12b. **Ordering Procedures**: For supplies and services, the ordering procedures and information on blanket purchase agreements (BPAs) are found in the *Federal Acquisition Regulation* (FAR) 8.405-3.

13. **Payment Address**: Electronic Transfer, Atlantic Union Bank and Trust

   Bank account information for wire transfer payments (electronic funds transfer [EFT]) will be shown on the invoice.

   **Mailing Address**:

   Information International Associates, Inc. (IIA)
   104 Union Valley Road
   Oak Ridge, Tennessee 37830
14. **Warranty Provision:** IIA’s standard commercial warranty applies to all goods and services provided under this contract.

15. **Export Packing Charges:** Not Applicable

16. **Terms and conditions of rental, maintenance, and repair:** Not Applicable

17. **Terms and conditions of installation:** Not Applicable

18a. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:** Not Applicable

18b. **Terms and conditions for any other services:** Not Applicable

19. **List of service distribution points:** Not Applicable

20. **List of participating dealers:** Not Applicable

21. **Preventive maintenance:** Not Applicable

22a. **Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable

22b. **Section 508 Compliance:** IIA products and services comply with Section 508 in conformance with the requirements of individual contracts and orders. Section 508 compliance information is available on electronic and information technology (EIT) supplies and services by sending an email to contracts@iiaweb.com.

   The EIT standards can be found at http://www.section508.gov/

23. **Data Universal Number System (DUNS) Number:** 804891851

24. **Information International Associates, Inc. (IIA) is registered in the System for Award Management (SAM) database.**

If you have questions for IIA, use the following contact information:

Stella F Orick, Director of Contracts and Pricing  
Information International Associates, Inc. (IIA)  
104 Union Valley Road  
Oak Ridge, Tennessee 37830-8044  
Tel. No.: (865) 298-1232  
Fax No: (865) 481-0390  
E-mail: contracts@iiaweb.com
Labor Categories Descriptions

SIN 541611/RC Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

Substitution of Education for Experience:
- An Associate’s Degree may be substituted for one (1) year of experience for those labor categories requiring a High School Diploma.
- A Bachelor’s Degree may be substituted for two (2) years of experience for those labor categories requiring a High School Diploma.
- A Master’s Degree may be substituted for three (3) years of experience for those labor categories requiring a High School Diploma.
- A Master’s Degree may be substituted for one (1) year of experience for those labor categories requiring a Bachelor’s Degree.

Substitution of Experience for Education:

<table>
<thead>
<tr>
<th>High School Diploma + Three (3) years of experience</th>
<th>= Associate’s Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School Diploma + Seven (7) years of experience</td>
<td>= Bachelor’s Degree</td>
</tr>
<tr>
<td>Associates Degree + Four (4) years of experience</td>
<td>= Bachelor’s Degree</td>
</tr>
<tr>
<td>High School Diploma + Fourteen (14) years of experience</td>
<td>= Master’s Degree</td>
</tr>
<tr>
<td>Associates Degree + Seven (7) years of experience</td>
<td>= Master’s Degree</td>
</tr>
<tr>
<td>Bachelor’s Degree + Three (3) years of experience</td>
<td>= Master’s Degree</td>
</tr>
</tbody>
</table>

**Labor Category: Acquisition Specialist**

Minimum Experience: Four (4) years

**Functional Responsibility:** Carries out research/development activities. Makes detailed observations, analyzes data, and interprets results. Compiles results and prepares technical reports and documentation of outcomes. Conducts research, writes substantive policy papers, and collaborates with more senior researchers with respect to larger or more complex studies. Typically reports to a supervisor or manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Minimum Education: Bachelor’s Degree

**Labor Category: Administrative Assistant**

Minimum Experience: Two (2) years

**Functional Responsibility:** Responsible for providing secretarial/clerical support services to technical project staff, such as word processing, photocopying, scheduling, administrative reporting, supply ordering, management, and messaging. Experience in office environment providing project support preferred.
Minimum Education: Associate’s Degree

**Labor Category: Business Analyst I**

Minimum Experience: Zero (0) years

**Functional Responsibility:** Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and assists in the creation of system specifications that drive system development and implementation. Typically reports to a manager. Works on projects/matters of limited complexity in a support role. Work is closely managed.

Minimum Education: Bachelor's Degree

**Labor Category: Business Analyst II**

Minimum Experience: Four (4) years

**Functional Responsibility:** Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and creates system specifications that drive system development and implementation. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Minimum Education: Bachelor’s Degree

**Labor Category: Business Analyst III**

Minimum Experience: Ten (10) years

**Functional Responsibility:** Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and creates system specifications that drive system development and implementation. May supervise and guide lower-level business systems analysts. Typically reports to a manager or head of a unit/department. Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge. Works autonomously. Goals are generally communicated in solution or project goal terms. May provide a leadership role for the work group through knowledge in the area of specialization.

Minimum Education: Bachelor’s Degree

**Labor Category: Business Process Specialist I**

Minimum Experience: Four (4) years

**Functional Responsibility:** Researches, analyzes, and recommends improvements to an organization's business processes in order to improve overall organization performance. Studies operational and performance data to identify trends and opportunities for improvement. Develops project plans, communicates changes and may provide training to impacted business units. Typically reports to top
management. Work is highly independent. May assume a team lead role for the work group. A specialist on complex technical and business matters.

**Minimum Education:** Bachelor’s Degree

**Labor Category: Business Process Specialist II**

**Minimum Experience:** Seven (7) years

**Functional Responsibility:** Researches, analyzes, and recommends improvements to an organization's business processes in order to improve overall organization performance. Studies operational and performance data to identify trends and opportunities for improvement. Develops project plans, communicates changes and may provide training to impacted business units. Leads larger and more complex projects. Typically reports to top management. Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge. Works autonomously. Goals are generally communicated in “solution” or project goal terms. May provide a leadership role for the work group through knowledge in the area of specialization.

**Minimum Education:** Bachelor’s Degree

**Labor Category: Business Process Specialist III**

**Minimum Experience:** Ten (10) years

**Functional Responsibility:** Consults with client companies in order to evaluate and recommend technology solutions that will facilitate the accomplishment of the client's business goals. Analyzes the client's business strategy, operations, and current technology architecture in order to develop options for new technologies that will optimize the company's functions and business processes. Provides consultation regarding solutions planning, impact analysis, risk assessment, and budgeting. May provide financial analysis to determine ROI/ROA of proposed solutions. Typically reports to a manager or head of department. Works autonomously. Goals are generally communicated in solution or project goal terms. May provide a leadership role for the work group through knowledge in the area of specialization. Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge.

**Minimum Education:** Bachelor’s Degree

**Labor Category: Clerk I/Customer Support I/Technician I**

**Minimum Experience:** One (1) year

**Functional Responsibility:** At instruction of supervisor, provides support to projects, tasks, or programs. Experience in use of word processing applications such as Microsoft Office, HTML, and Adobe PDF software applications preferred. Demonstrates knowledge of English grammar, usage, and style, and other standards.

**Minimum Education:** High school diploma
**Labor Category: Clerk II/Customer Support II/Technician II**

**Minimum Experience:** One (1) year

**Functional Responsibility:** Supports the planning and implementation of information, business, and management projects, programs, or services. Has limited decision-making responsibility. Experience in use of word processing applications such as Microsoft Office, HTML, and Adobe PDF software applications preferred. Demonstrates knowledge of English grammar, usage, and style and other standards.

**Minimum Education:** Associate’s Degree

**Labor Category: Clerk III/Customer Support III/Technician III**

**Minimum Experience:** Four (4) years

**Functional Responsibility:** Supports the planning and implementation of information, business, and management projects, programs, or services. Uses discretion in organizing, analyzing, and reporting research results on a variety of subjects.

**Minimum Education:** Associate’s Degree

**Labor Category: Communications Analyst I**

**Minimum Experience:** Zero (0) years.

**Functional Responsibility:** Assists in designing and coordinating company internal/external communications. Enhances the relations between company and employees, clients, government, community. Maintains communications policies and procedures, monitors company media and utilizes electronic publishing technology. Typically reports to a supervisor or manager. Work is closely managed.

**Minimum Education:** Bachelor’s Degree

**Labor Category: Communications Analyst II**

**Minimum Experience:** Four (4) years

**Functional Responsibility:** Assists in designing and coordinating company internal/external communications. Enhances the relations between company and employees, clients, government, community. Maintains communications policies and procedures, monitors company media and utilizes electronic publishing technology. May guide or train less-experienced communications representative. Typically reports to a supervisor or manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

**Minimum Education:** Bachelor’s Degree.
Labor Category: *Communications Analyst III*

**Minimum Experience:** Ten (10) years

**Functional Responsibility:** Defines, designs and implements communications strategy and programs within the organization. Evaluates and assist in establishing standard operating procedures. Reviews and edits communications submitted for organizational issues. Works closely with various business departments to ensure messages are delivered clearly and effectively. Typically reports to a supervisor or manager. Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge. Works autonomously. Goals are generally communicated in solution or project goal terms. May provide a leadership role for the work group through knowledge in the area of specialization.

**Minimum Education:** Bachelor’s Degree

Labor Category: *Communications Consultant/Manager*

**Minimum Experience:** Ten (10) years

**Functional Responsibility:** Manages organization's internal/external communications activities including advertising, marketing, media relations etc. Directs and oversees communications programs that effectively describe and promote the organization and its products. May conduct market or public opinion research to assess program outcomes. Suggests promotional campaign ideas in various types of media, as well as counsels top management on effective communication strategies. Typically reports to top management. Manages a departmental sub-function within a broader departmental function. Creates functional strategies and specific objectives for the sub-function and develops budgets/policies/procedures to support the functional infrastructure. Deep knowledge of the managed sub-function and solid knowledge of the overall departmental function.

