Multiple Award Schedule

FSC Group: Professional Services  FSC Class: 
Contract Number: 47QRAA19D003P

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

Contract Period: January 31, 2019 through January 30, 2024

Contractor: UNITY TECHNOLOGIES CORPORATION
3001 WARD KLINE RD
MYERSVILLE, MD 21773

Business Size: Small, Disadvantaged, Economically Disadvantaged Woman Owned Business

Telephone: (301) 674-1528
Extension: 
FAX Number: (301) 508-7065
Web Site: UNITYTEC.COM
E-mail: jcdorsey.unitytec@gmail.com
Contract Administration: JOSEPH DORSEY

CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>541611RC</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
</tr>
<tr>
<td>54151S</td>
<td>54151SRC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>541219</td>
<td>541219RC</td>
<td>Budget and Financial Management Services</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMRC</td>
<td>Order-Level Materials (OLM’s)</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: See Rate Table

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item: See Labor Categories

2. Maximum Order: $1,000,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic and Worldwide

5. Point(s) of production (city, county, and state or foreign country): Same as company address

6. Discount from list prices or statement of net price: Government net prices (discounts already deducted).

7. Quantity discounts: None

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

9. Foreign items (list items by country of origin): None

10a. Time of Delivery (Contractor insert number of days): Specified on the Task Order

10b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor

10c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

10d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor

11. F.O.B Points(s): Destination

12a. Ordering Address(es): Same as Contractor

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s are found in Federal Acquisition Regulation (FAR) 8.405-3.
13. Payment address(es): Same as company address

