GENERAL SERVICES ADMINISTRATION FEDERAL SUPPLY SERVICE - AUTHORIZED SCHEDULE TITLE:

Multiple Award Schedule

FEDERAL SUPPLY GROUP:
Professional Services, Miscellaneous, Office Management, Information Technology

FEDERAL SUPPLY CLASSIFICATION: R408

An ISO 9001:2015 Certified Company, SBA HubZone Certified/EDWOSB

CONTRACT NUMBER: 47QRAA22D008C

CONTRACT PERIOD: April 15, 2022 through April 14, 2027
For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at www.GSA.gov

CONTRACT ADMINISTRATOR: Kiralfy C. Forte, KForte@tsm-clitech.com,
Telephone Number: 703-370-1104

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic deliver order are available through GSA Advantage! a menu-driven database system. The Internet address for GSA Advantage is http://www.gsaadvantage.gov.

Business Size: Small, SBA HubZone Certified, Woman-Owned Small Business, Economically Disadvantage Woman-Owned Small Business

TECHNICAL SOLUTIONS AND MAINTENANCE, INC.

205 S. Whiting St., #405, Alexandria, VA 22304 (Corporate Office)
Email: KForte@tsm-clitech.com - Telephone Number: 703-370-1104, ext 203, Fax Number: 703-370-1105

1838 N. Eufaula Ave., Eufaula, AL 36027 (Principal Office)
Email: KRichardsone@tsm-clitech.com - Telephone Number: 334-688-1335, Fax Number: 334-688-1339

www.tsm-clitech.com
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<thead>
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<th>Recovery SIN</th>
<th>SIN Title</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>611430</td>
<td>611430RC</td>
<td>Professional and Management Development Training</td>
</tr>
<tr>
<td>Ancillary</td>
<td>AncillarySTLOC/AncillaryRC</td>
<td>Ancillary Supplies and/or Services, Support Products</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMRC/OLMSTLOC</td>
<td>Order-Level Materials</td>
</tr>
<tr>
<td>54151S</td>
<td>54151SRC</td>
<td>Information Technology Professional Services</td>
</tr>
</tbody>
</table>

1b. Lowest price model is not applicable.

1c. Attached TSM has provided the 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 on this contract. See Page 10.

2. Maximum Order

*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

<table>
<thead>
<tr>
<th>SINs</th>
<th>Maximum Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>611430</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>Ancillary</td>
<td>$250,000</td>
</tr>
<tr>
<td>OLM</td>
<td>$250,000</td>
</tr>
<tr>
<td>54151S</td>
<td>$500,000</td>
</tr>
</tbody>
</table>
3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic Only

5. Point(s) of production (city, county, and state or foreign country): 205 S. Whiting St., #405, Alexandria, VA 22304

6. Discount from list prices or statement of net price: Discounts are already deducted from Government net prices.

7. Quantity discounts: No quantity discounts apply.

8. Prompt payment terms: Net 30 Days Prompt Payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Foreign items (list items by country of origin): TSM offers no foreign items.

10a. Time of Delivery (Contractor insert number of days): Time of delivery in accordance with contract requirements.

10b. Expedited Delivery. “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: TSM has no items with Expedited Delivery.

10c. Overnight and 2-day delivery. Contact TSM for overnight and 2-day delivery rates and requirements.

10d. Urgent Requirements. Contact TSM for “Urgent Requirements requiring a faster delivery.

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

12a. Ordering Address(es): TSM, Inc., 205 S. Whiting St., #405, Alexandria, VA 22304

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): TSM, Inc., 205 S. Whiting St., #405, Alexandria, VA 22304


15. Export Packing Charges are not applicable.

16. Terms and conditions of rental, maintenance, and repair are not applicable.

17. Terms and conditions of installation are not applicable.

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices are not applicable.
18b. Terms and conditions for any other services are not applicable.

19. List of service and distribution points are not applicable.

20. List of participating dealers are not applicable.

21. Preventive maintenance is not applicable.

22a. Special attributes such as environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants is not applicable.

22b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be requested from TSM’s Contract Administrator, Kiralfy Forte, at 703-370-1104, ext. 203 or email at KForte@tsm-clitech.com. Or www.Section508.gov/

23. Unique Entity Identifier (UEI): X4QENTZESS11

24. TSM is registered in System for Award Management (SAM) database.
TSM will provide expert advice and assistance in support of an agency’s mission-oriented business functions. Services covered by this SIN include:

a. Management or strategy consulting, including research, evaluations, studies, analyses, scenarios/simulations, reports, business policy and regulation development assistance, strategy formulation, and expert witness services

b. Facilitation and related decision support services

c. Survey services, using a variety of methodologies, including survey planning, design, and development; survey administration; data validation and analysis; reporting, and stakeholder briefings

d. Advisory and assistance services in accordance with FAR 37.203

e. Note: Consulting services where the preponderance of work is specifically covered under other GSA Schedules are not permitted under this SIN; please refer to the Scope of Work in Part I of the Multiple Award Schedule solicitation for further information.

Under this re-defined SIN, our customers may order any of the services included in the SIN description. Expanding the scope of the SIN will enable our customers to acquire complementary services under just one SIN, and we expect this will reduce some of the time and effort in soliciting and evaluating quotes under multiple SINs. TSM will provide expert advice, consultation, assistance, and documentation in support of studies conducted under OMB Circular A-76 or other privatization or commercial activities studies, projects, or efforts. Services provided under this SIN allows for a variety of support documentation to be written. TSM provides professional support services to agencies in conducting federal acquisition management activities. Services covered by this SIN includes acquisition planning assistance, including market research and recommending procurement strategy: acquisition document development, including cost/price estimates, quality assurance surveillance plans, statements of work, synopses, solicitations, price negotiation memoranda, etc.; expert assistance in supporting proposal evaluations, including price/cost analysis or technical proposal analysis: contract administration support services, including assistance with reviewing contractor performance, developing contract modifications, and investigating reports of contract discrepancies: contract close-out assistance; Competitive Sourcing support, including OMB Circular A-76 studies, strategic sourcing studies, privatization studies, public-private partnerships, and Federal Activities Inventory Reform (FAIR) Act studies. Inherently Governmental services as identified in FAR 7.503 or by the ordering agency are prohibited under MOBIS. It is the responsibility of the Contracting Officer placing the order to make this determination. Customized courseware, pamphlets, plans, and studies are available. TSM’s support levels can be further detailed as follows:

i. Strategic, Tactical, and Operational Level Planning Support

ii. Development of Quality Assurance Surveillance Plans (QASP)

iii. Development of In-House Government Cost Estimates

iv. Comparison of In-House Bids to Proposed Inter-service Support Agreement (ISSA) Prices

v. Performance of Management Studies to Determine the Government’s Most Efficient Organization (MEO)
vi. Development of Performance Work Statements (PWS)

vii. Initial Study Planning

viii. Administrative Appeal Process Support

ix. Public-Private Partnership Support

x. Assessments and or Studies of Potential Privatization Initiatives

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**Professional and Management Development Training**

**Special Item Number: 611430**

Proposed courses will be commercially-available off-the-shelf training and/or educational courses that are delivered via an Instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. Internet/Intranet, software packages and computer applications) system. Courses will have a defined course title, length of time (i.e. hours, days, semesters, etc.), description of material to be taught (i.e. syllabi, table of contents, etc.), and whether materials are included in the price. (i.e. books, pamphlets, software, etc.). Support materials not included may be offered under SIN Ancillary. Proposed professional services shall be in support of planning, creating, and/or executing testing and test administration, learning management, internship, or development of new courses or subject matter delivered via an instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. Internet/Intranet, software packages and computer applications) system. Proposed customization services are the result of planning, creating, and/or executing a proprietary format and may be priced as a flat rate or as Labor/hours using professional labor categories (i.e. Subject Matter Experts (SMEs), Program Managers, Project Managers, Research Assistant, Technical Specialist, etc.), subject matter(s), Systems requirements and methodology(ies) to be used should be stated. Functional industry-specific training covered under other schedules will not be accomplished under this SIN. Customized course(s) will include labor categories (i.e. Subject Matter Experts (SMEs), Program Managers, Project Managers, Research Assistant, Technical Specialist, etc.), subject matter(s), and methodology(ies) to be used.

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**Terms and Conditions Applicable to Information Technology (IT) Professional Services Special Item Number: 54151S**

Special Item Number 54151S – Information Technology (IT) Professional Services

- FPDS Code D301 IT Facility Operation and Maintenance
- FPDS Code D302 IT Systems Development Services
- FPDS Code D306 IT Systems Analysis Services
- FPDS Code D307 Automated Information Systems Design and Integration Services
- FPDS Code D308 Programming Services
- FPDS Code D310 IT Backup and Security Services
- FPDS Code D311 IT Data Conversion Services
- FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
- FPDS Code D316 IT Network Management Services
- FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
- FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

IT and Professional Services of the above code types are offered.
Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

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

1. SCOPE

Contractor provides information technology service in support of agency needs. Contractor’s information technology services are described below:

a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.

b. Contractor shall provide services at Contractor’s facility and/or at the ordering activity location, as agreed to by Contractor and the ordering activity.