**Minimum Education:** Bachelor’s Degree

Labor Category: *Database Development I*

**Minimum Experience:** Zero (0) years

**Functional Responsibility:** Assists in the planning and engineering of an organization's databases. Monitors the performance, scalability and security. Evaluates existing database design to determine necessary updates and integration requirements of new design, and to ensure final solutions meet organizational needs. Requires comprehensive knowledge of database technologies, along with solid coding and computer system skills. Typically reports to a manager. Works on projects/matters of limited complexity in a support role. Work is closely managed.

**Minimum Education:** Bachelor’s Degree

Labor Category: *Database Development II*

**Minimum Experience:** Four (4) years
**Functional Responsibility:** Plans, designs, develops and implements an organization's databases. Monitors the performance, scalability and security and resolves any issues. Evaluates existing database design to determine necessary updates and integration requirements of new design, and to ensure final solutions meet organizational needs. Requires comprehensive knowledge of database technologies, along with solid coding and computer system skills. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

**Minimum Education:** Bachelor’s Degree

**Labor Category: Database Development III**

**Minimum Experience:** Ten (10) years

**Functional Responsibility:** Develops or modifies procedures to solve complex database design problems, including performance, scalability, security and integration issues. Designs, codes, tests, debugs, and documents complex databases at the highest levels of complexity. Has full technical knowledge of all phases of database engineering. Typically reports to a manager or head of a unit/department. Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge. Works autonomously. Goals are generally communicated in solution or project goal terms. May provide a leadership role for the work group through knowledge in the area of specialization.

**Minimum Education:** Bachelor’s Degree

**Labor Category: Director**

**Minimum Experience:** Fifteen (15) years

**Functional Responsibility:** Leads the overall Program Management Office (PMO) to ensure IT programs and projects meet organizations standards. Mentors project leaders to improve processes, procedures and standards based on program's needs. Works with other department leaders to implement organization's blueprints accurately. Typically reports to top management. Manages a business unit, division, or corporate function with major organizational impact. Establishes overall direction and strategic initiatives for the given major function or line of business. Has acquired the business acumen and leadership experience to become a top function or division head.

**Minimum Education:** Bachelor’s Degree

**Labor Category: Jr. Systems Analyst/Jr. Business Analyst**

**Minimum Experience:** One (1) year

**Functional Responsibility:** Analyzes information systems and management requirements. Analytically and systematically evaluates workflows, organization, and planning, and assists Senior Systems Analyst / Senior Business Analyst, and Systems Analyst/Business Analyst to develop appropriate corrective action. Develops, in conjunction with functional users, system alternative solutions. General computing experience preferred.

**Minimum Education:** Associate’s Degree
Labor Category: *Marketing and Business Development SME I*

**Minimum Experience:** Five (5) years

**Functional Responsibility:** Creates business strategies to facilitate company growth. Identifies and helps to develop strategic relationships with partners or potential customers. Works with other departments to ensure alignment of company goals, as set by senior management. Evaluates appropriate information to forecast the return on future business transactions. Designs and determines terms of business agreements. Typically reports to an executive or a manager. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of department processes.

**Minimum Education:** Bachelor's Degree

Labor Category: *Marketing and Business Development SME II*

**Minimum Experience:** Eight (8) years

**Functional Responsibility:** Directs, establishes, maintains, and plans the overall policies and goals for a business development department. Develops and maintains client relationships. Identifies potential business partners and negotiates agreements. Works with other departments to ensure alignment of company goals, as set by senior management. Ensures business growth strategies are met. Typically reports to top management. Manages a departmental sub-function within a broader departmental function. Creates functional strategies and specific objectives for the sub-function and develops budgets/policies/procedures to support the functional infrastructure. Deep knowledge of the managed sub-function and solid knowledge of the overall departmental function.

**Minimum Education:** Bachelor's Degree

Labor Category: *Marketing and Business Development SME III*

**Minimum Experience:** Thirteen (13) years

**Functional Responsibility:** Plans and directs all aspects of an organization's business development policies, objectives, and initiatives. Responsible for developing new market initiatives, assessing new markets, and analyzing business opportunities. Conducts financial feasibility studies and develops proposals for new business opportunities. May also be accountable for licensing initiatives and programs; duties include negotiating contracts, initiating proposals, and closing deals. Typically reports to top management. Manages a business unit, division, or corporate function with major organizational impact. Establishes overall direction and strategic initiatives for the given major function or line of business. Has acquired the business acumen and leadership experience to become a top function or division head.

**Minimum Education:** Bachelor’s Degree

Labor Category: *Marketing and Business Development SME IV*

**Minimum Experience:** Seventeen (17) years
**Functional Responsibility:** Plans and directs all aspects of an organization's marketing and sales policies, objectives, and initiatives. Directs planning, forecasting, marketing program development, partner relationship development, collateral material development and customer satisfaction initiatives. Establishes short and long term sales goals and quotas in line with corporate objectives. Identifies key marketing outlets and competitive strategies that will enable achievement of maximum sales volume. Typically reports to top management. Manages a business unit, division, or corporate function with major organizational impact. Establishes overall direction and strategic initiatives for the given major function or line of business. Has acquired the business acumen and leadership experience to become a top function or division head.

**Minimum Education:** Bachelor’s Degree

**Labor Category:** *Marketing and Business Development SME V*

**Minimum Experience:** Twenty (20) years

**Functional Responsibility:** Develops and recommends the organization's strategic and long-range goals based on analysis and studies of business conditions. Ensures the best use of the organization's resources for the establishment of key objectives and mission realization, considering organization's strengths, weaknesses, capacity, and products. Monitors and evaluates results of existing plans to ensure growth and profitability and makes adjustments as necessary. Keeps leadership abreast of changes in the industry or sector and impact of events on the business climate and incorporates relevant trend data into all plans. Typically reports to top management. Manages a business unit, division, or corporate function with major organizational impact. Establishes overall direction and strategic initiatives for the given major function or line of business. Has acquired the business acumen and leadership experience to become a top function or division head.

**Minimum Education:** Master’s Degree

**Labor Category:** *Organizational Development SME I*

**Minimum Experience:** Three (3) years

**Functional Responsibility:** Manages, designs, and implements policies and procedures relating to organizational development. Facilitates implementation of appropriate change management initiatives associated with organizational transition activities. Implements meaningful, relevant, employee and manager training and development activities that link to company goals and objectives and meet the needs of managers. Guide and develop a responsive internal training team. May coordinate with outside consultants and training providers. Typically reports to a head of a unit/department. Typically manages through subordinate managers and professionals in larger groups of moderate complexity. Provides input to strategic decisions that affect the functional area of responsibility. May give input into developing the budget. Capable of resolving escalated issues arising from operations and requiring coordination with other departments.

**Minimum Education:** Bachelor’s Degree

**Labor Category:** *Organizational Development SME II*

**Minimum Experience:** Eight (8) years
**Functional Responsibility:** Directs the design, planning, and implementation of corporate organizational development programs, policies, and procedures. Approves change management initiatives and suggests enhancements to existing programs. Oversees the goal of establishing the human capital of the organization as a critical component in accomplishing business goals. Proposes changes to organizational structure to leverage talent and provide development opportunities to key leaders in the organization. Typically reports to top management. Manages a departmental sub-function within a broader departmental function. Creates functional strategies and specific objectives for the sub-function and develops budgets/policies/procedures to support the functional infrastructure. Deep knowledge of the managed sub-function and solid knowledge of the overall departmental function.

**Minimum Education:** Bachelor’s Degree

**Labor Category:** *Organizational Development SME III*

**Minimum Experience:** Thirteen (13) years

**Functional Responsibility:** Plans and directs all aspects of a company's organizational development function. Develops training programs, facilitates implementation of appropriate change management initiatives, and reviews current development programs to ensure alignment with company goals. Builds the company's human capital by instilling and reinforcing a strong employee development culture with programs supported by management. Defines and collects key performance metrics to enable accurate and valid measurement of workforce performance and to identify areas for improvement. Develops and leads the organizational development professional staff. Requires broad and current knowledge of organizational development methods. Typically reports to top management. Manages a business unit, division, or corporate function with major organizational impact. Establishes overall direction and strategic initiatives for the given major function or line of business. Has acquired the business acumen and leadership experience to become a top function or division head.

**Minimum Education:** Bachelor’s Degree

**Labor Category:** *Organizational Development SME IV*

**Minimum Experience:** Seventeen (17) years

**Functional Responsibility:** Develops and recommends the organization's strategic and long-range goals based on analysis and studies of business conditions. Ensures the best use of the organization's resources for the establishment of key objectives and mission realization, considering organization's strengths, weaknesses, capacity, and products. Monitors and evaluates results of existing plans to ensure growth and profitability and makes adjustments as necessary. Keeps leadership abreast of changes in the industry or sector and impact of events on the business climate and incorporates relevant trend data into all plans. Typically reports to top management. Manages a business unit, division, or corporate function with major organizational impact. Establishes overall direction and strategic initiatives for the given major function or line of business. Has acquired the business acumen and leadership experience to become a top function or division head.

**Minimum Education:** Master’s Degree
Labor Category: *Organizational Development SME V*

**Minimum Experience:** Twenty (20) years

**Functional Responsibility:** Responsible for the short and long-term profitability and growth of the company. Organizes leadership and staff to meet strategic goals. Ensures appropriate governance and controls. Identifies and delivers value to stakeholders. Top level or C level management. Responsible for the development of functional or business unit strategy for the entire organization. Defines corporate vision and strategy establishes company direction and focus. Executes multiple high impact initiatives to achieve overall corporate goals.