14. Warranty provision.: Contractor’s standard commercial warranty.

15. Export Packing Charges (if applicable): N/A

16. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

17. Terms and conditions of installation (if applicable): N/A

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

18b. Terms and conditions for any other services (if applicable): N/A

19. List of service and distribution points (if applicable): N/A

20. List of participating dealers (if applicable): N/A

21. Preventive maintenance (if applicable): N/A

22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/: N/A

23. Data Universal Numbering System (DUNS) number: 796980378

24. Notification regarding registration in in System for Award Management (SAM) database:

**Final Pricing:**
The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Awarded Labor Category</th>
<th>Site</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>Program Manager</td>
<td>Both</td>
<td>$84.42</td>
<td>$86.20</td>
<td>$88.01</td>
<td>$89.85</td>
<td>$91.74</td>
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<tr>
<td>54151S</td>
<td>Project Manager, Sr.</td>
<td>Both</td>
<td>$81.86</td>
<td>$83.58</td>
<td>$85.33</td>
<td>$87.13</td>
<td>$88.96</td>
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<tr>
<td>541219</td>
<td>Project Manager</td>
<td>Both</td>
<td>$59.82</td>
<td>$61.08</td>
<td>$62.36</td>
<td>$63.67</td>
<td>$65.00</td>
</tr>
<tr>
<td></td>
<td>Business Systems Analyst</td>
<td>Both</td>
<td>$40.84</td>
<td>$41.70</td>
<td>$42.57</td>
<td>$43.47</td>
<td>$44.38</td>
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<tr>
<td></td>
<td>Supply Systems Analyst</td>
<td>Both</td>
<td>$40.84</td>
<td>$41.70</td>
<td>$42.57</td>
<td>$43.47</td>
<td>$44.38</td>
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<tr>
<td></td>
<td>Functional Analyst, Jr.</td>
<td>Both</td>
<td>$26.27</td>
<td>$26.82</td>
<td>$27.38</td>
<td>$27.96</td>
<td>$28.55</td>
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<tr>
<td></td>
<td>Functional Analyst, Mid</td>
<td>Both</td>
<td>$26.58</td>
<td>$27.14</td>
<td>$27.71</td>
<td>$28.29</td>
<td>$28.86</td>
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<td></td>
<td>Functional Analyst, Sr.</td>
<td>Both</td>
<td>$37.45</td>
<td>$38.24</td>
<td>$39.04</td>
<td>$39.86</td>
<td>$40.70</td>
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<tr>
<td></td>
<td>Industrial Engineer</td>
<td>Both</td>
<td>$53.11</td>
<td>$54.22</td>
<td>$55.36</td>
<td>$56.53</td>
<td>$57.71</td>
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<tr>
<td></td>
<td>Logistics Management Specialist</td>
<td>Both</td>
<td>$72.25</td>
<td>$73.77</td>
<td>$75.32</td>
<td>$76.90</td>
<td>$78.52</td>
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<td></td>
<td>Principle Consultant</td>
<td>Both</td>
<td>$133.50</td>
<td>$136.30</td>
<td>$139.17</td>
<td>$142.09</td>
<td>$145.07</td>
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<tr>
<td></td>
<td>Technical Writer</td>
<td>Both</td>
<td>$79.60</td>
<td>$81.27</td>
<td>$82.95</td>
<td>$84.72</td>
<td>$86.50</td>
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<tr>
<td></td>
<td>Graphic Artist / Multimedia Designer</td>
<td>Both</td>
<td>$71.79</td>
<td>$73.30</td>
<td>$74.84</td>
<td>$76.41</td>
<td>$78.01</td>
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<tr>
<td></td>
<td>Solution Architect</td>
<td>Both</td>
<td>$106.80</td>
<td>$109.04</td>
<td>$111.33</td>
<td>$113.67</td>
<td>$116.06</td>
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<td></td>
<td>Subject Matter Expert (SME)</td>
<td>Both</td>
<td>$166.25</td>
<td>$169.74</td>
<td>$173.30</td>
<td>$176.94</td>
<td>$180.66</td>
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<tr>
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<td>Technical Program Manager</td>
<td>Both</td>
<td>$190.22</td>
<td>$194.22</td>
<td>$198.30</td>
<td>$202.46</td>
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<tr>
<td></td>
<td>Technical Project Manager</td>
<td>Both</td>
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<td>$172.93</td>
<td>$176.57</td>
<td>$180.27</td>
<td>$184.06</td>
</tr>
<tr>
<td></td>
<td>Technical SME</td>
<td>Both</td>
<td>$204.12</td>
<td>$208.41</td>
<td>$212.79</td>
<td>$217.25</td>
<td>$221.82</td>
</tr>
</tbody>
</table>
The Service Contract Labor Standards (SCLS) is applicable to this contract and it includes SCLS applicable labor categories. The prices for the indicated (**) SCLS labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).

**Labor Category Position Descriptions**

UnityTec permits, in most cases, work experience to be substituted for the education requirement for the job description and vice-versa, as long as the education or experience is in a comparable discipline. Any experience or education requirement in the proposed Labor Categories, are able to be substituted using the following substitution methodology where years experience or degrees can be substituted interchangeably with the following equivalency to meet customer requirements.

**Table 1:** In the following labor categories, a degree can be substituted with a lower degree plus years of experience.

<table>
<thead>
<tr>
<th>Degree</th>
<th>Equivalent Degree</th>
<th>Years of Experience or more</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctorate Degree</td>
<td>Master’s Degree</td>
<td>6</td>
</tr>
<tr>
<td>Master’s Degree</td>
<td>Bachelor’s Degree</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Associates Degree</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>High school Diploma</td>
<td>8</td>
</tr>
<tr>
<td>Bachelor’s Degree</td>
<td>Associates Degree</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>High school Diploma</td>
<td>6</td>
</tr>
<tr>
<td>Associate’s Degree</td>
<td>High school Diploma</td>
<td>2</td>
</tr>
<tr>
<td>High School Diploma</td>
<td>No other equivalency</td>
<td></td>
</tr>
</tbody>
</table>

**Table 2:** Simplified Substitution methodology

<table>
<thead>
<tr>
<th>Years Experience</th>
<th>Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>High School Diploma</td>
</tr>
<tr>
<td>2</td>
<td>Associate Degree</td>
</tr>
<tr>
<td>6</td>
<td>Bachelor’s Degree</td>
</tr>
<tr>
<td>8</td>
<td>Master’s Degree</td>
</tr>
<tr>
<td>12</td>
<td>Doctorate Degree</td>
</tr>
</tbody>
</table>
Program Manager - The corporate Program Manager consults with the Contracting Officer's Representative (COR), the Contracting Officer (KO) and other government personnel to minimize costs and maximize efficiency in achieving ordered requirements. The Program Manager acts as a liaison between the COR, the KO and corporate management. The Program Manager coordinates activities and seeks resolution of contractual and technical problems while working with the KO, COR and other government personnel.