2. ORDER

a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

3. PERFORMANCE OF SERVICES

a. Contractor shall commence performance of services on the date agreed to by Contractor and the ordering activity.

b. Contractor agrees to render services only during normal working hours, unless otherwise agreed to by Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workman like manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

4. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)
(a) The Contracting Officer may, at any time, by written order to Contractor, require Contractor to stop all or any part of the work called for by this contract for a period of 90 days after the order is delivered to Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either:

1. Cancel the stop-work order
2. Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract;

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly either of the following occurs:

1. The stop-work order results in an increase in the time required for, or in Contractor's cost properly allocable to, the performance of any part of this contract.
2. Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

5. INSPECTION OF SERVICES


6. RESPONSIBILITIES OF THE CONTRACTOR

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

7. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

8. INDEPENDENT CONTRACTOR

All IT Professional Services performed by Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.
9. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving Contractor, any entity into or with which Contractor subsequently merges or affiliates, or any other successor or assignee of Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by Contractor and its affiliates, may either (i) result in an unfair competitive advantage to Contractor or its affiliates or (ii) impair Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on Contractor, its affiliates, chief executives, directors, subsidiaries, and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

10. INVOICES

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

11. PAYMENTS

For firm-fixed price orders the ordering activity shall pay Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal
Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
   (1) The offeror;
   (2) Subcontractors; and/or
   (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

12. RESUMES

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

13. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

14. APPROVAL OF SUBCONTRACTS

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

### Labor Category Pricing Table: 541611, 611430, Ancillary, OLM, 54151S

<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>Fixed Escalation Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Year 1 4/15/22 to 4/14/23</td>
</tr>
<tr>
<td>541611, 611430, 54151S, Ancillary</td>
<td>Project Manager</td>
<td>$109.40</td>
</tr>
<tr>
<td>541611, 611430, 54151S, Ancillary</td>
<td>Program Manager</td>
<td>$109.40</td>
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<tr>
<td>541611, 611430, 54151S, Ancillary</td>
<td>Support Specialist</td>
<td>$65.07</td>
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<tr>
<td>541611, 611430, Ancillary</td>
<td>Graphics Specialist</td>
<td>$58.42</td>
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<tr>
<td>541611, 611430, 54151S, Ancillary</td>
<td>Word Processor</td>
<td>$49.40</td>
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<tr>
<td>Code</td>
<td>Position</td>
<td>Rates (weekly)</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------------------------------------</td>
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</tr>
<tr>
<td>541611, 611430, 54151S, Ancillary</td>
<td>Training Specialist</td>
<td>$65.08 - $71.83</td>
</tr>
<tr>
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<td>Business Process Specialist</td>
<td>$87.16 - $96.21</td>
</tr>
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<td>Business Process Engineer</td>
<td>$81.70 - $90.19</td>
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<td>Business Process Analyst</td>
<td>$79.80 - $88.08</td>
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<tr>
<td>541611, 611430, 54151S, Ancillary</td>
<td>Senior Training Specialist</td>
<td>$71.25 - $78.65</td>
</tr>
<tr>
<td>541611, 611430, 54151S, Ancillary</td>
<td>Senior Designer</td>
<td>$87.16 - $96.21</td>
</tr>
<tr>
<td>54151S, 541611, 611430</td>
<td>Administrative Assistant</td>
<td>$45.73 - $50.48</td>
</tr>
<tr>
<td>54151S</td>
<td>Database Analyst/Programmer I</td>
<td>$112.48 - $124.15</td>
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<tr>
<td>54151S</td>
<td>Database Analyst/Programmer II</td>
<td>$117.29 - $129.47</td>
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<tr>
<td>54151S</td>
<td>Systems Analyst II</td>
<td>$105.48 - $116.43</td>
</tr>
<tr>
<td>54151S</td>
<td>Systems Analyst III</td>
<td>$123.83 - $136.69</td>
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<tr>
<td>54151S, 541611</td>
<td>Help Desk Coordinator</td>
<td>$73.75 - $81.41</td>
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<tr>
<td>54151S</td>
<td>Intranet/Internet Specialist</td>
<td>$78.88 - $87.07</td>
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<tr>
<td>54151S</td>
<td>LAN/WAN/MAN Administrator</td>
<td>$85.55 - $94.43</td>
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<tr>
<td>54151S</td>
<td>Microsoft Certified System Engineer (MCSE)</td>
<td>$121.91 - $134.56</td>
</tr>
<tr>
<td>54151S</td>
<td>PC Maintenance Technician</td>
<td>$52.22 - $57.65</td>
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<tr>
<td>54151S</td>
<td>Systems Administrator</td>
<td>$108.78 - $120.08</td>
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<tr>
<td>54151S</td>
<td>Wiring &amp; Cable Technician</td>
<td>$61.59 - $67.99</td>
</tr>
<tr>
<td>54151S</td>
<td>Engineer I</td>
<td>$86.32 - $95.28</td>
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<tr>
<td>54151S, 611430</td>
<td>Audio-Visual Media Director</td>
<td>$135.97 - $150.08</td>
</tr>
<tr>
<td>54151S</td>
<td>Video Production Specialist</td>
<td>$107.23 - $118.36</td>
</tr>
<tr>
<td>54151S</td>
<td>Subject Matter Expert</td>
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<tr>
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<td>Position</td>
<td>Salary Range</td>
</tr>
<tr>
<td>------------</td>
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<tr>
<td>54151S</td>
<td>Technical Editor I</td>
<td>$55.01 - $60.72</td>
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<tr>
<td>54151S</td>
<td>Technical Writer I</td>
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<tr>
<td>54151S, 541611</td>
<td>Word Processor II</td>
<td>$50.35 - $55.57</td>
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<td>54151S, 541611</td>
<td>Technical Specialist IV</td>
<td>$136.01 - $150.12</td>
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<tr>
<td>54151S, 541611</td>
<td>Documentation Specialist</td>
<td>$63.85 - $70.48</td>
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<tr>
<td>54151S, 611430</td>
<td>Sr. Security Specialist</td>
<td>$145.38 - $160.47</td>
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<tr>
<td>54151S, 611430</td>
<td>Sr. Software Systems Engineer</td>
<td>$145.38 - $160.47</td>
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<tr>
<td>54151S, 611430</td>
<td>Sr. Configuration Manager</td>
<td>$154.75 - $170.81</td>
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<tr>
<td>54151S, 611430</td>
<td>Sr. Test Engineer</td>
<td>$154.75 - $170.81</td>
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<tr>
<td>54151S, 611430</td>
<td>Sr. Logistics Analyst</td>
<td>$145.38 - $160.47</td>
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<td>Sr. Functional Analyst</td>
<td>$145.38 - $160.47</td>
</tr>
<tr>
<td>54151S, 611430</td>
<td>Sr. Support Specialist</td>
<td>$136.01 - $150.12</td>
</tr>
<tr>
<td>54151S, 611430</td>
<td>Sr. Web Architect</td>
<td>$145.38 - $160.47</td>
</tr>
<tr>
<td>54151S, 611430</td>
<td>Sr. Information Assurance Analyst</td>
<td>$164.12 - $181.16</td>
</tr>
<tr>
<td>54151S, 541611, 611430</td>
<td>Senior Financial Analyst</td>
<td>$87.79 - $96.91</td>
</tr>
<tr>
<td>54151S, 541611</td>
<td>Technical Consultant I</td>
<td>$107.97 - $119.18</td>
</tr>
<tr>
<td>54151S, 541611</td>
<td>Technical Consultant II</td>
<td>$119.12 - $131.49</td>
</tr>
<tr>
<td>54151S, 541611, 611430</td>
<td>Training Consultant I</td>
<td>$91.84 - $101.38</td>
</tr>
<tr>
<td>54151S, 541611, 611430</td>
<td>Training Consultant II</td>
<td>$106.02 - $117.02</td>
</tr>
<tr>
<td>54151S, 541611, 611430</td>
<td>Training Consultant III</td>
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<td>54151S, 541611, 611430</td>
<td>Training Consultant IV</td>
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</tr>
<tr>
<td>54151S, 541611, 611430</td>
<td>Sr. Project Manager</td>
<td>$165.92 - $183.14</td>
</tr>
<tr>
<td>54151S, 541611</td>
<td>Associate Consultant</td>
<td>$161.31 - $178.06</td>
</tr>
<tr>
<td>54151S, 611430</td>
<td>Information Assurance/System Security Architect Level 2 (Master)</td>
<td>$163.97 - $181.00</td>
</tr>
<tr>
<td>54151S</td>
<td>Computer Security Specialist</td>
<td>$163.97 - $181.00</td>
</tr>
<tr>
<td>54151S, 611430</td>
<td>Senior Business Process</td>
<td>$163.97 - $181.00</td>
</tr>
<tr>
<td>Code</td>
<td>Position</td>
<td>Rate</td>
</tr>
<tr>
<td>---------------</td>
<td>-----------------------------------------------</td>
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</tr>
<tr>
<td>54151S, 541611</td>
<td>Reengineering Specialist</td>
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</tr>
<tr>
<td>54151S</td>
<td>Quality Assurance Analyst</td>
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</tr>
<tr>
<td>54151S</td>
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</tr>
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<td>Senior Quality Assurance Engineer</td>
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</tr>
<tr>
<td>54151S</td>
<td>Network Engineer</td>
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</tr>
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<td>54151S</td>
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<tr>
<td>54151S, 541611</td>
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<tr>
<td>54151S, 611430</td>
<td>Senior Knowledge Management Specialist</td>
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</tr>
<tr>
<td>54151S, 611430</td>
<td>Senior Communications Engineer</td>
<td>$155.77</td>
</tr>
<tr>
<td>54151S, 541611</td>
<td>Data Standardization Specialists</td>
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</tr>
<tr>
<td>54151S, 541611</td>
<td>Clerical I</td>
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<tr>
<td>54151S, 541611</td>
<td>Clerical II</td>
<td>$37.52</td>
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</table>
### Service Contract Labor Standards Matrix