**Minimum Education:** Master’s degree

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Labor Category: *Outreach Coordinator*

**Minimum Experience:** Three (3) years

**Functional Responsibility:** Responsible for designing, creating, and delivering marketing programs to support the growth and expansion of company products and services. Creates, conveys brand messages and improves brand awareness. Develops sales presentations and provides reports based on information collected such as marketing trends, competition, new products, and pricing. May coordinate involvement in conferences, exhibitions and marketing seminars. Typically reports to a supervisor or manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

**Minimum Education:** Bachelor’s Degree

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Labor Category: *Program Manager/Consultant*

**Minimum Experience:** Five (5) years

**Functional Responsibility:** Provides services to management personnel to review and evaluate current program operations, assists in developing leadership systems to improve processes, develops and carries out strategic planning activities, and assists in developing goals, processes, and procedures. Specialized management or consulting experience preferred.

**Minimum Education:** Bachelor’s Degree

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Labor Category: *Project Administration Specialist*

**Minimum Experience:** Four (4) years

**Functional Responsibility:** Coordinates activities to facilitate completion of projects. Provides direct support to Program Manager by maintaining files, arranging schedules, coordinating seminars or meetings, preparing correspondence, and performing other coordination activities in support of a project or deliverable. Experience in general administration specialized and/or specialized experience in administration and preparation of technical reports, documents, and coordination of support activities preferred.
Minimum Education: High school diploma

**Labor Category: Project Lead**

Minimum Experience: Five (5) years

**Functional Responsibility:** Manages and oversees all aspects of a technology project to ensure it is completed on-time and within budget. Has overall responsibility for managing scope, cost, schedule, internal staffing and outside vendors, and contractual deliverable. Prepares reports for upper management regarding status of project. Possesses strong knowledge of technology. Typically reports to a manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Minimum Education: Bachelor’s Degree

**Labor Category: Project Manager/Team Leader**

Minimum Experience: Six (6) years

**Functional Responsibility:** Serves as the customer’s authorized interface with the contracting officer (CO), the contract level contracting officer’s representative (COR), government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. Also responsible for the overall contract performance. Develops work breakdown structures, prepares charts, tables, graphs, and diagrams to assist in analyzing problems. Responsible for tracking, analyzing, reporting, and providing data on project operations, finances, contracts, and administrative issues, milestones, and deliverables. Experience in the preparation and analysis of financial statements and development of business applications for complex systems preferred.

Minimum Education: Bachelor’s Degree

**Labor Category: Qualitative/Quantitative Jr Researcher**

Minimum Experience: Three (3) years

**Functional Responsibility:** Participates in research and development activities. Utilizes established mathematical and scientific techniques to compile and analyze data. Writes technical reports detailing procedures, outcomes, and observations. Typically reports to a supervisor or manager. Works on projects/matters of limited complexity in a support role. Work is closely managed.

Minimum Education: Bachelor’s Degree

**Labor Category: Qualitative/Quantitative Research Technical Lead**

Minimum Experience: Fifteen (15) years

**Functional Responsibility:** Directs and implements an organization's research and development policies, objectives, and initiatives. Ensures research and development activities will maintain an
organization's competitive position and profitability. Consults with top management and research and development team and makes recommendations based on research findings and product performance. Typically reports to top management. Manages a departmental sub-function within a broader departmental function. Creates functional strategies and specific objectives for the sub-function and develops budgets/policies/procedures to support the functional infrastructure. Deep knowledge of the managed sub-function and solid knowledge of the overall departmental function.

**Minimum Education:** Master’s degree

**Labor Category:** Qualitative/Quantitative Social Scientist

**Minimum Experience:** Ten (10) years

**Functional Responsibility:** Manages and directs the research and development programs to meet organizational needs and to capitalize on potential new products. Develops and implements research and development procedures and techniques. Oversees complex research projects, analyzes results and provides recommendations based on findings. Assesses the scope of research projects and ensures they are on time and within budget. Typically reports to a head of unit/director. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of department processes.

**Minimum Education:** Master’s degree

**Labor Category:** Qualitative/Quantitative Sr Researcher

**Minimum Experience:** Ten (10) years

**Functional Responsibility:** Manages and directs the research and development programs to meet organizational needs and to capitalize on potential new products. Develops and implements research and development procedures and techniques. Oversees complex research projects, analyzes results and provides recommendations based on findings. Assesses the scope of research projects and ensures they are on time and within budget. Typically reports to a head of unit/director. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of department processes.

**Minimum Education:** Master’s degree

**Labor Category:** Quality Assurance (QA) Manager/QA Consultant

**Minimum Experience:** Five (5) years

**Functional Responsibility:** Establishes and maintains a process for evaluating business practices and software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the business or software life cycle. Conducts formal and informal reviews at predetermined points throughout the development life cycle. Specialized QA experience in configuration management, verification and validation, software testing and integration, or software metrics and their application to software QA preferred.
Minimum Education: Master’s Degree

Labor Category: Research and Development SME I

Minimum Experience: Three (3) years

Functional Responsibility: Conducts research and development activities for an organization. Applies research theories, principles, and models when conducting experiments and research activities. Summarizes research results and communicates findings to internal and external bodies. Assesses the scope of research projects and ensures projects are on time and within budget. Develops technical documentation for all projects. Typically reports to top management. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Minimum Education: Bachelor’s Degree

Labor Category: Research and Development SME II

Minimum Experience: Eight (8) years

Functional Responsibility: Supervises activities in the research and development department. Oversees personnel who utilize established mathematical and scientific techniques to compile and analyze data and write technical reports detailing procedures, outcomes, and observations. Ensures proper procedure, and helps devise new development techniques. A level III supervisor has full authority and may be considered lower middle management. Typically reports to a manager or head of a unit/department. Supervises a group of primarily para-professional level staffs. May also be a level above a supervisor within high volume administrative/production environments. Makes day-to-day decisions within or for a group/small department. Has some authority for personnel actions. Thorough knowledge of department processes.

Minimum Education: Master’s Degree

Labor Category: Research and Development SME III

Minimum Experience: Thirteen (13) years

Functional Responsibility: Manages and directs the research and development programs to meet organizational needs and to capitalize on potential new products. Develops and implements research and development procedures and techniques. Oversees complex research projects, analyzes results and provides recommendations based on findings. Assesses the scope of research projects and ensures they are on time and within budget. Typically reports to a head of unit/director. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of department processes.

Minimum Education: Master’s Degree

Labor Category: Research and Development SME IV

Minimum Experience: Seventeen (17) years
**Functional Responsibility:** Directs and implements an organization's research and development policies, objectives, and initiatives. Ensures research and development activities will maintain an organization's competitive position and profitability. Consults with top management and research and development team and makes recommendations based on research findings and product performance. Typically reports to top management. Manages a departmental sub-function within a broader departmental function. Creates functional strategies and specific objectives for the sub-function and develops budgets/policies/procedures to support the functional infrastructure. Deep knowledge of the managed sub-function and solid knowledge of the overall departmental function.

**Minimum Education:** Master’s Degree

**Labor Category:** Research and Development SME V

**Minimum Experience:** Twenty (20) years

**Functional Responsibility:** Plans and directs all aspects of an organization's research and development policies, objectives, and initiatives. Maintains an organization's competitive position and profitability by formulating research and development programs, policies, and procedures. Investigates and identifies new technologies that align the organization development. Typically reports to top management. Manages a business unit, division, or corporate function with major organizational impact. Establishes overall direction and strategic initiatives for the given major function or line of business. Has acquired the business acumen and leadership experience to become a top function or division head.

**Minimum Education:** Master's Degree

**Labor Category:** Senior Information Scientist/Manager

**Minimum Experience:** Twelve (12) years

**Functional Responsibility:** Applies a set of disciplines for the planning, analysis, design, and construction of information programs and systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodologies for problem solutions. Performs enterprise-wide strategic planning, information planning, and business analysis. Performs process and data modeling in support of planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop migration strategy and planning documents. Specialized experience within program development and management preferred.

**Minimum Education:** Master’s Degree

**Labor Category:** Scientific and Technical Manager

**Minimum Experience:** Five (5) years

**Functional Responsibility:** Supervises activities in the research and development department. Oversees personnel who utilize established mathematical and scientific techniques to compile and analyze data and write technical reports detailing procedures, outcomes, and observations. Ensures proper procedure, and helps devise new development techniques. A level III supervisor has full authority and may be considered lower middle management. Typically reports to a manager or head of a unit/department.
Supervises a group of primarily para-professional level staffs. May also be a level above a supervisor within high volume administrative/production environments. Makes day-to-day decisions within or for a group/small department. Has some authority for personnel actions. Thorough knowledge of department processes.

**Minimum Education:** Bachelor’s Degree

**Labor Category:** Senior Program Manager / Senior Consultant

**Minimum Experience:** Five (5) years

**Functional Responsibility:** Responsible for translating customer business requirements into technical specifications, applying technology to optimize customer business processes, and providing analytical and program specific support. Responsible for leading organizations or program studies and evaluations and developing operations and procedural manuals to assist management in operating more efficiently and effectively. May possess unique subject experience related to specific project requirements. Specialized experience preferred.

**Minimum Education:** Bachelor’s Degree

**Labor Category:** Senior Systems Analyst / Senior Business Analyst

**Minimum Experience:** Five (5) years

**Functional Responsibility:** Analyzes and studies complex information system or business process requirements. Designs solutions and manages their implementation. Manages development and support using formal specifications, data flow diagrams, and other accepted design techniques. 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 for approval of major systems installations. Prepares milestone status reports and provides presentations on the system concept to colleagues, subordinates, and end user representatives. General computing experience preferred.