PM shall have a minimum of 10 years of experience in the areas of program/project management, engineering, logistics, distribution or supply chain management, finance, or business administration/management and a Bachelor's degree in a comparable discipline. The Program Manager must also be able to retain an active U.S. SECRET Security Clearance.

Project Manager, Sr. - The Contractor shall designate an on-site PM who has full authority to act for the Contractor on all matters relating to contract performance. The PM shall provide overall coordination in direct support of matters pertaining to support services performed under this contract and as the principal point of contact for technical issues. The PM shall participate in formal activities, project management reviews, and informal meetings. The PM shall provide support through the management and prioritization of day-to-day Contractor activities, and the preparation of documents to include, but not limited to, briefings, point papers, trip reports, and meeting minutes related to the status of the performance under this contract. The PM shall be able to provide overall supervision for Contractor employees, to include, but not limited to; planning and managing the project professionally, ensuring that work is scheduled properly to obtain maximum use of resources; ensuring that accurate and timely reports are provided; effective supervision to prevent inefficient or wasteful methods in the performance of the labor hour services ordered; ensure cost saving factors and quality controls are used to ensure work is performed as scheduled, and at a fair and reasonable cost.

The Senior PM shall have a minimum of eight years of experience in the areas of program/project management, engineering, logistics, distribution or supply chain management, finance, or business administration/management and a Bachelor's degree in a comparable discipline. In addition, the Senior PM shall able to retain an active U.S. SECRET Security Clearance.

Project Manager - The PM shall provide overall coordination in direct support of matters pertaining to support services for which tasked. The PM shall participate in formal activities, project management reviews, and informal meetings. The PM shall provide support through the management and prioritization of day-to-day task activities, and the preparation of documents to include, but not limited to, briefings, point papers, trip reports, and meeting minutes related to the status of the performance under this contract. The PM shall provide team leadership for Contractor employees assigned to work on specific tasks, to include, but not limited to: planning and managing the project professionally, ensuring that work is scheduled properly to obtain maximum use of resources: ensuring that accurate and timely reports are provided: effective supervision to prevent inefficient or wasteful methods in the performance of the labor hour services ordered: and ensure cost saving factors and quality controls are used to ensure work is performed as scheduled, and at a fair and reasonable cost.

The PM shall have a minimum of six years of specialized experience and a Bachelor's degree in the area of program/project management, engineering, logistics, distribution or supply chain management, finance, accounting, or business administration/management. In addition, the PM shall demonstrate the ability for carrying out established planning, budgeting, and program execution functions for designated projects to ensure program deliverables meet the performance requirements and objectives; the development of strategies to attain budget, schedule and performance goals for the specific task assigned; possess and demonstrate excellent communication and facilitation skills. The Project Manager must also be able to retain an active U.S. SECRET Clearance.

Business Systems Analyst - The Business Systems Analyst shall perform studies, analyses, and evaluations related to business organizations and processes, such as requirements analysis, feasibility studies, performance assessments, functional modeling, development of procedures, development of functional architectures, and other related managerial and technical areas business process improvement
initiatives, cost/benefit analyses, and/or business case analysis (BCA).