<table>
<thead>
<tr>
<th>SCLS Eligible Contract Labor Category/Fixed Price Service</th>
<th>SCLS Equivalent Code – Title</th>
<th>WD Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant</td>
<td>01020-Administrative Assistant</td>
<td>2015-4281</td>
</tr>
<tr>
<td>Technical Writer I</td>
<td>30461-Technical Writer II</td>
<td>2015-4281</td>
</tr>
<tr>
<td>Word Processor I</td>
<td>01611-Word Processor I</td>
<td>2015-4281</td>
</tr>
<tr>
<td>Word Processor II</td>
<td>01612-Word Processor II</td>
<td>2015-4281</td>
</tr>
<tr>
<td>General Clerk I</td>
<td>01111-General Clerk I</td>
<td>2015-4281</td>
</tr>
<tr>
<td>General Clerk II</td>
<td>01112-General Clerk II</td>
<td>2015-4281</td>
</tr>
<tr>
<td>Personal Computer Support Technician</td>
<td>14160-Personal Computer Support Technician</td>
<td>2015-4281</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 Numbers(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

### Training Services: Instructor Led Training, Web-Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships

**Pricing Table: 611430**

<table>
<thead>
<tr>
<th>Training Courses SIN 611430</th>
<th>Course Title</th>
<th>Course Length</th>
<th>Minimum Participants</th>
<th>Maximum Participants</th>
<th>Price Offered to GSA (including IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>611430</td>
<td>Total Quality Management</td>
<td>3 days</td>
<td>5</td>
<td>9</td>
<td>$3,230.48</td>
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<tr>
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<td>3 days</td>
<td>10</td>
<td>20</td>
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<td>Presentation Techniques</td>
<td>1 day</td>
<td>5</td>
<td>9</td>
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<tr>
<td>611430</td>
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<td>1 day</td>
<td>10</td>
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</tr>
<tr>
<td>Code</td>
<td>Course</td>
<td>Duration</td>
<td>Hours</td>
<td>Cost</td>
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<tr>
<td>-------</td>
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<td>-------</td>
<td>----------</td>
<td></td>
</tr>
<tr>
<td>611430</td>
<td>Conflict Resolution</td>
<td>1 day</td>
<td>5</td>
<td>$1,076.83</td>
<td></td>
</tr>
<tr>
<td>611430</td>
<td>Conflict Resolution</td>
<td>1 day</td>
<td>10</td>
<td>$2,153.65</td>
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<tr>
<td>611430</td>
<td>Effective Communication</td>
<td>2 days</td>
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<td>Effective Communication</td>
<td>2 days</td>
<td>10</td>
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<tr>
<td>611430</td>
<td>Business Process Reengineering</td>
<td>3 days</td>
<td>5</td>
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</tr>
<tr>
<td>611430</td>
<td>Business Process Reengineering</td>
<td>3 days</td>
<td>10</td>
<td>$6,460.96</td>
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<tr>
<td>611430</td>
<td>Cultural Diversity</td>
<td>1 day</td>
<td>5</td>
<td>$1,076.83</td>
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</tr>
<tr>
<td>611430</td>
<td>Cultural Diversity</td>
<td>1 day</td>
<td>10</td>
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</tr>
<tr>
<td>611430</td>
<td>Ethics Training</td>
<td>1 day</td>
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<tr>
<td>611430</td>
<td>Ethics Training</td>
<td>1 day</td>
<td>10</td>
<td>$2,153.65</td>
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</tr>
<tr>
<td>611430</td>
<td>Team Building</td>
<td>2 days</td>
<td>5</td>
<td>$2,153.65</td>
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</tr>
<tr>
<td>611430</td>
<td>Team Building</td>
<td>2 days</td>
<td>10</td>
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</tr>
<tr>
<td>611430</td>
<td>Train the Trainer</td>
<td>2 days</td>
<td>5</td>
<td>$2,153.65</td>
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</tr>
<tr>
<td>611430</td>
<td>Train the Trainer</td>
<td>2 days</td>
<td>10</td>
<td>$4,307.30</td>
<td></td>
</tr>
<tr>
<td>611430</td>
<td>Technical Writing</td>
<td>2 days</td>
<td>5</td>
<td>$2,153.65</td>
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</tr>
<tr>
<td>611430</td>
<td>Technical Writing</td>
<td>2 days</td>
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<td></td>
</tr>
<tr>
<td>611430</td>
<td>Strategic Planning</td>
<td>1 day</td>
<td>5</td>
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<tr>
<td>611430</td>
<td>Strategic Planning</td>
<td>1 day</td>
<td>10</td>
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</tr>
<tr>
<td>611430</td>
<td>Management Skills</td>
<td>2 days</td>
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<tr>
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<td>Management Skills</td>
<td>2 days</td>
<td>10</td>
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<tr>
<td>611430</td>
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<tr>
<td>CLIN#</td>
<td>Labor Category</td>
<td>Description</td>
<td>Duration</td>
<td>Hours</td>
<td>Days</td>
</tr>
<tr>
<td>--------</td>
<td>-------------------------</td>
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<tr>
<td>611430</td>
<td>Casual Factor Reengineering</td>
<td>1 day</td>
<td>10</td>
<td>20</td>
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<tr>
<td>611430</td>
<td>Root Cause Analysis</td>
<td>2 days</td>
<td>5</td>
<td>9</td>
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</tr>
<tr>
<td>611430</td>
<td>Root Cause Analysis</td>
<td>2 days</td>
<td>10</td>
<td>20</td>
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</tr>
<tr>
<td>611430</td>
<td>Peer Coaching</td>
<td>1 day</td>
<td>5</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>611430</td>
<td>Peer Coaching</td>
<td>1 day</td>
<td>10</td>
<td>20</td>
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</tr>
<tr>
<td>611430</td>
<td>Root Cause Analysis</td>
<td>2 days</td>
<td>5</td>
<td>9</td>
<td></td>
</tr>
</tbody>
</table>

**Labor Category Descriptions: 541611, 611430, Ancillary, 54151S**

This section presents descriptions of service offerings by labor categories. Personnel provided under this contract by TSM, Inc., shall have experience, education, and expertise as delineated in the authorized schedule price list. When determining the qualifications of an individual to fill one of the positions offered, substitutions for the education and experience requirements may be made as shown below, Allowable Substitutions of Education and Experience. The minimum education and experience will be met when the educational equivalencies in the tables below are considered. Note: There are allowable substitutions of education and experience. Additional educational achievements in excess of requirements may be substituted for experience requirements.

**CLIN# 1  Project Manager**

**Functional Responsibility:** Responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective actions as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.

**Minimum/General Experience:** Combination of ten years of experience, including three years of experience in a management or supervisory capacity, plus three years of experience in the functional area of the project to be managed.

**Education:** Bachelor’s degree in Computer Science or a related field, or in the project’s functional area.

**CLIN# 2  Program Manager**

**Functional Responsibility:** Responsible for planning and executing a project program. Prepares and maintains the program schedule and budget. Prepares and delivers status reports to the customer. Alternative point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters.
Minimum/General Experience: Combination of ten years of experience, including three years of experience in a management or supervisory capacity, plus three years of experience in the functional area of the project to be managed.

Education: Bachelor’s degree in Management or a related field, or in the program’s functional area.

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### CLIN# 3 Support Specialist

**Functional Responsibility:** Provides support for repetitive or routine activities, according to established procedures or instructions, relative to the assignment. Uses the basic elements of models, tools, utilities, applications/systems, software, or databases to perform assigned tasks. Provide support and assistance in essentially all non-inherently governmental areas of Federal Acquisition Regulation (FAR) based Federal procurement in which advanced or complex knowledge and expertise is required. Conducts various levels of audit and analysis of financial operations and prepare reports relative to various organizational entities. Examine the audited financial statements of private businesses subject to government regulations or federal taxation. Review internal controls and manage real-time data of computer automated transactions. Use software packages to manage data and analyze financial requirements.