**Minimum Education:** Master’s Degree

**Labor Category:** Senior Writer/Editor

**Minimum Experience:** Three (3) years

**Functional Responsibility:** Assists in collecting and organizing information required for preparation of user manuals, training manuals, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Experience in editing technical documents and preparing technical documentation, including researching of applicable government and industry documentation standards preferred.

**Minimum Education:** Bachelor’s Degree
Labor Category: **SME I**

**Minimum Experience:** Five (5) years

**Functional Responsibility:** Manages and directs the research and development programs to meet organizational needs and to capitalize on potential new products. Develops and implements research and development procedures and techniques. Oversees complex research projects, analyzes results and provides recommendations based on findings. Assesses the scope of research projects and ensures they are on time and within budget. Typically reports to a head of unit/director. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of department processes.

**Minimum Education:** Bachelor’s Degree

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Labor Category: **Systems Analyst/Business Analyst**

**Minimum Experience:** Six (6) years

**Functional Responsibility:** Analyzes and develops information systems and management processes, 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, workloads, and proposed system modifications. Defines problems and develops requirements and program specifications from which detailed flow charts, programs, and tests can be developed. Coordinates closely with information professionals and programmers to ensure proper implementation of program design and system specifications. Develops, in conjunction with functional users, system alternative solutions. General computing experience and/or experience specialized in analysis and design of business applications and complex systems, and experience in database management concepts preferred. Knowledge of current storage and retrieval methods, experience in information systems analysis experience designing technical applications, and demonstrated ability to formulate specifications for use in solving systems problems preferred.

**Minimum Education:** Bachelor’s Degree

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Labor Category: **Training Development SME I**

**Minimum Experience:** Three (3) years

**Functional Responsibility:** Designs, plans, and implements corporate training programs, policies, and procedures. Researches new training techniques and suggests enhancements to existing training programs to meet the changing needs of the organization. Contracts with vendors for employee participation in outside training programs. Ensures that training materials and aids are kept up to date and are effective. Typically reports to a head of a unit/department or top management. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of department processes.

**Minimum Education:** Bachelor’s Degree
Labor Category: *Training Development SME II*

**Minimum Experience:** Eight (8) years

**Functional Responsibility:** Directs the design, planning, and implementation of corporate training programs aligned with the objectives and strategy of the company. Collaborates with functional management teams to assess ongoing and future training and development needs as well as effectiveness of established programs. Develops a program delivery schedule that provides training as needed and in locations that work for the participants. Provides engaging communications about program information to encourage participation and highlight the value and benefits of training. Approves new training techniques and suggests enhancements to existing training programs. Oversees and establishes relationships with vendors to provide additional outside training programs. Manages and develops training professionals. Typically reports to top management. Manages a departmental sub-function within a broader departmental function. Creates functional strategies and specific objectives for the sub-function and develops budgets/policies/procedures to support the functional infrastructure. Deep knowledge of the managed sub-function and solid knowledge of the overall departmental function.

**Minimum Education:** Bachelor’s Degree

Labor Category: *Training Development SME III*

**Minimum Experience:** Thirteen (13) years

**Functional Responsibility:** Leads the development and implementation of all aspects of an organization's training programs, policies, and objectives to develop and maintain an effective workforce. Collaborates with functional management teams to assess training and development needs as well as to gauge the effectiveness of established programs. Develops a strategic plan to implement an efficient and responsive training services team and relevant programs. Reviews new training techniques and suggests enhancements to existing training programs. Oversees relationship with vendors to ensure outside training programs are effective and provide a good return on investment. May lead or contribute to a succession planning process. Typically reports to top human resources management. Manages a departmental function within a broader corporate function. Develops major goals to support broad functional objectives. Approves policies developed within various sub-functions and departments. Comprehensive knowledge of the overall departmental function.

**Minimum Education:** Bachelor’s Degree

Labor Category: *Training Development SME IV*

**Minimum Experience:** Seventeen (17) years

**Functional Responsibility:** Plans and directs all aspects of an organization's human resources policies, objectives, and initiatives. Responsible for employment, placement, orientation and training, employee/labor relations, compensation, benefits, and employee services. Ensures company compliance with current, applicable labor laws. Typically reports to an Executive. Manages a business unit, division, or corporate function with major organizational impact. Establishes overall direction and strategic initiatives for the given major function or line of business. Has acquired the business acumen and leadership experience to become a top function or division head.
Minimum Education: Bachelor’s Degree

Labor Category: Training Development SME V

Minimum Experience: Twenty (20) years

Functional Responsibility: Plans and directs all aspects of a division's operational (non-manufacturing) policies, objectives, and initiatives. Develops policies and procedures for operational processes in order to ensure optimization and compliance with established standards and regulations. May need to regulate reasonable usage of manpower, equipment, and technology. Typically reports to top management or a CEO. Manages a departmental function within a broader corporate function. Develops major goals to support broad functional objectives. Approves policies developed within various sub-functions and departments. Comprehensive knowledge of the overall departmental function.

Minimum Education: Master’s Degree

Labor Category: Writer/Editor

Minimum Experience: Two (2) years

Functional Responsibility: With direction and supervision, assists in collecting and organizing information required for preparation of user manuals, training manuals, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Experience in editing technical documents and preparing technical documentation, including researching of applicable government and industry documentation standards preferred.

Minimum Education: Bachelor’s Degree
GSA Awarded Rates:

SIN 541611/RC Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

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<th>Labor Category</th>
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<th>Year 3: October 18, 2019 – October 17, 2020</th>
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<td>Rate 2</td>
<td>Rate 3</td>
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<td>----------------------------------------------</td>
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<td>---------</td>
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<td>---------</td>
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<tr>
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<tr>
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<tr>
<td>Senior Writer/Editor</td>
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</table>
Labor Categories Descriptions

SIN 54151S/RC Information Technology Professional Services

Information International Associates, Inc. (IIA)’s commercial practices include the education/experience substitutions identified below. In order to be consistent with commercial practices, IIA incorporates their commercial education/experience substitution methodology to all GSA labor categories.

Substitution of Education for Experience:

- An Associate’s Degree may be substituted for one (1) year of experience for those labor categories requiring a High School Diploma.
- A Bachelor’s Degree may be substituted for two (2) years of experience for those labor categories requiring a High School Diploma.
- A Master’s Degree may be substituted for three (3) years of experience for those labor categories requiring a High School Diploma.
- A Master’s Degree may be substituted for one (1) year of experience for those labor categories requiring a Bachelor’s Degree.

Substitution of Experience for Education:

<table>
<thead>
<tr>
<th>High School Diploma + Three (3) years of experience</th>
<th>= Associate’s Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School Diploma + Seven (7) years of experience</td>
<td>= Bachelor’s Degree</td>
</tr>
<tr>
<td>Associates Degree + Four (4) years of experience</td>
<td>= Bachelor’s Degree</td>
</tr>
<tr>
<td>High School Diploma + Fourteen (14) years of experience</td>
<td>= Master’s Degree</td>
</tr>
<tr>
<td>Associates Degree + Seven (7) years of experience</td>
<td>= Master’s Degree</td>
</tr>
<tr>
<td>Bachelor’s Degree + Three (3) years of experience</td>
<td>= Master’s Degree</td>
</tr>
</tbody>
</table>

**Labor Category: Application Specialist (AS) Level 1**

**Minimum Experience:** Individuals possessing two or more years of experience in any application for which the market has driven up the price beyond that which is capable of being filled by the normal rates charged for other applications. This experience is in addition to the normal experience and education in related disciplines that one would expect to fine in a senior or master programmer/analyst/administrator. The experience may be functional or technical, or a combination of both.

**Minimum Education:** A BA degree in Computer Science, Information Systems, Business Management, Engineering or related field required. An AA degree or equivalent formal trade school training in computer system operations and relevant experience may be substituted.

**Functional Requirements:** Operates the control console of mainframe computers, large minicomputer arrays, client/server systems, and/or service center consoles/functions; monitors performance and security, and corrects equipment/system malfunctions; reviews error messages and makes corrections during operation; assists users in resolving problems; maintains records of all problems/errors occurring
and actions taken to fix; and, performs root cause analysis of failures. Assists users with Internet/Intranet
access. Provides technical assistance to operators, programmers, system analysts, users, and managers in
order to evaluate alternatives and resolve problems; Assists users and clients in formulating
requirements; and helps project managers with system and data.

**Labor Category: Application Specialist (AS) Level 2**

**Minimum Experience:** Same as Level 1 except has three or more years in this special application and
more technical than functional experience. This individual may also have the specialized knowledge to
be a Systems Administrator for the specialized application.

**Minimum Education:** A BA degree in Computer Science, Information Systems, Business
Management, Engineering or related field required. An AA degree or equivalent formal trade school
training in computer system operations and relevant experience may be substituted.

**Functional Requirements:** Operates the control console of mainframe computers, large minicomputer
arrays, client/server systems, and/or service center consoles/functions; monitors performance and
security, and corrects equipment/system malfunctions; reviews error messages and makes corrections
during operation; assists users in resolving problems; maintains records of all problems/errors occurring
and actions taken to fix; and, performs root cause analysis of failures. Assists users with Internet/Intranet
access. Provides technical assistance to operators, programmers, system analysts, users, and managers in
order to evaluate alternatives and resolve problems; Assists users and clients in formulating
requirements; and helps project managers with system and data.

**Labor Category: Assistant Program Integration Manager**

**Minimum Experience:** Minimum of seven years total experience, at least three years of which must
include specialized experience in program integration or a directly related discipline.

**Minimum Education:** Bachelor’s degree in computer science, engineering or appropriate technical
discipline.

**Functional Responsibility:** Applies understanding of complex, multi-platform IT infrastructure
operations, processes and tools. Deploys and documents enterprise management solutions for complex
heterogeneous IT environments. Provides hardware and software tool analysis and recommendations,
and integrates systems, network, and help desk tools into an IT solution.