The Business Systems Analyst shall have a minimum of three years of specialized experience and a Bachelor’s degree in a discipline such as computer science, mathematics/statistics, engineering, logistics, finance, or business management/administration. The Analyst shall demonstrate the ability to perform studies, analyses, and evaluations related to business organizations and processes, such as requirements analysis, feasibility studies, performance assessments, functional modeling, development of procedures, development of functional architectures, and other related managerial and technical areas, business process improvement initiatives, cost/benefit analyses, and/or business case analysis (BCA). The Business Systems Analyst must also be able to retain an active U.S. SECRET Clearance.

Supply Systems Analyst - The Supply Systems Analyst shall analyze transactions/data to determine problem area; determine the feasibility of consolidating, eliminating, or expanding interrelated supply systems functions; provides the impact of new/proposed changes to the system/regulations; coordinates with functional users to resolve operational and procedural problems; researches functional problem area.

The Supply Systems Analyst shall have a minimum of at least five years’ experience and a High School diploma. In addition, the Analyst shall demonstrate knowledge of a broad range of supply program relationships in order to conduct studies, reviews and investigations and demonstrate thorough knowledge of policies and procedures required to manage and control material through the receipt, storage, warehousing, issue, packing, and/or transportation functions. The Supply Systems Analyst must also be able to retain an active U.S. SECRET Security Clearance.

Functional Analyst, Jr. - The Functional Analyst, in conjunction with the provision of professional support services, conducts analysis to determine and support functional and cross-functional requirements. The Analyst develops and monitors project tasks and schedules and provides management support, research, and technical support to projects and/or programs.

The Functional Analyst Jr. shall have at a minimum a High School diploma and three years’ experience in analysis of specialized technical data, producing solutions and documentation. In addition, the Analyst shall demonstrate the ability to conduct analysis of complex problems, definition of functional requirements, resource allocation, operations research, modeling and process analysis and design. Relevant functional areas include program/project management, engineering, logistics, distribution or supply chain management, finance, accounting, or business administration/management. The Functional Analyst Jr. must also be able to retain an active U.S. SECRET Security Clearance.

Functional Analyst, Mid - The Functional Analyst, Mid, in conjunction with the provision of professional support services, conducts analysis to determine and support functional and cross-functional requirements. The Analyst develops and monitors project tasks and schedules and provides management support, research, and technical support to projects and/or programs.

The Functional Analyst Mid-level shall have a minimum of a High School diploma and four years’ experience in analysis of specialized and/or technical data, producing solutions and documentation. In addition, the Analyst shall demonstrate the ability to conduct analysis of complex problems, definition of functional requirements, resource allocation, operations research, modeling and process analysis and design. Relevant functional areas include program/project management, engineering, logistics, distribution or supply chain management, finance, accounting, or business administration/management. The Functional Analyst Mid-level must also be able to retain an active U.S. SECRET Security Clearance.

Functional Analyst, Sr. - The Functional Analyst Senior, in conjunction with the provision of professional support services, conducts analysis of complex problems, definition of functional requirements, resource allocation, operations research, modeling and process analysis and design. Provides high-level management support, supervision, research and technical support to projects and programs. Develops and monitors project tasks and schedules. Manages work of task or project teams.

The Functional Analyst Senior shall have a minimum of a High School diploma and six years’ experience including, but not limited to, extensive knowledge of analytical techniques, experience in gathering and analyzing data to solve complex problems and/or produce finished reports; e.g., requirements definition, operations research, modeling, threat analysis, training and training development, logistics, procurement,
budget and finance and/or risk assessment. The Analyst shall demonstrate the ability to plan and carry out complex projects to completion and an extensive knowledge of subject matter concepts, practices and procedures. Relevant functional areas include program/project management, engineering, logistics, distribution or supply chain management, finance, accounting, or business administration/management. The Functional Analyst Senior must also be able to retain an active U.S. SECRET Clearance.

**Industrial Engineer** - The Industrial Engineer analyzes production processes to reduce waste and improve performance. Reviews production schedules, engineering specifications, process flows, and other information to understand manufacturing and service methods and activities. Develops management control systems to make financial planning and cost analysis more efficient. Identifies quality control procedures to resolve production problems or minimize costs. Works with management to develop standards for design and production.