**Minimum / General Experience:** Personal or educational experience that demonstrates an understanding of the fundamental concepts, practices, and procedures, including those related to automation/computing, of the field of specialization relative to the assignment. At least three (3) years of experience in the related field and experience in providing support to major system procurements at high values to support complex requirements. Shall clearly possess the ability to communicate effectively, both orally and in writing, with senior personnel.

**Education:** Bachelor’s degree or equivalent with 24 semester hours among accounting, financial management, law, business, finance, contracts, purchasing, economics, industrial management, marketing, quantitative methods, and organization support.

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### CLIN# 4 Graphics Specialist

**Functional Responsibility:** Designs and produces computer graphic images in coordination with users’ requirements. Sets up and operates computer graphic systems. Troubleshoots equipment problems and performs minor preventive maintenance. Coordinates graphic production scheduling and support from outside vendors. Ensures that graphic projects are completed on time, within budget, and to user’s satisfaction.

**Minimum/General Experience:** One-year computer graphics experience.

**Education:** Bachelor’s degree in Art with a concentration in Computer Graphics or a related field, or equivalent technical training.

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### CLIN# 5 Word Processor

**Functional Responsibility:** Responsible for data input, edit, or maintenance during the development/modification of complex business or technical documentation. Assists with document production, assembly, or distribution. Integrates as necessary, document content from various word processing or related software products. Checks documents for spelling, grammar, organization, consistency, and content. Confirms that document modifications are complete and accurate. Ensures that documents comply with established standards.

**Minimum/General Experience:** Two years of experience in creating, updating, and maintaining complex
documents (e.g., may include figures, equations, tabular/statistical data, graphics, etc.) on computer systems. Must be able to type 50 words per minute and efficiently use advanced features of required word processing software. Experience with Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment. Experience with other products that relate to document production such as spreadsheet or graphics software.

**Education:** High School diploma.

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**CLIN# 6 Training Specialist**

**Functional Responsibility:** Working under general direction, prepares and conducts complex training and education programs for information systems or user personnel based on a core content area. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness.

**Minimum/General Experience:** Four years of technical training experience, including two years of information systems training experience. Competent to work at a high level for all phases of information systems training.

**Education:** Bachelor’s degree in Management, a training field, or a related expertise in a specific field.

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**CLIN# 7 Business Process Specialist**

**Functional Responsibility:** Experienced in contracting to include pre- and post-award activities. Analyzes business processes to determine most efficient methods of accomplishing work. Uses computer-based and manual workflow analysis tools to study work procedures, information flows, production methods, inventory controls, and cost analyses. Document’s findings and recommends new procedures, systems, and organizational changes, including staffing, equipment, and facility requirements. Monitors newly implemented systems to ensure smooth functioning. May install new systems and train operating staff. May conduct operational effectiveness reviews to ensure changes are applied and functioning as intended.

Develops and maintains operating systems documentation and procedure manuals. Provide support and assistance in essentially all non-inherently governmental areas of Federal Acquisition Regulations (FAR) based Federal procurement in which advanced or complex knowledge and expertise is required. Examples of tasks shall include assemble or review new pre-procurement packages, actively participating in Integrated Solutions Teams; researching/assembling support documentation; making quality recommendations to the Contracting Officer, validating data; assess financial and contractual issues; document findings; provide input to reports; and assemble documents needed to advertise, solicit, construct, administer and/or closeout Government contract vehicles.

**Minimum/General Experience:** Two years or more experience in evaluating, developing, and documenting organizational processes and procedures. Capable of implementing new business or computer system and delivering operational staff and training. Shall clearly possess the ability to communicate effectively, both orally and in writing, with senior personnel. Ability to read and interpret Federal acquisition policy, regulations, and directives and apply those interpretations fully and legally to all activities describes in the SOW.

**Education:** Bachelor’s degree in Business Management, Accounting, Business Administration, or a related field and/or equivalent experience.

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**CLIN# 8 Business Process Engineer**

**Functional Responsibility:** Applies process improvement and management methodologies and principles to direct process modernization projects on an enterprise-wide scale. Coordinates between multiple teams to ensure enterprise-wide integration of process management efforts including modeling, developing functional area requirements, identifying best practice, assessing performance, and creating performance measures.
Develops Information System requirements and development process requirements and relates them to process management improvements. Directs all change management activities and establishes the enterprise tool environment. Performs enterprise strategic planning, enterprise information planning, and business area analysis. Applies process and data modeling in support of planning and analysis efforts using both manual and automated tools. Applies reverse engineering and reengineering to develop migration strategies and planning documents. Performs organization design and development and trains enterprise personnel in the new process paradigm.

**Minimum/General Experience:** Six years’ experience of which 4 years is support specific to the duties described below.

**Education:** Bachelor’s Degree in Business Management Science or related field.

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**CLIN# 9 Business Process Analyst**

**Functional Responsibility:** Analyzes processes to determine the most efficient methods of reorganizing and restructuring the work environment. Experience using cost/price processes and procedures to evaluate elements of cost and price contracts and contract management. Researches and analyzes data related to a project topic. Works with senior consultants to document contributions to the development of solutions to meet financial requirements. Utilize an in-depth knowledge related to strategic planning, systems alignment, organizational assessment, process improvement, facilitation, and related decision support services. Capable of independent, complex analysis, concept formulation, and new method identification. Serves as prime point of contact for clients and technical advisor. Compares costs and evaluates the quality and suitability of supplies, material, equipment and services. Interviews and corresponds with vendors; stays informed on new products and market conditions and trends. Confers with and assists officials of all departments to determine purchasing needs and specifications. Analyze and control the various costs related to organizational direct and indirect expenses. Develop standard costs. Determine the cost of purchased or manufactured products/service. Analyze the variance between costs and standard costs. Uses computer-based and manual workflow analysis tools to study work procedures, information flows, production methods, inventory controls, and cost analyses. Document’s findings and recommends new procedures, systems, and organizational changes, including, equipment, and facility requirements. May conduct operational effectiveness reviews to ensure changes are applied and functioning as intended. Develops and maintains operating systems documentation and procedure manuals. Assist with quality standards implementation.

**Minimum/General Experience:** Five to 12 years of experience evaluating, developing, and documenting organizational processes and procedures; implementing new business or computer systems; and delivering operational staff training.

**Education:** Bachelor’s degree in Business Management, Accounting, Business Administration, or a related field. An accounting designation (CPA, CA, CMA, CGA) is a definite advantage, as is work experience in management accounting (operating reports, costs, and performance measures).

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**CLIN# 10 Senior Training Specialist**

**Functional Responsibility:** Prepares and conducts complex training and education programs for information systems or user personnel based on core content area. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Conducts needs assessments and analysis based on trainee needs.

**Minimum/General Experience:** Four years of technical training experience, including two years of information systems training experience. Competent to work at a high level for all phases of information systems training.

**Education:** Bachelor’s degree in Computer Science, a training field, or a related field.
CLIN# 11 Senior Designer

**Functional Responsibility:** Responsible for planning and design of complex projects. Assist with preparing and maintaining the project schedule and budget. Prepares and delivers status reports to the customer. Alternative point of contact for the customer. Oversees work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.

**Minimum/General Experience:** Combination of ten years’ experience, including three years of experience in a management or supervisory capacity, plus three years of experience in the functional area of the project to be managed.

**Education:** Bachelor’s degree in Computer Science or a related field, or in the project’s functional area.

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CLIN# 12 Administrative Assistant

**Functional Responsibility:** Conducts a variety of clerical and other administrative tasks. Type’s correspondence and other documents and forms as directed. Maintains project files both manually and electronically. Maintains the calendar for the office staff. Plans and coordinates project meetings as directed. Makes travel arrangements for staff. Attends project meetings, recording meeting minutes and action items. Assists in the development of project reports and briefing, including writing initial drafts for review from notes and verbal direction and providing graphical representation of project status. Prepares budget, cost, and other spreadsheets. Provides word processing support as needed for data conversion, records or data management, and non-technical documentation.

**Minimum/General Experience:** One year of experience in general office practices. Proficiency with word processing, spreadsheets, database, and other office software.

**Education:** High School diploma

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CLIN# 13 Database Analyst/ Programmer I

**Functional Responsibility:** Under general direction, designs, implements, and maintains moderately complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical methods. Maintains database dictionaries and integrates system through database design.

**Minimum/General Experience:** Four years of technical experience in administration, analysis, and programming of computerized databases. Competent to work in most phases of database management.

**Education:** Bachelor’s degree in Computer Science or a related field.

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CLIN# 14 Database Analyst/ Programmer II

**Functional Responsibility:** Designs, implements, and maintains complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, guidelines, and statistical methods. Maintains database dictionaries, monitors standards and procedures, and integrates system through database design.