**Labor Category: Communications Specialist**

**Minimum Experience:** Minimum of six years’ experience, four years of which must include
communications software, communications hardware, or network specialty. General experience includes
all aspects of communication networks. Communications hardware specialized experience includes
installing, testing, and operating network and computer (host) communications equipment (e.g.,
switches, modems, controllers, terminals, and multiplexers), using and implementing communications
hardware and electrical standards, using communications hardware test and monitoring equipment, and
analyzing the results. Communications software specialized experience includes developing, testing,
installing, and operating network and computer (host) communications software (e.g., access method
and protocol software, application interfaces, transaction processors, and emulators), and using and
implementing communications standards. Network specialized experience includes designing, testing,
installing, implementing, and maintaining computer networks, using and implementing network standards (particularly those of the International Organization for Standardization [ISO]), operating computer networks identification and solution of problems, restarting/recovering additions, deletions, and modifications of terminals and hosts (e.g., optimization of network cost and performance), and implementing accounting and charge back systems. Must demonstrate the ability to work independently or under general direction.

**Minimum Education:** Bachelor’s degree in a communications field.

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

**Labor Category:** *Computer Security Systems Specialist*

**Minimum Experience:** Minimum of eight years of experience, six years of which must be specialized in defining computer security requirements for high level applications, evaluation of approved security product capabilities, and developing solutions to problems.

**Minimum Education:** Bachelor’s degree in electrical engineering, computer science, information science or systems, physics, math, or other related discipline.

**Functional Responsibility:** Analyzes and defines security requirements for multilevel security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. 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, including risk assessments.

**Labor Category:** *Database Management Specialist*

**Minimum Experience:** Minimum of six years of experience, four years of which must include demonstrated experience using current database management system (DBMS) technologies, application design utilizing various DBMS, and experience with DBMS internals.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related discipline.

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

**Labor Category:** *Database Manager*

**Minimum Experience:** Minimum of a total of eight years of experience, with six years of specialized experience in the development, design, and management of databases, or equivalent database experience.
Minimum Education: Bachelor’s degree in computer science, engineering or appropriate technical discipline

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

Labor Category: Electronic Publisher

Minimum Experience: Minimum of two years of experience in writing, editing, and layout using current publishing software applications, advanced word processing applications such as Microsoft Office, HTML, and Adobe PDF software applications as required. Knowledge of English grammar, usage, style and other standards as required. May require subject or foreign language skills or expertise. May require experience on a specific operating system, such as Macintosh or Windows 98.

Minimum Education: Associate’s degree in office management or a bachelor’s degree in technical communications, English, journalism or related field. May require coursework or degree in subject discipline.

Functional Responsibility: Enter, proofread, edit, and design layout of technical documents, reports, newsletters, presentations, brochures, and web pages, and other technical and promotional materials.

Labor Category: Graphic Designer I

Minimum Experience: A total of three years of experience, with two years specialized in the graphic arts, or an associate’s degree (or equivalent) or certificate from an accredited school of graphic arts or similar accredited institution.

Minimum Education: Associate’s degree (or equivalent) or certificate from an accredited school of graphic arts or similar accredited institution. High school diploma or general education development (GED) diploma and two years of relevant experience can substitute for an associate’s degree or equivalent.

Functional Responsibility: Assembles and/or creates digital images, typography, and/or motion graphics to create designs which may be, but are not limited to, digital technical drawings, schematics, scientific charts, graphs, maps, graphics for map overlays, brochures, presentations, web graphics, and two- or three-dimensional graphical depictions. Provides advice to authors/editors regarding the effective use and placement of graphic designs and works in an iterative prototyping environment. A working knowledge of XML, HTML, and web programming scripts is necessary, and proficiency in using current graphic design programs is a requirement.

Labor Category: Graphic Designer II

Minimum Experience: A total of five years of experience with three years of specialized experience in the graphic arts, or an associate’s degree (or equivalent) or certificate from an accredited school of graphic arts or similar accredited institution and two years of experience.
Minimum Education: Associate’s degree (or equivalent) or certificate from an accredited school of graphic arts or similar accredited institution. High school or GED diploma and two years of relevant experience can substitute for an associate’s degree or equivalent.

Functional Responsibility: Performs the duties of graphic designer I with a higher level of proficiency and understanding. Is capable of creating digital graphic designs from reviewing written content or from verbal concepts. Interacts directly with clients regarding graphic design requirements. Advises clients and editors regarding effective layouts based on the production and rendering methods of the project. Proficiency in the use of complex computer programs is required. Advises management regarding graphic design tools.

Labor Category: Helpdesk Manager

Minimum Experience: Minimum of seven years of experience, five of which must include management of help desks in a multi-server environment, comprehensive knowledge of computer operating systems, and networking and supervision of helpdesk employees, including development and delivery of technical and end-user training.

Minimum Education: Bachelor’s degree in computer science, information systems, engineering, business, or other related discipline.

Functional Responsibility: Provides daily supervision and direction to staff members who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Microsoft Windows desktop applications, and applications developed or deployed under a contract.

Labor Category: Helpdesk Specialist

Minimum Experience: Minimum of five years of experience, three of which must include knowledge of computer operating systems, networking, mail standards, and work on a helpdesk. General experience includes information systems development and other work in the client/server field or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Minimum Education: Associate’s degree in computer science, information systems, engineering, business, or other related discipline.

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

Labor Category: Information Engineer

Minimum Experience: Minimum of eight years of experience, six of which must be specialized in information and information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and document preparation. Also requires demonstrated experience in a combination of the following: implementation of information engineering projects, systems analysis, design and programming, systems planning, business information planning, and business analysis.
Minimum Education: Master’s degree in computer science, information systems, engineering, business, or other related discipline.

Functional Responsibility: Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis, and modern business methods and performance of measurement techniques. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems.

Labor Category: Information Management Specialist

Minimum Experience: Minimum of three years of experience working in a library, document center, information center, or in a setting in which the primary responsibility is in collecting, analyzing, and interpreting information to determine solutions to library, records management, or other information-related needs. Requires familiarity with library, records, or document collection center requirements and processes. Capable of designing surveys, records audits, and retention schedules, and possesses knowledge of records requirements and regulations. Familiarity with electronic information systems and capable of managing records projects using both electronic and manual systems.

Minimum Education: Master’s degree from an accredited program in a related area of concentration, or a bachelor’s degree in an information field such as business administration with a concentration in records management, information management, or information systems.

Functional Responsibility: Manages the operations of a library, information center, records or document center, or specific divisions of an information-related program such as cataloging, technical services, user services, systems integration, reference and research, abstracting and indexing, records control and management, or other related areas. Capable of assisting users in locating information in the library or record collection. Provides bibliographic or records training and develops appropriate materials.

Labor Category: Information Technician

Minimum Experience: Minimum of two years of experience with records management, document control, or associated library work, to include management of both manual and automated information systems, as well as a variety of software packages for database management and project management. Familiarity with library, records, and/or document collection center requirements and processes is also required. Good numerical, organizational, and human relations skills, as well as good verbal and communication skills, are required.

Minimum Education: Associate’s degree in business, computer systems, or other related field preferable. Four years of experience working in a records division or library may be substituted for education. Coursework in records and/or information fields is desirable.

Functional Responsibility: Responsible for indexing, sorting, and analyzing active and inactive documents. Oversees filing, retrieving, and scanning of specific documents and collections. Responds to customers seeking information about historical collections using both manual and automatic systems. Provides assistance with the circulation and distribution of documents, publications, and other
materials to other staff members, agencies, and organizations. Applies established access controls to information holdings.

**Labor Category: Internet Services Manager**

**Minimum Experience:** Minimum of six years of experience, two of which must be in internet-based services, including developing client environments, web-based servers, websites or internet-based information services. Must include experience managing people and/or managing multiple projects or tasks.

**Minimum Education:** Bachelor’s degree in computer science, information science or systems, physics, math, or other related discipline, or associate’s degree with an internet-related specialization. Two additional years of relevant internet-based experience can be substituted for a degree.

**Functional Responsibility:** Serves as the manager of web-based projects, and manages the technical specialists in developing quality, state-of-the-practice systems and services. Assists project and program managers in the developments and requirements of internet-based services, and under their guidance, is responsible for projects in these rapidly changing technological environments.

**Labor Category: Internet Services Specialist**

**Minimum Experience:** Minimum of two years of experience, one of which must be in internet-based services, including developing client environments, web-based servers, websites or web-based services. General experience includes performing telecommunications or network administration, building databases, developing and designing information systems, providing user help services, or performing computer-based information management.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business or other related discipline, or an associate’s degree with an internet-related specialization. Two additional years of relevant internet-based experience can be substituted for a degree.

**Functional Responsibility:** Designs and develops internet-based services, including home pages, web-based databases, forms, and content access systems. Sets up client environments, internet connections, or servers for clients. Works with http, java, and other internet tools. Is familiar with commercial-off-the-shelf (COTS) packages and can select and implement appropriate tools for the client.

**Labor Category: Journeyman Data Center Administrator**

**Minimum Experience:** Four years in operating main, mini, or large-scale computer systems and/or distributed operating systems.

**Minimum Education:** Associate degree in computer science, information systems, business management, engineering or related field is required, relevant experience may be substituted.

**Functional Requirements:** Operates the control console of mainframe computers, large minicomputer arrays, client/server systems, and/or service center consoles/functions; monitors performance and security, and corrects equipment/system malfunctions; reviews error messages and makes corrections during operation; assists users in resolving problems; maintains records of all problems/errors occurring and actions taken to correct.
**Labor Category: Junior Computer Operator**

**Minimum Experience:** Six or more months as a Computer Operator, Help Desk Assistant, Tape Librarian and/or Data Entry Clerk.