The Industrial Engineer shall have a Bachelor’s degree in Industrial Engineering or comparable engineering discipline and six years’ experience in the engineering field. The Industrial Engineer must also be able to retain an active U.S. SECRET Security Clearance.

**Logistics Management Specialist** - Collaborates daily with the customer(s) on specific needs and requirements to include overseeing task execution.

The Logistics Management Specialist Lead shall have a Bachelor’s degree and six years of program/project management experience in the area of engineering, logistics, supply chain, or business administration/management. The Logistics Management Specialist shall demonstrate the ability to develop technical reports and briefs, papers, drawings, specifications, and procedures and perform expert-level review, analysis and validation of management and service level technical reports and briefs. The Logistics Management Specialist must also be able to retain an active U.S. SECRET Security Clearance.

**Principle Consultant** - A Principle Consultant is a senior technical advisor or a senior enterprise project manager. The Principle Consultant may be involved in all task orders issues against the contract in an oversight and advisory position. Principle Consultant shall provide overall coordination in direct support of matters pertaining to support services performed.

The Principle Consultant shall have a Bachelor’s degree and minimum of 12 years’ experience in relevant functional areas that include program/project management, technology, engineering, logistics, distribution or supply chain management, finance, accounting, or business administration/management. The Principle Consultant must also be able to retain an active U.S. SECRET Security Clearance.

**Technical Writer** - The Technical Writer writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Reviews and develops content of technical documentation and reports. Provides comments and editorial support for reports, presentations, and visualizations. Ensures that documents follow the requirements and are compliant and accurate.

The Technical Writer works with internal teams to obtain an in-depth understanding of the product and the documentation requirements. Analyzes existing and potential content, focusing on reuse and single-sourcing opportunities. Creates and maintain the information architecture. Produces high-quality documentation that meets applicable standards and is appropriate for its intended audience. Writes easy-to-understand user interface text, online help and developer guides. Creates tutorials to help end-users use a variety of applications.

The Technical Editor shall have a Bachelor’s degree and minimum of three years’ experience in technical writing including writing and editing material for reports, manuals, briefs, specifications, instruction books, users’ manuals, operating manuals. The Technical Writer shall demonstrate the ability to develop, organize, and edit technical documentation and procedure manuals; demonstrate the ability to organize basic source material, including applicable specifications and accompanying diagrams and drawings; demonstrate experience in organizing material and completing writing assignments according to specified standards regarding order, clarity, conciseness, style and terminology; and demonstrate experience in modifying and augmenting existing documentation and in recommending revisions or changes in scope,
format, content, and methods of reproduction or binding. The Technical Editor may be required to supervise other Technical Editors and Technical Writers.

**Graphic Artist / Multimedia Designer** - The Graphic Artist / Multimedia Designer, coordinates directly with subject matter experts in, creating original ideas for special effects with computerized paint-box and graphic equipment. Designs and coordinates the publication of projects and promotions using specialized graphic design software, produces and finalizes original logos, illustrations, graphs, charts, and images. Creates, plans, designs and prepares graphic representations to include video special effects and animated computer graphics and photography for a variety of branding and production elements, program promotions and other illustrations. Employs extensive use of computer graphics systems, or comparable state-of-the-art equipment to generate required graphics.

Develops and applies original computer programs to produce electronic 3-dimensional effects and other advanced animation techniques independently. Designs format of documents and publications; works with staff in selecting type font, layout, ink, paper stock, and printing and binding methods. Coordinates the integration of produced graphic elements into edited productions. Works out free details to achieve the desired artistic presentation of the tasks or subjects to be depicted. Selects the best electronic color rendition, computer-generated type fonts and other graphic assignments to assure that the finished product meets color television standards or other projection standards as well as proper contrast ratio balance according to standards and proper contrast ratio balance according to television or other projection greyscale requirements. Experiments with new methods and ideas to improve quality and quantity of work produced. Executes many tasks simultaneously and demonstrates ability to work as a team member, as well as independently. Works well with senior officials and action officers in translating requirements into finished work. Creates designs in the most appropriate program(s) using original artwork, photographs and/or computer graphics to achieve the most effective message possible in the shortest time possible.