**Minimum/General Experience:** Six years of technical experience in administration, analysis, and programming of computerized databases. Competent to work at a high level for all phases of database management.

**Education:** Bachelor’s degree in Computer Science or a related field.
CLIN# 15  Systems Analyst II

**Functional Responsibility:** Provides support for work that is varied and somewhat difficult, but that involves limited responsibility. Performs analysis and evaluation of existing or proposed processes, applications, systems, or software. Performs project planning, scope, control, management, tracking, or review. Performs analysis and evaluation throughout the process, application, system, or software development life cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, or training. Performs, or may direct, document development/preparation at various stages of a project life cycle (e.g., planning through implementation) to detail analysis results and solution recommendations. Facilitates meetings such as joint application development (JAD) sessions to support the analysis process. Serves as a liaison between functional and technical specialists. Assists with testing to support the project life cycle, as applicable. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases to perform assigned tasks. Ensures compliance with the standards and organization requirements relative to specific assignments. May supervise analysis tasks/projects.

**Minimum/General Experience:** Five years of experience in an area of specialization associated with the requirement. Experience with Government or industry standards, processes, procedures, methodologies, or tools that support analysis as relative to the requirement.

**Education:** Bachelor’s degree in Computer Science, Engineering, or a related field

CLIN# 16  Systems Analyst III

**Functional Responsibility:** Provides minimally supervised support for difficult analysis and evaluation assignments. Performs analysis and evaluation of existing or proposed processes, applications, system, or software. Performs, and/or may direct, project planning, scope, control, management, tracking, or review. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, or training. Performs, or may direct, document development/preparation at various stages of a project life cycle (e.g., planning through implementation) to detail analysis results and solution recommendations. Facilitates meetings such as joint application development (JAD) sessions to support the analysis process. Serves as a liaison between functional and technical specialists. Assists with testing to support the project life cycle, as applicable. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Ensures compliance with, and/or may develop, the standards and organization requirements relative to specific assignments. Provides staff supervision or management.

**Minimum/General Experience:** Seven years of experience in an area of specialization associated with the requirement. Experience with Government or industry standards, processes, procedures, methodologies, or tools that support analysis as relative to the requirement.

**Education:** Bachelor’s degree in Computer Science, Engineering, or a related field

CLIN# 17  Help Desk Coordinator

**Functional Responsibility:** Under immediate supervision, responds to and diagnoses problems through discussions with users. Conducts problem recognition, research, isolation, resolution, and follow-up steps. Resolves less complex problems immediately and assigns more complex problems to second-level support, senior operator, or supervisor. Assures timely close-out of trouble tickets and escalates additional support as needed.

**Minimum/General Experience:** One year experience performing Help Desk functions

**Education:** High School diploma, plus Help Desk-related training classes.
**CLIN# 18  Intranet/Internet Specialist**

**Functional Responsibility:** Develops Internet/Intranet applications to present the client to the outside world and to provide the client easy access to other Internet services. Develops home pages. Implements interfaces to allow outside users to access client databases and other information sources. Evaluates firewalls and other Internet access tools. Implements evaluated tools and topologies as directed.

**Minimum/General Experience:** Two years of experience in the development of Internet/Intranet applications such as home pages, interfaces with databases, and security. Proficient with Hypertext Markup Language (HTML), JAVA, or other Internet/Intranet application engines as required.

**Education:** Bachelor’s degree in Computer Science or a related field.

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**CLIN# 19  LAN/WAN/MAN Administrator**

**Functional Responsibility:** Responsible for acquisition, installation, maintenance, and usage of the LAN/WAN/MAN. Determines best products to meet needs and present results. Manages LAN/WAN/MAN performance and maintains system security. Installs network hardware and software. Evaluates, develops, and maintains telecommunications systems. Troubleshoots system problems. Establishes and implements policies, procedures, and standards, and ensures their conformance to information systems objectives.

Trains users on system operation.

May perform network planning and engineering functions. May be responsible for both local and remote administration of networks.

**Minimum/General Experience:** Two years of technical experience installing, maintaining, and managing Local Area Networks (LANs), Wide Area Networks (WANs), and Metropolitan Area Networks (MANs).

**Education:** Bachelor’s degree in Computer Science or a related field.

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**CLIN# 20  Microsoft Certified System Engineer (MCSE)**

**Functional Responsibility:** Responsible for acquisition, installation, maintenance, and usage of Microsoft systems. Determines best products to meet needs and presents results. Manages system performance and maintains system security. Installs network hardware and software. Evaluates, develops, and maintains telecommunications systems. Troubleshoots system problems. Establishes and implements system policies, procedures, and standards, and ensures their conformance with information systems objectives. Trains users on system operation. May perform network planning and engineering functions. May be responsible for both local and remote administration of networks. Has access to highly technical and specialized OEM support, technical data, and software specific to the area of certification.

**Minimum/General Experience:** Two years of technical experience installing, maintaining, and managing Local Area Networks (LANs). Holds a current certification in LAN administration or engineering appropriate to the network environment being supported (e.g., Microsoft Certified System Engineer (MCSE)).

**Education:** Bachelor’s degree in Computer Science or a related field.

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**CLIN# 21  PC Maintenance Technician**

**Functional Responsibility:** Performs preventive maintenance, troubleshooting, and repair of computer systems and peripheral equipment. Responsible for maintaining an adequate spare parts inventory. May maintain network hardware. May configure Commercial Off-The-Shelf (COTS) software to operate on specific hardware.

**Minimum/General Experience:** One year experience in maintaining and upgrading personal computers at the board or component level.

**Education:** High School diploma, plus technical training in electronics or computer repair.
CLIN# 22 Systems Administrator

**Functional Responsibility:** Under general supervision, performs analytical, technical, and administrative work in the planning, design, and installation of new and existing microprocessor-based computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate commercial off-the-shelf (COTS) software and customizes it as necessary. Installs new hardware and maintains existing hardware. Trains end users in use of hardware and software. May perform limited routine network administration functions.

**Minimum/General Experience:** Two years of experience in the evaluation, installation, configuration management, and user support of hardware and software.

**Education:** Bachelor’s degree in Computer Science or a related field.

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CLIN# 23 Wire & Cable Technician

**Functional Responsibility:** Plans, monitors, and tests the installation of cable. Tests all newly installed cable to ensure proper functioning. Maintains current, accurate diagrams of the network cable plant. Troubleshoots cable problems. Makes custom patch cables to replace unusable cable and for special requirements. Maintains compliance with all applicable building and fire code regulations.

**Minimum/General Experience:** Two years of experience in the installation, monitoring, and repair of computer cabling and wiring. Experienced with a variety of cable types, connectors, and uses. Working knowledge of network communications hardware

**Education:** High School diploma and technical training in electronics or a related field.

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CLIN# 24 Engineer I

**Functional Responsibility:** Provides support for routine activities, according to established procedures or instructions. Assists with technical support for elements such as: complex processes, structural elements, electric/electronic components, equipment, applications, systems, software, networks, satellites, telecommunications, facilities, or machinery. Support assistance can include, but is not limited to, elements such as: research, studies, requirements/specifications definition, analysis, assessments, planning, acquisition, design, development, integration, overseeing, manufacture, construction, testing, installation, performance tuning, operation, deployment, or maintenance. Interfaces with users during the support process and may support user training. Contributes to technical documentation. Uses basic elements of applicable methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases to perform assigned tasks. Complies with the standards and organization requirements relative to specific assignments.

**Minimum/General Experience:** Two years of experience related to a specific architectural, engineering, or physical science discipline such as: aeronautical engineering, civil engineering, electrical engineering, electronics engineer, human factors, industrial engineering, measurement/calibration engineering, mechanical engineering, or telecommunications. Exposure to, familiarity with, Government or industry processes, procedures, standards, methodologies, or tools as relative to the assignment.

**Education:** Bachelor's degree in Architecture, Computer Science, Information Systems, Math, Physics, or other engineering discipline.

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CLIN# 25 Audio-Visual Media Director

**Functional Responsibility:** Responsible for supervising audio-visual development staff, directing instructional audiovisual development, developing shooting scripts, directing, and editing of motion pictures, and reviewing and analyzing audio-visual instructional programs for Interactive Course Ware
Minimum/General Experience: Six years of experience in the audio-visual field supervising, developing, or directing products.

Education: Bachelor’s degree in Education, Communications, Media, Motion Pictures or Television, or a related field.

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CLIN# 26 Video Production Specialist

**Functional Responsibility:** Under general direction implements media production via videotape recorder/player; digital special effects equipment and digital still frame storage equipment; and develops premaster tapes for videodisk, single frame editing, and production techniques. Utilizes authoring and production automation systems to produce interactive videodisks.

Minimum/General Experience: Four years of experience in video, studio and post-production, computerized editing equipment, and production of interactive videodisks.