**Minimum Education:** A high school degree/GED is required. Appropriate certified training may be substituted for experience.

**Functional Requirements:** Works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, resolves common operating problems or escalates them for resolution when required. May serve as assistant to a more senior level operator, working under close supervision or performing a portion of a more senior operator’s work.

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**Labor Category: Junior Data Center Administrator**

**Minimum Experience:** Two or more years in operating main, mini, or large-scale computer systems and/or distributed operating systems.

**Minimum Education:** A high school degree/GED with some technical school training is required.

**Functional Requirements:** Operates the control console of mainframe computers, large minicomputer arrays, client/server systems, and/or service center consoles/functions. Identifies problems and escalates them for resolution when required. Provides basic end user support on critical business applications. Maintains records of all problems/errors occurring and corrective actions taken.

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**Labor Category: Junior Systems Analyst**

**Minimum Experience:** This position is for a recent college graduate and requires one year of experience.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related discipline.

**Functional Responsibility:** Analyzes information requirements. Analytically and systematically evaluates problems of workflow, organization, and planning, and assists senior systems analysts in developing appropriate corrective actions. Assists in development of plans for automated information systems program specification. Defines problems, develops systems requirements and program specifications.

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**Labor Category: Master Data Center Administrator**

**Minimum Experience:** Eight or more years in operating main, mini, or large-scale computer systems and/or distributed operating systems.

**Minimum Education:** A BA degree in Computer Science, Information Systems, Business Management, Engineering or related field required. An AA degree or equivalent formal trade school training in computer system operations and relevant experience may be substituted.
**Functional Requirements:** Operates the control console of mainframe computers, large minicomputer arrays, client/server systems, and/or service center consoles/functions; monitors performance and security, and corrects equipment/system malfunctions; reviews error messages and makes corrections during operation; assists users in resolving problems; maintains records of all problems/errors occurring and actions taken to fix; and, performs root cause analysis of failures. Assists users with Internet/Intranet access. Provides technical assistance to operators, programmers, system analysts, users, and managers in order to evaluate alternatives and resolve problems; Assists users and clients in formulating requirements; and helps project managers with system and data analysis.

**Labor Category: Master Systems/Applications Programmer (Level 3)**

**Minimum Experience:** Twelve or more years of programming experience with both systems level and application programs.

**Minimum Education:** An advanced degree in computer science, information systems, business management, engineering or related field is required.

**Functional Requirements:** Applies expertise in programming to complex programs, recommends the design or redesign of programs, investigates and analyzes feasibility and program requirements and develops programming specifications. Plans and manages the full range of programming activities to produce interrelated, but different, products and solves difficult programming problems. Develops, modifies and maintains complex programs; designs and implements the interrelationships of files and records within programs; develops block diagrams and logic flow charts; and, translates detailed design into computer program-coded instructions. Tests, documents and writes operating instructions for all work. Confers with other project personnel to coordinate efforts and resolve problems. Works independently at the Technical Program Manager’s direction. May supervise other programmers in the accomplishment of assigned work.

**Labor Category: Master Systems/Security/Network Engineer/DBA (Level 3)**

**Minimum Experience:** Twelve or more years’ experience in the management, analysis, data base analysis, planning, design, production, test, installation and life cycle maintenance of computer hardware and software to support IT, telecommunications or other programs.

**Minimum Education:** An advanced degree in computer science, engineering, business management or a related field is required.

**Functional Requirements:** Provides master level systems engineering or DBA techniques to solve complex problems in the functional areas listed under Experience above. Provides leadership and systems engineering expertise to design, plan and execute IT, security, data base or communications solutions to identified problems and assigned tasks. Supervises the research, development, design, installation and testing of integrated systems to ensure conformity to functional specifications and client requirements. Directs and coordinates program activities designed to provide technology that ensures effective and economical support of products, systems or equipment. Directs and coordinates the operation, maintenance, repair and testing of equipment and systems in field installations. Oversees special research or technical studies critical to support functions, utilizing computer techniques for analysis or simulation. Manages and oversees planning, direction and coordination of work activity for technical staff involved in structured analysis, design, programming and testing of various integrated systems. Provides business re-engineering services, security engineering, data base management,
independent validation and verification, cost/performance trade-off studies and facility engineering and planning to clients as requested. May supervise others in the accomplishment of contractual requirements.

**Labor Category: Master Systems Analyst/Administrator (Level 3)**

**Minimum Experience:** Twelve or more years in applying systems analysis and administrative techniques to complex computer and telecommunications systems in functional areas such as financial, personnel or document management; logistics or program planning; or engineering, scientific or research management.

**Minimum Education:** An advanced degree in computer science, information systems, business management, engineering or related field is required.

**Functional Requirements:** Provides master level systems analysis and administrative techniques and management to the development and/or modification of systems and sub-systems. Guides users in formulating requirements; advises on alternatives and on the implications of new or revised data processing systems; analyzes resulting user project proposals, identifies omissions and errors in requirements and conducts feasibility studies; recommends optimum approach and develops systems design for approved projects. Interprets information and arbitrates between system users when conflicts exist. Provides technical support required to ensure proper operation of complex systems. May direct and integrates the work of others in the accomplishment of customer goals and contract objectives.

**Labor Category: Network Hardware Installation Specialist**

**Minimum Experience:** Minimum of six years of experience, four of which must include system analysis and evaluation of hardware capabilities and configurations. General experience includes increasing responsibilities with ADP systems, including systems analysis and programming. Must demonstrate the ability to work independently or under general direction.

**Minimum Education:** High school diploma.

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

**Labor Category: Network Installation Technician**

**Minimum Experience:** Minimum of five years of experience, three of which must include analysis and installation of computer-based systems; analysis, design, and installation of local area networks; fiber optic cable installation; specialized interconnect cable design and fabrication; and analysis and installation of communications systems.

**Minimum Education:** High school diploma.

**Functional Responsibility:** Conducts site surveys; assesses and documents current site network configurations and user requirements. Designs and optimizes network topologies. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Prepares
engineering plans and site installation technical design packages. Develops hardware installation schedules. Prepares drawings documenting configuration changes at each site. Prepares site installation and test reports. Configures computers, communications devices, and peripheral equipment. Installs network hardware and trains site personnel in proper use of hardware. Builds specialized interconnecting cables.

**Labor Category: Operations Manager**

**Minimum Experience:** Minimum of seven years of experience, five of which must include supervision and operations experience on a large-scale computer system, knowledge of hardware, and software and operating systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related discipline.

**Functional Responsibility:** Manages computer operations. Ensures that production schedules are met and that computer system resources are used effectively. Coordinates the resolution of production-related problems.

**Labor Category: Principal Records Manager**

**Minimum Experience:** Minimum of seven years of experience in collecting, analyzing, and interpreting information from various sources to solve customer needs that require a senior-level professional knowledge of information management, support, and processing and in finding solutions to complex information and records management needs. Capable of working with senior and executive managers to organize, establish, and operate document and/or records centers, manage unique records collection throughout the enterprise. Directs and/or leads project tasks.

**Minimum Education:** Bachelor’s degree in library or information science or appropriate technical discipline. Advanced degree preferred.

**Functional Responsibility:** Responsible for applying detailed methods of record retention, disposition, and control of records. Produces records based on established standards and procedures, and implements data integrity routines ensuring data quality control. Applies knowledge of National Archives and Records Administration (NARA) data elements and other pertinent standards. Experienced collecting, analyzing, and interpreting information. Experienced in planning information systems and electronic management of records in compliance with stated requirements and regulations. Recommends solutions to complex information and record management needs.

**Labor Category: Production Manager**

**Minimum Experience:** Minimum of five years of experience in bibliographic record creation and/or complex data entry, and an additional three years of experience in supervision of employees involved in input processing of records.

**Minimum Education:** Bachelor’s degree or a minimum of ten years of relevant experience managing production projects may be substituted for the degree requirement.
**Functional Responsibility:** Manages the production of bibliographic records, including supervision of employee and quality control of all work prior to submission to the client. Recruits and trains employees who catalog, scan, or enter data into the database. Coordinates production with the client to ensure that milestones and timelines are met, and on cataloging issues.

**Labor Category: Program Administration Specialist**

**Minimum Experience:** Minimum of four years of experience, two of which must be specialized in general administration and preparation of technical reports, documents, and publications. At a minimum, also requires one year of specialized experience using commercial automated word processing, graphics systems, and desktop publishing systems.

**Minimum Education:** High school diploma.

**Functional Responsibility:** Coordinates schedules to facilitate completion of proposals, contract deliverables, task order reviews, briefings/presentations, and meeting preparations. Directly supports the program manager by maintaining personnel files and other files, prepares correspondence, performs scheduling, and coordinates travel.

**Labor Category: Program Applications Specialist**

**Minimum Experience:** Minimum of six years of experience, four of which must be specialized in applications programming on large-scale database management systems, use of computer equipment, and development of complex software to satisfy design objectives.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related discipline.

**Functional Responsibility:** Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time and/or to improve efficiency.

**Labor Category: Program Integration Manager**

**Minimum Experience:** Minimum of nine years of experience, five of which must include specialized experience in program integration or a directly related discipline.

**Minimum Education:** Bachelor’s degree in computer science, engineering or appropriate technical discipline.

**Functional Responsibility:** Provides industry knowledge of specific software product modules or technical tools to gather and document customer business process requirements. Deploys and documents enterprise management solutions for complex, heterogeneous IT environments. Develops or executes basic functional and technical specifications and testing for system configuration, mapping, and reporting.
**Labor Category: Program Manager**

**Minimum Experience:** Minimum of 15 years of general experience, 10 of which must be in project development and management.