Task may include: Develop and lead art/creative direction, composition, and layout of magazines and newsletters. Develop art/graphics and create brochures, booklets, posters, briefings to include computer graphics for the Internet and Intranet, multimedia presentations and a variety of related media, and other presentation materials using traditional design techniques and desktop publishing software. Examples include but not limited to: 1. Command briefings 2. Capabilities briefings/brochures 3. Strategic communications products (briefings, brochures, tabletop displays) for internal/external use 4. Storyboard displays for mission tours 5. Banners communicating strategic messaging 6. Various graphic products supporting people/culture programs. Develop/plan/produce videos (includes creating / building script, designing layout, production, shooting video, editing video, and ensuring 508 compliancy [i.e. close captioning] and streaming videos.

The Graphic Artist / Multimedia Designer shall have a Bachelor’s degree and eight years specialized experience utilizing multiple software applications, including, but not limited to Adobe Creative Suite, Corel Draw, Quark Xpress, Freehand, Visio, InDesign, and MS Office Suite. Must be able to take projects from conception or data to final production with minimal supervision in a fast-paced work environment. The Graphic Artist / Multimedia Designer may be required to supervise other Graphic Artist / Multimedia Designers.

**Solution Architect** – The Solution Architect defines, designs, and describes the architecture of a system delivered in context of a specific solution and as such it may encompass description of an entire system or only its specific parts. The Solution Architect also establishes system specifications using analysis of the customer requirements to develop solutions to technical problems.

The Solution Architect is a key member of the technical implementation team. Solution Architects utilizes methods by which enterprise architecture delivers value-added business solutions to the organization. Solution architecture activities take place during solution ideation, solution design, and solution implementation. During ideation, the Solution Architect establishes the complete business context for the solution and defines the vision and requirements for the solution. During design, the Solution Architect elaborates potential options, which may include RFIs, RFPs or prototype development. It selects the most optimal option and develops the roadmap for the selected solution. During implementation, the Solution Architect communicates the architecture to the stakeholders, and guides the implementation team.
The Solution Architect designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to technical and functional staff. The Solution Architect shall have a Bachelor’s degree and 10 years’ specialized experience and must also be able to retain an active U.S. SECRET Security Clearance.

Subject Matter Expert (SME) - A Subject Matter Expert is an individual whose qualifications and/or particular expertise are exceptional and/or highly unique. Subject Matter Experts do not have specific experience/education qualifications, but are typically identified as recognized Industry leaders for a given area of expertise. Subject Matter Experts typically perform the following kinds of functions: Initiates, supervises, and/or develops requirements from a project’s inception to conclusion for complex to extremely complex programs; Provides strategic advice, technical guidance and expertise to program and project staff; Provides detailed analysis, evaluation and recommendations for improvements, optimization development, and/or maintenance efforts for client-specific or mission critical challenges/issues; Consults with client to define need or problem supervises studies and leads surveys to collect and analyze data to provide advice and recommend solutions. The SME shall have a Bachelor’s degree and 12 years’ specialized experience in functional areas such as program/project management, engineering, logistics, distribution or supply chain management, finance, accounting, or business administration/management.

Technical Program Manager – The Technical Program Manager oversees all aspects of information technology and database support including planning, organizing, staffing, directing, integrating, and controlling activities necessary for all tasks to meet schedule, and performance requirements. They manage all day-to-day operations including administrative functions, assessing risks, identifying assumptions, and resolving interpersonal conflicts. They are responsible for the duties, tasks, and activities required to make the program/project successful. They actively participate in the management decision-making process. The Technical Program Manager shall have at minimum a bachelor’s degree and 10+ years’ experience in functional areas such as program/project management, engineering, logistics, distribution or supply chain management, finance, accounting, or business administration/management.