Education: Bachelor’s degree in Communications, Media, Motion Pictures or Television, or a related field.

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CLIN# 27 Subject Matter Expert

**Functional Responsibility:** Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the information technologists to identify the best technological solution to technical issues.

Minimum/General Experience: Ten years of specialized technical experience in a functional area of expertise.

Education: Master’s degree in a relevant functional area.

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CLIN# 28 Technical Editor I

**Functional Responsibility:** Responsible for documentation development and preparation throughout the production cycle that can include technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Checks documents for spelling, grammar, organization, consistency, and content. Ensures that documents follow the appropriate style guide.

Minimum/General Experience: Two years of experience in writing, editing, and preparing business or technical documentation. Experience with and knowledge of Department of Defense (DOD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment.

Education: Bachelor’s Degree in Communications, Journalism, English, or a related field.

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CLIN# 29 Technical Writer I

**Functional Responsibility:** Responsible for documentation development and preparation throughout the production cycle that can include technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Checks documents for spelling, grammar, organization, consistency, and content. Ensures that documents follow the appropriate style guide.

Minimum/General Experience: Two years of experience in writing, editing, and preparing business or technical documentation. Experience with and knowledge of Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment.
Education: Bachelor’s Degree in Communications, Journalism, English, or a related field.

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CLIN# 30 Word Processor II

**Functional Responsibility:** Responsible for data input, edit, or maintenance during the development/modification of complex business or technical documentation. Assists with document production, assembly, or distribution. Integrates as necessary, document content from various word processing or related software products. Checks documents for spelling, grammar, organization, consistency, and content. Confirms that document modifications are complete and accurate. Ensures that documents comply with established standards.

**Minimum/General Experience:** Two years of experience in creating, updating, and maintaining complex documents (e.g., may include figures, equations, tabular/statistical data, graphics, etc.) on computer systems. Must be able to type 50 words per minute and efficiently use advanced features of required word processing software. Experience with Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment. Experience with other products that relate to document production such as spreadsheet or graphics software.

**Education:** High School diploma

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CLIN# 31 Technical Specialist IV

**Functional Responsibility:** Provides expert-level support in specialized technology areas that can include, but is not limited to, elements such as: research, studies, requirements/specifications definition, analysis, assessments, planning, acquisition, design, development, integration, testing, installation, performance tuning, deployment, or maintenance. Interfaces with users at all levels during the support process. Supports strategic or tactical planning to justify, market, or manage the technology needed for successful business operations. Provides user or subordinate training, as required. Author’s technical documentation. Provides technical presentations. Works with other disciplines as required achieving the best solution. Uses applicable methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Ensures compliance with the standards and organization requirements relative to specific assignments. May lead or manage a technical project.

**Minimum/General Experience:** Ten years of experience in a specialized area of technology such as: Client/Server, data warehousing/data mining, Internet, Intranets/Extranets, communications network computing, object-oriented development, or workflow/document management. Experience with Government or industry processes, procedures, standards, methodologies, or tools relative to the assignment.

**Education:** Master’s degree in a relevant functional area

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CLIN# 32 Documentation Specialist

**Functional Responsibility:** Writing, rewriting, and editing reports, articles, software documentation, and new releases of technical material. Will also have knowledge of applying audio visual communications techniques to scientific subject matter. Prepares and delivers presentations and briefings as required.

**Minimum/General Experience:** Minimum two years of experience in the field or in a related area.

**Education:** Bachelor’s degree in a relevant functional area

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CLIN# 33 Sr. Security Specialist
**Functional Responsibility:** Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Eight years of experience in progressively complex assignments.

**Minimum/General Experience:** Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Education:** Master’s degree in a relevant functional area

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**CLIN# 34 Sr. Software Systems Engineer**

**Functional Responsibility:** Formulates/defines specifications for complex operating software programming applications. May be team lead for other Software Engineers. Modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products.

**Minimum/General Experience:** Four years of related experience performing routine design, coding, and documentation of application programs for computers and related equipment used for scientific or commercial projects.

**Education:** Master’s Degree in a relevant functional area

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**CLIN# 35 Sr. Configuration Manager**

**Functional Responsibility:** Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

**Minimum/General Experience:** Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Typically, has at least a BS/BA degree and 8 years of experience in progressively complex assignments.

**Education:** Master’s Degree in a relevant functional area

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**CLIN# 36 Sr. Test Engineer**

**Functional Responsibility:** Formulates/defines test cases based on system requirements and specification. Devises or modifies procedures to test a unit or a system as a whole. Perform test cases, documents the result, and tracks changes. Prepares detailed specifications from which program bugs will be corrected and follows up with additional tests to ensure proper functional and system behavior per spec.

**Minimum/General Experience:** Minimum 4 years of programming or testing experience.

**Education:** Master’s Degree
CLIN# 37       Sr. Logistics Analyst

**Functional Responsibility:** Responsible for formulation of the opinions, decisions and ultimate performance of the task specified in the statement of work contained in the task order. This labor category requires experience and the ability to perform detailed and complex calculations plus knowledge of practices/principles necessary to assess advanced systems concepts, assess specifications and perform system integration.

**Minimum/General Experience:** Degree appropriate to the field of expertise, acquisition, logistics, business, or management.

**Education:** Master’s degree in a relevant functional area.

CLIN# 38       Sr. Functional Analyst

**Functional Responsibility:** Design, code, and test functional components of information systems according to project specifications. Identify and document functional requirements for information systems. Develop project documentation and user training materials according to program specifications. Conduct user training sessions. Prepare communications plans. Produce database extracts. Provide technical support to software development teams. Perform program management support tasks, such as status reporting and work-plan maintenance.

**Minimum/General Experience:** Minimum Five years’ experience with information systems implementation, change management efforts, or business process redesign.

**Education:** Master’s Degree in a relevant functional area

CLIN# 39       Sr. Support Specialist

**Functional Responsibility:** Performs in business operations functional areas such as human resources, finance, contracts, and subcontracts, purchasing, or administrative support. The Senior Support Specialist develops concepts, techniques, and standards and develops new applications based on professional principles and theories. Works independently and is able to supervise other support specialists.

**Minimum/General Experience:** Ten years or more experience in areas of specialty or defined discipline.

**Education:** Master’s degree in a relevant functional area.

CLIN# 40       Sr. Web Architect

**Functional Responsibility:** Works directly with a technical team, project executives, account teams and distributed computing management to design, negotiate and plan a broad range of Internet/Intranet computing solutions.

**Minimum/General Experience:** This position requires seven years of progressive general Internet related experience, client server technologies and network experience, and six years of specialized experience in the design and implementation of Internet technologies.

**Education:** Master’s degree in a relevant functional area.
Sr. Information Assurance Analyst

Functional Responsibility: Analyze the client system security such as firewall and router configurations, conduct gap analysis, determines enterprise information security standards, and develop and implement information security standards and procedures. Ensure that all information systems are functional and secure.

Minimum/General Experience: Minimum five years’ experience in analyzing computer security, conducting gap analysis.

Education: Master’s degree in a relevant functional area.

Senior Financial Analyst

Functional Responsibility: Performs financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting in support of information technology projects. Evaluates existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues that would require a report and recommends solutions. Develops work breakdown structures, and prepares charts, tables, graphs, and diagrams to assist in analyzing problems.

Minimum/General Experience: At least eight years of work experience with the specific requirements specified by the requirement. Specialized experience in in defined disciplined.

Education: Master’s degree in a relevant functional area

Technical Consultant I

Functional Responsibility: Supervise and provides identification/fixing of problems within existing software, design/implementation of new systems and enhancement of existing applications. Participates in analysis, design IT applications. Responsible for understanding the needs of the customers. Capable of creating requirements that will allow implementation by the development team for GOTS and COTS products. Performs such duties as: develops, modifies, and maintains complex programs. Developing detailed logical models and physical models, as well as coding changes. In addition, may carry out fact finding and programming analysis of a single activity or routine problem, applying established procedures where the nature of the program, feasibility, computer equipment, and programming language have already been decided. Works independently under specified objectives; applies judgment in devising program logic and in selecting and adapting standard programming procedures; resolves problems and deviations according to established practices; and obtains advice where precedents are unclear or not available. and expertise in the specialty field and a demonstrated ability to independently work on complex assignments.

Minimum/General Experience: This level of personnel generally has up to 5 years of professional experience in the field of expertise.

Education: Bachelor’s in Computer Science, Information Systems, Engineering, Business or a 4-year degree in related discipline.

Technical Consultant II

Functional Responsibility: Under general supervision, provides identification/fixing of problems within existing software, design/implementation of new systems and enhancement of existing applications. Participates in analysis, design IT applications. Responsible for understanding the needs of the customers. Capable of creating requirements that will allow implementation by the development team for GOTS and COTS products. Performs such duties as: develops, modifies, and maintains complex programs. Developing detailed logical models and physical models, as well as coding changes. In addition, may carry out fact finding and programming analysis of a single activity or routine problem, applying established procedures where the nature of the program, feasibility,
computer equipment, and programming language have already been decided. Works independently under specified objectives; applies judgment in devising program logic and in selecting and adapting standard programming procedures; resolves problems and deviations according to established practices; and obtains advice where precedents are unclear or not available.