**Minimum Education:** Master’s degree in computer or information science, information systems, engineering, business, or other related discipline.

**Functional Responsibility:** Directs the performance of a variety of related projects that may be organized by customer, service, or technology. Responsible for the effective management of program activities. Manages a program consisting of multiple projects, including project identification, design, development, and delivery.

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**Labor Category: Project Control Specialist**

**Minimum Experience:** Minimum of six years of general experience, three of which must be in the preparation and analysis of financial statements and development of business applications for complex systems. Develops work breakdown structures and prepares charts, tables, graphs, and diagrams to assist in analyzing problems. Responsible for tracking, analyzing, reporting, and providing data on project operations, finances, contracts, and administrative issues, milestones, and deliverables.

**Minimum Education:** Bachelor’s degree in computer or information science, information systems, engineering, business, or other related discipline.

**Functional Responsibility:** Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issue that may require a report and recommend solutions. Serves as project planner, coordinator, and facilitator working directly for a manager.

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**Labor Category: Project Manager**

**Minimum Experience:** Minimum of 12 years of general experience, 9 of which must be specialized experience within program development and management.

**Minimum Education:** Master’s degree in computer or information science, information systems, engineering, business, or other related discipline.

**Functional Responsibility:** Directs the performance of a variety of related projects that may be organized by customer, service, or technology. Responsible for the effective management of project activities.

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**Labor Category: Quality Assurance Manager**

**Minimum Experience:** Minimum of eight years of general experience, five of which must be in configuration management, verification and validation, software testing and integration, or software metrics and their application to software QA.

**Minimum Education:** Bachelor’s degree in computer or information science, information systems, engineering, business, or other related discipline. Master’s degree preferred.
**Functional Responsibility:** Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at predetermined points throughout the development life cycle. Responsible for review of work products, documentation, and resolution of quality issues.

**Labor Category: Records Manager**

**Minimum Experience:** Minimum of three years of experience in collecting, analyzing, and interpreting information from various sources to solve customer needs that require a knowledge of information management, support, and processing and in finding solutions to information and records management needs.

**Minimum Education:** Bachelor’s degree in library or information science or appropriate technical discipline

**Functional Responsibility:** Responsible for applying detailed methods of record retention, disposition, and control of records. Produces records based on established standards and procedures, and implements data integrity routines to ensure data quality control. Experience collecting, analyzing, and interpreting information. Experience in planning information systems and electronic management of records in compliance with stated requirements and regulations.

**Labor Category: Senior Administrator**

**Minimum Experience:** Eight years’ experience, of which at least four years must be specialized. Specialized experience includes: editing documents, office management, technical writing or secretarial functions.

**Minimum Education:** An Associate’s degree in English, literature, teaching, business or liberal arts is required.

**Functional Requirements:** Responsibilities may include one or more of the following: collects and organizes information required for preparation of user's manuals, training materials, installation guides, proposals, and reports; edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Gathers, analyzes, and composes technical information; conducts research and ensures the use of proper technical terminology; translates technical information into clear, readable documents to be used by technical and non-technical personnel. Performs data entry via on-line data terminal, key-to-tape, key-to-disk, or similar devices; verifies data entered, where applicable; composes correspondence requiring some understanding of technical matters; may sign for executive when technical or policy content has been authorized. Notes commitments made by executive during meetings and arranges for staff implementation. On own initiative, arranges for staff member to represent organization to conferences and meetings, establishes appointment priorities, or reschedules or refuses appointments or invitations. Reads outgoing correspondence for executive's approval and alerts writers to any conflict with the file or departure from policies or executive's viewpoints; gives advice to resolve the problems. Summarizes the content of incoming materials, specially gathered information, or meetings to assist executive; coordinates the new information with background office sources; draws attention to important parts or conflicts. In the executive's absence, ensures that requests for action or information are relayed to the appropriate staff member; as needed,
interprets request and helps implement action; makes sure that information is furnished in timely manner; decides whether executive should be notified of important or emergency matters.

**Labor Category: Senior Data Center Administrator**

**Minimum Experience:** Six or more years in operating main, mini, or large-scale computer systems and/or distributed operating systems.

**Minimum Education:** A BA degree in Computer Science, Information Systems, Business Management, Engineering or related field required. An AA degree or equivalent formal trade school training in computer system operations and relevant experience may be substituted.

**Functional Requirements:** Operates the control console of mainframe computers, large minicomputer arrays, client/server systems, and/or service center consoles/functions; monitors performance and security, and corrects equipment/system malfunctions; reviews error messages and makes corrections during operation; assists users in resolving problems; maintains records of all problems/errors occurring and actions taken to fix; and, performs root cause analysis of failures. Assists users with Internet/Intranet access. Provides technical assistance to operators, programmers, system analysts, users, and managers in order to evaluate alternatives and resolve problems; assists users and clients in formulating requirements; and helps project managers with system and data analysis. Provides direct supervision and training of team members. Provides technical assistance to operators, programmers, system analysts, and users in order to resolve problems. Functions as a team or shift or project lead when required.

**Labor Category: Senior Data Base Administrator (DBA) (Level 2)**

**Minimum Experience:** Eight or more years of total IT experience with four or more years as a DBA in a production support or development role.

**Minimum Education:** A Bachelor's degree in computer science, engineering, business management or a related field is required.

**Functional Requirements:** Provides mid-level DBA techniques to solve complex problems in the functional areas listed under Experience above. Provides DBA expertise to design, plan and execute IT or communications solutions to identified problems and assigned tasks. Accomplishes program activities designed to provide technology that ensures effective and economical support of databases. Assists in technical studies critical to support functions, utilizing system and database techniques for analysis or simulation. Assists in the planning, direction and coordination of work activity for technical staff involved in structured analysis, design, programming and testing of various integrated systems. Assists in providing business re-engineering services, security engineering, independent validation and verification, cost/performance trade-off studies and facility engineering and planning to clients as requested.

**Labor Category: Senior Information Engineer**

**Minimum Experience:** Minimum of ten years of experience in information and information systems development, functional and data requirements analysis, systems analysis and design, programming, program design, and document preparation. A minimum of eight years of specialized experience is required in managing the implementation of information engineering projects, performing information
systems analysis and design, and analyzing and designing scientific, environmental, engineering, and business applications and databases.

**Minimum Education:** Master’s degree in computer science, information systems, engineering, business, or other related discipline.

**Functional Responsibility:** Applies an enterprise-wide set of disciplines for the planning, analysis, design, and construction of information programs and systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodologies for problem resolution. Performs enterprise-wide strategic planning, business information planning, business, and analysis. Performs process and data modeling, and applies reverse engineering and re-engineering to develop migration strategic and planning documents. Provides technical guidance in automated support tools.

**Labor Category:** *Senior Librarian / Information Specialist*

**Minimum Experience:** Minimum of five years of administrative or managerial experience, which may include program or project management. Additionally, this position may be filled based on five years of experience in a technical position, such as reference or technical services, with progressive responsibilities related to planning for information services and systems, project implementation, collection management, and staff utilization. General experience includes participation in or responsibility for planning, budgeting, and personnel supervision. May require reading ability of a foreign language or advanced knowledge of special subject tools and resources.

**Minimum Education:** Master’s degree from an accredited program in a related area of concentration. May require coursework or undergraduate or advanced degrees in subject disciplines such as business, engineering, music, or computer science.

**Functional Responsibility:** Plans and implements information projects, programs, or library services. In an administrative position, responsible for providing information services, collections, staff and user training and orientations, outreach, marketing and public relations activities to meet the objectives of the organization and users served. Library or information center management includes responsibility for budgeting, strategic planning, and personnel management. In a research position, designs and implements short- and long-term research assignments requiring a high level of expertise in information tools, resources, and methods. Responsible for organizing, analyzing and reporting information research results that convey an overview and detailed description of the information infrastructure of a topic or discipline as required. In a technical services position, designs and implements information processing systems that provide access to materials in scope for the organization served. This may require research of existing information systems and vocabularies or thesauri, development of new systems that target unique content or materials, and/or application of new technologies.

**Labor Category:** *Senior Network Hardware Installation Specialist*

**Minimum Experience:** Minimum of nine years of experience, six of which must include supervision of installation technicians, analysis, design, and installation of computer-based systems, analysis, design, and installation of local area networks, and analysis and installation of communications systems.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related discipline or certification as a network engineer (CNE).
**Functional Responsibility:** Organizes and directs hardware installations based on site surveys. Assesses and documents current site network configurations and user requirements. Designs and optimizes network topologies. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Directs and leads preparation of engineering plans and site installation technical design packages. Develops hardware installation schedules. Mobilizes installation teams. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support.

**Labor Category: Senior Records Manager**

**Minimum Experience:** Minimum of five years of experience in collecting, analyzing, and interpreting information from various sources to solve customer needs that require a professional knowledge of information management, support, and processing and in finding solutions to complex information and records management needs. Capable of working with managers and high-level personnel to organize, establish, and operate document and/or records centers, manage a unique records collection, and lead project tasks. Experience in planning information systems and electronic management of records and in ensuring that requirements and regulations are met in the maintenance of records. Knowledgeable NARA standard data elements, and capable of researching and learning other standards pertinent to required tasks. Capable of maintaining responsibilities for application of appraisal methods for record retention, disposition, and control, development of authority control systems, and performance of management and supervisory functions.

**Minimum Education:** Master’s degree in library or information science from an American Library Association (ALA)-accredited program with coursework in records management, or a bachelor’s degree in an information field such as business administration with a concentration in records management, information management, or information systems. Certified records management (CRM) credentials preferred.