Technical Project Manager - The Technical PM provides overall coordination in direct support of matters pertaining to technical support services and as the principal point of contact for technical issues. They provide support through the management and prioritization of day-to-day technical activities, and the preparation of documents to include, but not limited to, briefings, point papers, trip reports, and meeting minutes related to the status of performance of the project. They provide overall supervision for employees, to include, but not limited to; planning and managing the project professionally, ensuring that work is scheduled properly to obtain maximum use of resources; ensuring that accurate and timely reports are provided; effective supervision to prevent inefficient or wasteful methods in the performance of the labor hour services ordered; ensure cost saving factors and quality controls are used to ensure work is performed as scheduled, and at a fair and reasonable cost. The Technical Project Manager shall have at minimum a bachelor’s degree and 10+ years’ experience in functional areas such as program/project management, engineering, logistics, distribution or supply chain management, finance, accounting, or business administration/management.

Technical SME – The Technical SME oversees all aspects of technical requirements including planning, organizing, staffing, directing, integrating, and controlling activities necessary for all tasks to meet schedule, and performance requirements. They manage all day-to-day operations including administrative functions, assessing risks, identifying assumptions, and resolving interpersonal conflicts. They are responsible for the duties, tasks, and activities required to make the program/project successful. Technical SMEs are brought into the process to provide content knowledge and to make sure that every detail related to content is correct. They actively participate in the management decision-making process. Technical SME shall have at minimum a master’s degree and at least 5 years’ experience in functional areas such as program/project management, engineering, logistics, distribution or supply chain management.
management, finance, accounting, or business administration/management

**Technical Trainer** - The Technical Trainer provides a variety of technical training and services. They are responsible for the planning, development, implementation, and delivery of the training programs, including leading efforts that maintain and enhance ongoing learning and development. They identify the training delivery methodology required for each component and each audience; develop the content for each component and audience; ensure that the delivery methodology has a feedback loop for audience input and a way to measure comprehension; coordinate and direct outside vendors who will assist in the preparation of the material; and continually maintain and improve material throughout the project to respond to emerging requirements and risks. The Technical SME shall have at minimum a bachelor’s degree and at least 3 years’ experience.

**Communications Lead** - The Communications Lead develops strategies and activities that integrate organization performance objectives and individual competencies with public relations and agency initiatives. They evaluate current needs relative to future goals and system requirements; provides services in the selection and implementation of systems, including the overall strategy, content, and technical design. They also establish, revise, or review policies, procedures, mission objectives, and organizational design, as necessary, to eliminate work problems or barriers to mission accomplishment, implement quality improvements, and respond to concerns with regulatory compliance and customer requirements. They produce effective and visually appealing communications and design products, including but not limited to executive-level briefings materials, training materials, meeting facilitation materials, marketing communications, technical communications; and strategic communication packages. This should include a demonstrated understanding of how to apply design and technical knowledge to develop and deliver products used which influence outcomes within an Agency and with Agency partners (or organizational equivalent) at an enterprise level. The Communications Lead shall have at minimum a bachelor’s degree and 10+ years’ experience.

**Database Administrator** - The Database Administrator provides support for database management systems and knowledge of a range of computer equipment. They possess the ability to support information systems and management of all relational databases, database design, development, maintenance, security, and backup. They analyze and develop computer software processing a wide range of capabilities, including data warehouse technologies, business data model, information management, and decision support. They analyze user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze proposed system modifications, implement new COTS, or develop for current applications. They facilitate the daily backup and recovery procedures; ensures detailed user/group role security models and add and drop database objects, performance tuning, and performance analysis. They provide in-depth performance reporting, schedule database jobs, perform disaster recovery planning and implementation. The Database Administrator shall have at minimum a bachelor’s degree and at least 3 years of experience.

**Enterprise Data Architect** - The Enterprise Data Architect performs the definition, design, and build of relational databases / non-relational and structured / unstructured databases. They develop the strategies for data acquisition, archive recovery, and implementation of databases. They work in a data warehouse or data lake environment to develop data warehousing blueprints, evaluate hardware and software, and integrate systems. They evaluate reusability of current data for additional analyses and review object and data models and the metadata repository to structure the data for better management and quicker access. The Enterprise Data Architect shall have at minimum a bachelor’s degree and 10+ years’ experience.