**Minimum/General Experience:** This level of personnel generally has up to 8 years of professional experience in the field of expertise.

**Education:** Bachelor’s in Computer Science, Information Systems, Engineering, Business or a 4-year degree in related discipline.

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**CLIN# 45 Training Consultant I**

**Functional Responsibility:** Under direct supervision, has overall responsibility for conducting customized training classes. Develops training plans and the associated curricula. Identifies the resources necessary to implement the plan and ensures that training is conducted in accordance with the plan. Identifies and analyzes training considerations such as central, regional, hands-on, classroom, train-the-trainer, train-the-user, web-based, etc.

**Minimum/General Experience:** This level of personnel generally has up to 2 years of professional experience in the field of expertise.

**Education:** Bachelor’s in Computer Science, Information Systems, Engineering, Business or a 4-year degree in related discipline.

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**CLIN# 46 Training Consultant II**

**Functional Responsibility:** Under general supervision has overall responsibility for conducting customized training classes. Develops training plans and the associated curricula. Identifies the resources necessary to implement the plan and ensures that training is conducted in accordance with the plan. Identifies and analyzes training considerations such as central, regional, hands-on, classroom, train-the-trainer, train-the-user, web-based, etc.

**Minimum/General Experience:** This level of personnel generally has up to 4 years of professional experience in the field of expertise.

**Education:** Bachelor’s in Computer Science, Information Systems, Engineering, Business or a 4-year degree in related discipline.

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**CLIN# 47 Training Consultant III**

**Functional Responsibility:** Under minimum supervision and can work independently has overall responsibility for conducting customized training classes. Develops training plans and the associated curricula. Identifies the resources necessary to implement the plan and ensures that training is conducted in accordance with the plan. Identifies and analyzes training considerations such as central, regional, hands-on, classroom, train-the-trainer, train-the-user, web-based, etc.

**Minimum/General Experience:** This level of personnel generally has up to 6 years of professional experience in the field of expertise.

**Education:** Bachelor’s in Computer Science, Information Systems, Engineering, Business or a 4-year degree in related discipline.

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**CLIN# 48 Training Consultant IV**
Functional Responsibility: Supervise and has overall responsibility for conducting customized training classes. Develops training plans and the associated curricula. Identifies the resources necessary to implement the plan and ensures that training is conducted in accordance with the plan. Identifies and analyzes training considerations such as central, regional, hands-on, classroom, train-the-trainer, train-the-user, web-based, etc.

Minimum/General Experience: This level of personnel generally has up to 8 years of professional experience in the field of expertise.

Education: Bachelor’s in Computer Science, Information Systems, Engineering, Business or a 4-year degree in related discipline.

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**CLIN# 49  Sr. Project Manager**

Functional Responsibility: Duties include but are not limited to overall management of tasks, software development, installation, training, transition, maintenance, security, and acceptance. Provides supervisory technical and administrative direction for personnel performing tasks, including review of work products for correctness, adherence to the design concept and adherence to Government regulations and standards.

Minimum/General Experience: Three years project management experience plus five years of specialized experience in managing large information systems and five years’ experience in a related field.

Education: Master’s degree in a relevant functional area.

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**CLIN# 50  Associate Consultant**

Functional Responsibility: Perform customization and operational aspects of the implementation. Identification of problems, system architecture definition, hardware/software specification and/or design, implementation, testing, client training, and deployment.

Minimum/General Experience: Minimum three years’ experience in developing and delivering business process improvements, organizational change initiatives and user training in the implementation of information technology solutions. Possesses organizational, oral and written communications skills.

Education: Bachelor’s Degree in related field

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**CLIN# 51  Information Assurance/System Security Architect Level 2 (Master)**

Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

Minimum/General Experience: Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers’ requirements. Identifies, reports, and resolves security violations. Typically, has at least a BS/BA degree and 8 years of experience in progressively complex assignments.

Education: Master’s Degree in related field

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**CLIN# 52  Computer Security Systems Specialist (Intermediate)**

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

**Minimum/General Experience:** Minimum three years’ experience defining computer security requirements for high level applications, evaluation of approved security product capabilities, and developing solutions computer security problems.

**Education:** Bachelor’s degree or equivalent

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**CLIN# 53  Senior Business Process Reengineering Specialist**

**Functional Responsibility:** Staff professional, expert in a specific domain with general knowledge of other domains. Provides strategic guidance and influences program direction. Recommends large scale information system solutions and policies and assists with business integration across organizational levels. Provides program-level guidance within area of expertise and recommends domain-specific solutions and policies. Evaluates various business models including cost-benefit analysis and return on investment (ROI). May provide guidance to less experienced Business Consultants.

**Minimum/General Experience:** At least five years of related hands-on experience with the specific equipment, software, or other requirements.

**Education:** Master’s Degree in related discipline.

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**CLIN# 54  Quality Assurance Analyst**

**Functional Responsibility:** Provides technical and administrative support for personnel performing software development tasks, including the review of work products for correctness, adherence to design concepts and to user standards, review of program documentation to assure government standards/requirements are adhered to, configuration management for all hardware and software, and for progress in accordance with schedules. Coordinate with the Program Manager and/or Quality Assurance/Configuration Manager to ensure problem resolution and user satisfaction. Make recommendations, if needed, for approval of systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, end user representatives.

**Minimum/General Experience:** Minimum three years’ experience and knowledge in QA/QC areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment.

**Education:** A Bachelor’s degree in Computer Science, Information Systems, or related field.

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**CLIN# 55  Quality Assurance Engineer**

**Functional Responsibility:** Provides technical and administrative support for personnel performing software development tasks, including the review of work products for correctness, adherence to design concepts and to user standards, review of program documentation to assure government standards/requirements are adhered to, configuration management for all hardware and software, and for progress in accordance with schedules. Coordinates with the Program Manager and/or Quality Assurance/Configuration Manager to ensure problem resolution and user satisfaction.

**Minimum/General Experience:** Knowledge in QA/QC areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment with at least 5 years of experience.

**Education:** A Bachelor’s degree in Computer Science, Information Systems, or related field.

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**CLIN# 56  Senior Quality Assurance Engineer**
**Functional Responsibility:** Develops, implements, and maintains quality assurance/configuration management programs in support of a variety of software, hardware, and services. Establish standards for life cycle, documentation, development methods, testing, and maintenance. Develops and defines major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and determines requisite quality control/configuration management resources for an actual task order. Conducts or participates in formal and informal reviews at predetermined points throughout the system life cycle. Serve as liaison between Program Management and other functional groups to resolve issues regarding quality assurance/configuration management. Reviews and evaluates software products and services for adherence to government directives, standards, and guidelines. May provide daily supervision and direction to support staff.

**Minimum/General Experience:** Eight years of experience in QA/QC areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment

**Education:** A Bachelor’s degree in Computer Science, Information Systems, or related field

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**CLIN# 57  Network Engineer**

**Functional Responsibility:** Provides support to users in the areas of network operations, configuration, network monitoring and setup. Serves as the point of contact for troubleshooting network problems.

**Minimum/General Experience:** Minimum 4 years’ experience in Information Technology of which 2 years must be specialized including protocol analysis, communication network system design and maintenance, and knowledge of communication protocols and devices such as bridges, routers and gateways. General experience in Information Technology includes aspects of communication networks planning, installation, and support.

**Education:** Bachelor’s degree in related field.

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**CLIN# 58  Cyber Security Specialist**

**Functional Responsibility:** Analyzes and defines security requirements and designs, develops, engineers, and implements solutions. Performs risk analysis and security audit services, developing analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures.

**Minimum/General Experience:** Two years of experience in system engineering and/or design, design assurance or testing for products and system computer networking technology

**Education:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, or related field.

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**CLIN# 59  Cost Analyst**

**Functional Responsibility:** Must have the ability to advise on and perform professional or technical work in cost estimating, cost analysis, budgeting, scheduling, performance measurement, and/or cost research. Possesses substantial knowledge of the techniques, uses and content of the work described above to accomplish the most complex of efforts. This encompasses a basic knowledge of statistical techniques, scheduling techniques, network analysis, applied mathematics, economics, and the engineering disciplines.

**Minimum/General Experience:** Minimum three years’ experience in cost estimating, cost analysis, budgeting, scheduling, operations research, or engineering experience.

**Education:** Bachelor’s Degree in related field.
CLIN# 60   Senior Knowledge Management Specialist

**Functional Responsibility:** Under general supervision and may also lead as small team Responsible for all activities related to the administration of computerized databases. Assigns personnel to various projects and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises users of various databases. Projects long-range requirements for database administration in conjunction with other managers in the information systems function as well as business function managers.