**Functional Responsibility:** Provides oversight of all aspects of the records control system. Designs and implements access and retrieval systems, as well as record format and content, as required. Oversees record production based on established standards and procedures. Provides training on the records system and develops training materials for records personnel and users. Implements data integrity routines and oversees data quality control. Develops policy and procedures manuals related to record retention, disposition, and control, the control system. Provides daily supervision and direction of other records managers and data entry functions and personnel.

**Labor Category: Senior Systems/Applications Programmer (Level 2)**

**Minimum Experience:** Eight or more years of programming experience with both systems level and application programs.

**Minimum Education:** A Bachelor's degree in computer science, information systems, business management, engineering or related field is required.

**Functional Requirements:** Applies expertise in programming to complex programs, assists in the design or redesign of programs, investigates and analyzes feasibility and program requirements and develops programming specifications. Assists in planning the full range of programming activities to produce interrelated, but different, products and solves programming problems. Develops, modifies and maintains programs; designs and implements the interrelationships of files and records within programs;
develops block diagrams and logic flow charts; and, translates detailed design into computer program-coded instructions. Tests, documents and writes operating instructions for all work. Works with other project personnel to coordinate efforts and resolve problems. Works under the direction of a Master Programmer or the Technical Program Manager. May supervise other programmers in the accomplishment of assigned work.

**Labor Category: Senior Systems/Security/Network Engineer (Level 2)**

**Minimum Experience:** Eight or more years’ experience in the management, analysis, planning, design, production, test, installation and life cycle maintenance of computer hardware and software to support IT, telecommunications or other programs.

**Minimum Education:** A Bachelor's degree in computer science, engineering, business management or a related field is required.

**Functional Requirements:** Provides senior level systems engineering techniques and management to solve complex problems in the functional areas listed under Experience above. Provides systems engineering expertise to design, plan and execute IT or security or communications solutions to identified problems and assigned tasks. Directs and coordinates program activities designed to provide technology that ensures effective and economical support of products, systems or equipment. Utilizes computer-assisted engineering and design software and equipment to perform engineering tasks. Directs and coordinates the operation, maintenance, repair and testing of equipment and systems in field installations. Accomplishes technical studies critical to support functions, utilizing computer techniques for analysis or simulation. Provides business re-engineering services, security engineering, independent validation and verification, cost/performance trade-off studies and facility engineering and planning to clients as requested. May supervise junior engineers in the accomplishment of contractual objectives.

**Labor Category: Senior Systems Analyst**

**Minimum Experience:** Minimum of five years of general computing experience.

**Minimum Education:** A master’s degree in computer or information science, information systems, business management, or other related discipline. Experience may be substituted for education.

**Functional Responsibility:** Analyzes and studies complex information system or business process requirements. Designs solutions and manages their implementation. Manages development and support using formal specifications, data flow diagrams, and other accepted design techniques. 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 resolution and user satisfaction. Makes recommendations for approval of major systems installations. Prepares milestone status reports and provides presentations on the system concept to colleagues, subordinates, and end user representatives.

**Labor Category: Senior Business Process Reengineering Specialist**

**Minimum Experience:** Minimum of ten years of experience, seven of which must include facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying
best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods and practices.

**Minimum Education:** Master’s degree in computer science, information systems, engineering, business, or other related discipline.

**Functional Responsibility:** Applies process improvement and reengineering methodologies and principles to information programs and systems; conducts process modernization projects. Responsible for effective transitioning of existing project teams and facilitation of project teams in the accomplishment of project activities and objectives. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

**Labor Category: Systems/Applications Programmer (Level 1)**

**Minimum Experience:** Four or more years of programming experience with either systems level or application programs.

**Minimum Education:** An Associate’s degree in computer science, information systems, business management, engineering or related field is required.

**Functional Requirements:** Applies expertise in programming to assisting in the design or redesign of programs. Assists in the development, modification and maintenance of programs; assists in designing and implementing the interrelationships of files and records within programs; develops block diagrams and logic flow charts; and, assists in translating detailed design into computer program-coded instructions. Documents and writes operating instructions for all work. Works with other project personnel to coordinate efforts and resolve problems. Works under the direction of a senior or master programmer.

**Labor Category: Systems/Security/Network Engineer/DBA (Level 1)**

**Minimum Experience:** Four or more years’ experience in the management, analysis, data base analysis, planning, design, production, test, installation and life cycle maintenance of computer hardware and software to support IT, telecommunications or other programs.

**Minimum Education:** Bachelor's degree in computer science, engineering, business management or a related field is required.

**Functional Requirements:** Provides systems engineering or DBA techniques to solve complex problems in the functional areas listed under Experience above. Provides systems engineering expertise to design, plan and execute IT, security, data base or communications solutions to identified problems and assigned tasks. Accomplishes program activities designed to provide technology that ensures effective and economical support of products, systems or equipment. Assists in technical studies critical to support functions, utilizing computer techniques for analysis or simulation. Assists in providing business re-engineering services, security engineering, and data base management, independent validation and verification, cost/performance trade-off studies and facility engineering and planning to clients as requested.
**Labor Category: Systems Administrator**

**Minimum Experience:** Minimum of four years of experience, three of which must be specialized in administering UNIX or open systems-compliant systems. General experience includes operations experience on a large-scale computer system or multi-server local area network.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related discipline.

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

**Labor Category: Systems Administrator I**

**Minimum Experience:** Minimum of two years of experience, one of which must be specialized in administering UNIX or open systems-compliant systems. General experience includes operations experience on a large-scale computer system or multi-server local area network.

**Minimum Education:** Associate’s degree in computer science, engineering or technically appropriate discipline.

**Functional Responsibility:** Performs daily activities of configuration and operation of business systems which may be mainframe, mini, client/server based or web based. Provides assistance to users in assessing and using business systems. Strong customer service, interpersonal, and communications skills. Capable of writing technical documentation, acting as a vendor liaison, and making presentations to professional peers and management. Must be a team player. System specific certification such as Microsoft Certified Solutions Expert (MCSE) is desired.

**Labor Category: Systems Administrator II**

**Minimum Experience:** Minimum of three years of experience, two of which must be specialized in administering UNIX or open systems-compliant systems. General experience includes operations experience on a large-scale computer system or multi-server local area network.

**Minimum Education:** Bachelor’s degree in computer science, engineering, or technically appropriate discipline.

**Functional Responsibility:** Performs daily activities of configuration and operation of business systems which may be mainframe, mini, client/server based or web based. Performs system capacity analysis and planning. Provides assistance to users in assessing and using business systems. Strong customer service, interpersonal, and communications skills. Capable of writing technical documentation, acting as a vendor liaison, and making presentations to professional peers and management. Must be a team player. System specific certification such as MCSE is desired.
**Labor Category: Systems Analyst**

**Minimum Experience:** Minimum of six years of general computing experience, four of which must be specialized in analysis and design of business applications and complex systems, including three years of experience in database management concepts. Knowledge of current storage and retrieval methods. One year of information systems analysis experience designing technical applications, and demonstrated ability to formulate specifications for use in solving systems problems.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, business, or other related discipline.

**Functional Responsibility:** Analyzes and develops information systems, processing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems and applications to facilitate project completion. Analyzes problems and information to be processed.

**Labor Category: Technical Analyst/Indexer**

**Minimum Experience:** Minimum of five years of experience in database indexing using a controlled vocabulary. Should demonstrate a strong understanding of database functions, and may require the ability to read and write a foreign language. General experience includes strong writing skills and a working knowledge of computer systems and software.

**Minimum Education:** Bachelor’s degree in a discipline related to the technical area to be analyzed.

**Functional Responsibility:** Responsible for the technical analysis of information and data and for accurately describing the content in controlled vocabularies and other database fields as required by the sponsoring organization. Other responsibilities could include translation of foreign language information, technical input to the controlled vocabulary, and the training of junior analysts.

**Labor Category: Technical Writer/Editor**

**Minimum Experience:** Minimum of three years of experience, one of which must include demonstrated experience in editing technical documents and preparing technical documentation, including researching of applicable government and industry documentation standards.

**Minimum Education:** Bachelor’s degree in English or other related discipline.

**Functional Responsibility:** Assists in collecting and organizing information required for preparation of user manuals, training manuals, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents.
## Authorized Federal Supply Schedule Price List

### GSA Awarded Rates

**SIN 54151S/RC Information Technology Professional Services**

<table>
<thead>
<tr>
<th>Labor Category</th>
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<th>Year 2: October 18, 2018 – October 17, 2019</th>
<th>Year 3: October 18, 2019 – October 17, 2020</th>
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<td>Senior Network Hardware Installation Specialist</td>
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## Service Contract Labor Standards Matrix

<table>
<thead>
<tr>
<th>SCLS Eligible Contract Labor Category</th>
<th>SCLS Equivalent Code Title</th>
<th>Wage Determination Number</th>
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<tbody>
<tr>
<td>Administrative Assistant**</td>
<td>01311 - Secretary I</td>
<td>WD 2015-4281 Rev. 16 (04/23/2020)</td>
</tr>
<tr>
<td>Clerk III/Customer Support III/Technician III**</td>
<td>01113 - General Clerk III</td>
<td>WD 2015-4281 Rev. 16 (04/23/2020)</td>
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<tr>
<td>Clerk II/Customer Support II/Technician II**</td>
<td>01112 - General Clerk II</td>
<td>WD 2015-4281 Rev. 16 (04/23/2020)</td>
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<tr>
<td>Clerk I/Customer Support I/Technician I**</td>
<td>01111 - General Clerk I</td>
<td>WD 2015-4281 Rev. 16 (04/23/2020)</td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).