**Help Desk Specialist** - The Help Desk Specialist provides phone and in-person support to users in all areas of information technology and specific applications. They serve as the initial point of contact for troubleshooting hardware/software and peripheral problems. They also provide support in the less technical disciplines of Information Technology such as computer operations, moving and installing equipment, computer cabling, and software installation. The Help Desk Specialist shall have at minimum a high school diploma and at least 3 years of experience.

**Software / Application Developer** - The Systems / Software Developer independently develops and
maintains software applications and systems. They perform or participate in complex analytical and programming tasks, requiring knowledge of programming languages and data communications and general knowledge of business operations. They integrate and test developments and analyze functional business applications and design specifications for technical activities. The Systems / Software Developer shall have at minimum a high school diploma and at least 3 years’ experience.

Security Analyst - The Security Analyst serves as the primary contact for all information security support and incidents, including user access management. They analyze and interpret incident data and security logs to determine the scope of impact and perform root cause analysis. They monitor for abnormal/malicious events and initiate appropriate incident response plan. They test, implement, deploy, maintain, and administer access to required systems. They coordinate lessons learned and security improvement recommendations. The Security Analyst shall have at minimum a high school diploma and at least 3 years’ experience.

Procurement Specialist - The Procurement Specialist is responsible for placing procurements and managing suppliers consistently with integrated supply chain models, recognizing the role and value of each participant from requirements generation through product delivery, product support, and payment for various products and services. They are responsible for quotations, negotiations, documentation write-up, selecting qualified suppliers, seeking alternate suppliers (when applicable), and supplier negotiations (price, schedules and terms and conditions). The Procurement Specialist shall have at minimum a high school diploma and at least 3 years’ experience in functional areas such as program/project management, engineering, logistics, distribution or supply chain management, finance, accounting, or business administration/management.

Information Technology Specialist - The Information Technology Specialist provides comprehensive support in Information Technology, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control, and software installation. The IT Specialist processes a range of scheduled routines such as resolving common error conditions, diagnoses, and acts on machine stoppage or error conditions not fully covered by existing procedures and guidelines. They support and resolve a variety of operating problems in response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures. They also assist programmers, systems analysts, and subject matter specialists in resolving problems. The Information Technology Specialist shall have at minimum a bachelor’s degree and at least 3 years of experience.

Computer Systems Analyst - The Computer Systems Analyst performs systems analysis where the nature of the system is predetermined, uses established fact-finding approaches, knowledge of related work processes and procedures, and familiarity with relevant computer programming practices, system software, and computer equipment. This position requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and the work processes, applicable regulations, workload, and practices of the assigned subject-matter area. The Computer Systems Analyst reviews and develops objectives, scope, and user expectations; gather facts, analyzes data, and prepares project synopses which compare alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; upon approval of synopsis, prepares specifications for development of computer programs. They perform architecture, design, and requirements analysis using systems engineering tools. The Computer Systems Analyst shall have at minimum a bachelor’s degree and at least 3 years’ experience.

Business Analyst - The Business Analyst enables strategic, tactical, and operational change by defining needs and recommending solutions for processes, systems, and data analysis for a variety of initiatives within an enterprise. They perform studies, analyses, and evaluations related to business organizations perspectives and processes, such as requirements analysis, feasibility studies, performance assessments, functional modeling, development of procedures, development of functional architectures, and other related managerial and technical areas business process improvement initiatives, cost/benefit analyses, and/or business case analysis (BCA). They develop specifications, perform testing, translate business requirements, use application development methodologies & tools, and use strategies for maintenance. The Business Analyst shall have at minimum a bachelor’s degree and at least 3 years’
experience in functional areas such as program/project management, engineering, logistics, distribution or supply chain management, finance, accounting, or business administration/management