**Minimum/General Experience:** This level of personnel generally has up to 5 years of professional experience.

**Education:** Bachelor’s degree in Computer Science, Information Systems, Engineering, or related field.

CLIN# 61   Senior Communications Engineer

**Functional Responsibility:** Perform analysis and simulation for various digital communication systems. Support projects in mathematical modeling, performance analysis and system simulation of communication systems. Provide computer support to analysis.

**Minimum/General Experience:** Five years of experience in the design, development, and evaluation of various engineering programs, preferably on communications systems and equipment.

**Education:** Bachelor's degree in Computer Science, Information Systems, Engineering, and Business, Science, or other technically related discipline such as Electrical Engineering.

CLIN# 62   Data Standardization Specialist

**Functional Responsibility:** Provide technical support in the evaluation of prime object names, data elements, and other objects. Evaluate proposed objects and their attributes. Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensure that the values of object attributes and domains are accurate and correct. Ensure that the proposed objects are consistent with data and process models.

**Minimum/General Experience:** At least four years’ experience with database management and quality standards and processes, database analysis skills, interpersonal communication skills.

**Education:** Bachelor’s Degree in related field.

CLIN# 63   Clerical I

**Functional Responsibility:** Provides daily IT administrative support. Generates MS WORD documents for the office. Edits draft correspondence for grammar, spelling and content. Uses Microsoft packages for spreadsheets and desktop publishing for use in creating a variety of reports on IT.

**Minimum/General Experience:** Entry level position with knowledge in word processing, clerical duties, and general computer experience.

**Education:** High School Diploma.

CLIN# 64   Clerical II
**Functional Responsibility:** Provides daily IT administrative support. Generates WORD documents for the office. Researches and identifies data required for a variety of IT information which could require formatting into a document. Draft correspondence. Provide quality assurance on the administrative control of large document productions. Uses Microsoft packages for spreadsheets and desktop publishing for use in creating a variety of reports on IT subjects, e.g., hardware inventory, software utilization, and hardware cost depreciation reports. Able to train others in the document development process.

**Minimum/General Experience:** Three years’ experience providing word processing, clerical duties, and general computer duties.

**Education:** High School Diploma

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**Training Services: Instructor-led Training, Web-Based Training, Education Courses, Course Development and Test Administration Learning Management, Internships**

**Special Item Number: 611430**

**A. Training and Training Aids:**

Proposed courses cover commercially-available off-the-shelf training and/or educational courses that are delivered via an Instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. internet/intranet, software packages and computer applications) system. Support materials not included are offered under SIN Ancillary.

Proposed professional services shall be in support of planning, creating, and/or executing testing and test administration, learning management, internship, or development of new courses or subject matter delivered via an instructor-led (i.e., traditional classroom setting or conference/seminar) and/or web-based (i.e., internet/intranet, software packages and computer applications) system. Proposed customization services are the result of planning, creating and/or executing a proprietary format and may be priced as a flat rate or as labor/hours using professional labor categories (i.e., Subject Matter Experts (SMEs)), Program Managers, Project Managers, Research Assistant, Technical Specialist, etc.), subject matter(s), Systems requirements and methodology(ies) to be used should be stated.

TSM will provide off-the-shelf, or customized off-the-shelf training packages under this SIN to meet specific agency needs related to management, organizational and business improvement services. Customization of off-the-shelf training may include but is not limited to the following:

**B. Workbooks**

**C. Computer Based Training**

**D. Overhead Transparencies**

**E. Training Manuals**

**F. Videotapes**

**G. Advanced Presentation Media**

**H. Services Support:**

Services under this SIN provide organizations a variety of training mediums to include computer-based training, web-based training, video teleconferencing, and instructor-led training. Customized courseware and facilitation is also available.

**Workshop Course Listing**
• **Total Quality Management (TQM)**
Learn the elements of TQM. This class will teach you to focus on total customer satisfaction. Also, there is an emphasis on management’s role, employee empowerment and teamwork, continuous improvement of products and processes, the role of measurement and analysis, strategic planning and how to get everyone involved in the effort of doing a job right the first time.

• **Presentation Techniques**
This class teaches how to create and present powerful presentations. The highlight of the class is the actual development and presentation of a topic selected by each student. Charts will be developed that can be used with computerized delivery such as MS PowerPoint. Students are taught the art of commanding the floor while delivering a powerful message to their audience.

• **Conflict Resolution**
Learn to confront any situation and control your emotions. You never have to concede or step on others once you have learned the techniques to handle conflict. This class will provide solutions to a variety of issues affecting you in the workplace. These proven techniques will also help you control your temper, tone, and disposition while confronting the conflicting situation.

• **Effective Communication**
How to say what you mean and mean what you say. Effective communication can be the key to becoming a success at whatever you do. This course helps you learn how to get your point across and ensures that others will have the same understanding as you. Communicating is a part of everyday life and is essential to career growth and personal development. Learn how to avoid nervousness and fear when delivering your message.

• **Business Process Reengineering**
This class teaches the methodology for describing, managing, improving, and changing complex processes and systems. Also covered is the standard approach to modeling processes, and for defining and understanding system requirements in the government and commercial sectors. Reengineering is the resulting act of an analysis that has been conducted. This course teaches how to interpret the data and work towards the desired outcome through restructuring.

• **Cultural Diversity (1 DAY)**
Workforce diversification is a blend of employees from different languages and cultural backgrounds. This workshop will explore gender, ethnic backgrounds, culture, age, education, learning and life experiences and how they differ in individuals to make them “unique”. Bring your team of employees together to create an office environment that can accomplish the mission of the organization without differences getting in the way.

• **Ethnics Training**
The moral principles of conduct and the basic principles underlying these principles such as good, evil, right, wrong, justice, value, duty, and obligation. The ethical works of philosophers are analyzed in terms of these concepts. In this course, students will examine ethical issues in the context of business theory and practice. In the process of exploring these issues and raising questions, this course draws on a wide body of literatures including the humanities, management theory, and the social sciences. Among the most important goals of this course are: (1) to jointly examine thoughtfully ideas and perspectives in the field of business ethics and extend these
ideas/perspectives to administrative practice and decision making; and (2) to enhance our moral sensibility and expand our capacity for moral inquiry, dialogue, and decision making in ways that will be useful in our professional and civic lives.

- **Team Building**
  The purpose of this course is to help strengthen the supervisor’s and employee’s team building skills. The class is designed to address the issues that bear upon an individual’s effectiveness as a team member or a team leader. This class will also help students to realistically access skills in several critical areas of teamwork and make plans to improve these skills. Also, an emphasis is on how to become a true team member that can rise to team leader.

- **Train-the-Trainer**
  Individuals are called upon to provide training to other employees from time to time. Such experiences can be as informal as showing someone "the ropes" or as formal as conducting structured classroom presentations. The success of these experiences, for both the trainee and the trainer, depends substantially on the preparation of the trainer. This course provides the basic knowledge and skills necessary to instruct others. Trainers need to know all the latest tested and proven techniques to motivate their learners. This class will teach you how to make effective presentations, get the audience attention, and project a little humor at the right moment. This class demonstrates how training can be fun and exciting no matter what the subject matter.

- **Technical Writing**
  Learn to target your publications to a particular audience. Features include fundamentals of writing as they apply to a specialized topic for your target audience. This course will also cover rewriting documents and creating new materials for technical users. Often times a writer does not know where to start in the writing process; therefore, an emphasis on brainstorming for ideas, writing outlines, and how best to prevent “writer’s cramp” is discussed.

- **Strategic Planning**
  Learn the use of long-term strategies and improvement. This class will examine the elements of strategic planning and decision-making. It is designed for those involved in changing the direction of an organization and making it more functional or profitable. Learn how to write a strategic plan and the concepts to use in applying those strategies to make the organization more effective.

- **Management Skills**
  Effective managers need skills in team building, communicating, decision making, negotiating, problem-solving, goal setting, and stress management with their personnel. Participants in this important workshop learn the management techniques necessary to increase motivation and promote high morale in their subordinates.

- **Causal Factor Re-engineering**
  CFR is a revolutionary business change process. It is a tool for developing and implementing radical changes in the way business is conducted. CFR eliminates the negative and costly causal factors in business operations through the reengineering of business systems, procedures or operation processes identified by a Root Causes Analysis.

- **Root Cause Analysis**
  This course teaches investigative techniques for analyzing processes that interrupt core-operating functions. The identification of the root cause of problems is the key
Root Cause Analysis training also provides a structured approach with systematic techniques to identify, investigate, and categorize the causal factors (root cause) of negative occurrences within an organization, system or process.

- **Peer Coaching**

  In this course you will learn how to interact freely with co-workers, supervisors, and managers to find solutions to solve problems together. This is sometimes a confidential process through which two or more professional colleagues work together to reflect on current practices; expand, refine, and build new skills; share ideas; teach one another; conduct research; or to solve problems in the workplace.