SIN 54151S –

Information Technology Professional Services IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion, and implementation support; network services, data/records management, and testing

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

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used 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 performed by the publisher or manufacturer or one of their authorized agents.

Greycells Technologies, LLC

43871 Hibiscus Drive, Ashburn, VA 20147
www.greycellstech.com
703-973-3979

Contract Number #
47QTCA18D0025

Period Covered by Contract: 11/13/2017 to 11/12/2022
General Services Administration Federal Acquisition Service

Pricelist current through Modification # PS-A812; 2/20/2020

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service’s Home Page via the Internet at http://www.fss.gsa.gov/
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SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. Geographic Scope of Contract:

The geographic scope of this contract is the 48 contiguous United States and the District of Columbia.

2. Contractor’s Ordering Address and Payment Information:

5614 Swift Creek Rd
Haymarket- VA 20169

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: please call: (571)758-7578

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.
4. Statistical Data for Government Ordering Office Completion of Standard Form 279:
   Block 9: G. Order/Modification Under Federal Schedule
   Block 16: Data Universal Numbering System (DUNS) Number: 079807515
   Block 30: Type of Contractor - B. Other Small Business
   Block 31: Minority-Owned Small Business - Yes
   Block 36: Contractor's Taxpayer Identification Number (TIN): 45-5603384

4a. CAGE Code: 7H3L2
4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB Destination

6. DELIVERY SCHEDULE
   a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

   SPECIAL ITEM NUMBER          DELIVERY TIME (Days ARO)
   54151S                       As negotiated

   b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. Discounts: Prices shown are NET Prices; Basic Discounts have been deducted.
   a. Prompt Payment: 1% - 10 days from receipt of invoice or date of acceptance, whichever is later.
   b. Quantity Over 500k - 1% Discount
   c. Maximum Dollar Volume Not Offered
   d. Government Educational Institutions are offered the same discounts as all other Government customers
   e. Other

8. Trade Agreements Act of 1979, as amended:
   All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. Statement Concerning Availability of Export Packing:

10. Small Requirements: The minimum dollar value of orders to be issued is $100.00.
11. Maximum Order (All dollar amounts are exclusive of any discount for prompt payment.)

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

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

12. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS. In accordance with FAR 8.404:

   [NOTE: Special ordering procedures have been established for Special Item Numbers (SINs) 54151S IT Professional Services refer to the terms and conditions for those SINs.]

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering activities need not seek further competition, synopsize the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering activity has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the ordering activity’s needs.

a. Orders placed at or below the micro-purchase threshold, ordering activities can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering activities should consider reasonably available information about the supply or service offered under MAS contracts by using the “GSA Advantage!” on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the ordering activity’s needs. In selecting the supply or service representing the best value, the ordering activity may consider--

   1. Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
   2. Trade-in considerations;
   3. Probable life of the item selected as compared with that of a comparable item;
   4. Warranty considerations;
   5. Maintenance availability;
   6. Past performance; and
   7. Environmental and energy efficiency considerations.

c. Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering activity to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering activities shall--

   Review additional Schedule Contractors’

   1. catalogs/pricelists or use the “GSA Advantage!” on-line shopping service;
(2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and

(3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering activity determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

(1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);

(2) Offer the lowest price available under the contract; or

(3) Decline the order (orders must be returned in accordance with FAR 52.216-19).

d. Blanket purchase agreements (BPAs). The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. ordering activities may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

e. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering activities will find it advantageous to request a price reduction. For example, when the ordering activity finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering activity the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order.

f. Small business. For orders exceeding the micro-purchase threshold, ordering activities should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

g. Documentation. Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an ordering activity requirement, in excess of the micro-purchase threshold, is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering activity shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the ordering activity’s needs.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS: ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in
accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L’Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV2001)

(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

(c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor’s participation in such order may be restricted in accordance with FAR Part 9.5.
Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

16. GSA Advantage!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

1. Manufacturer;
2. Manufacturer's Part Number; and
3. Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: Netscape). The Internet address is http://www.fss.gsa.gov/.

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract.

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, only if:

1. All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));

2. The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;

3. The items are clearly labeled on the order as items not on the Federal Supply Schedule; and

4. All clauses applicable to items not on the Federal Supply Schedule are included in the order.
18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

(1) Time of delivery/installation quotations for individual orders;

(2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.

(3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Outside the scope of this contract

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

“BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract.”

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.
21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Contractor’s Reports of Sales and 552.238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of $2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds $2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

23. SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

www.greycellstech.com.com

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from__________ dated________. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)
(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.
1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES
   a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
   b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
   c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK)
   (G-FCI-920) (MAR 2003)

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

When ordering services over $100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services. When DFARS 208.404-70 is applicable and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.404-70, the DFARS procedures take precedence.

GSA has determined that the prices for services contained in the contractor’s price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(a) When ordering services, ordering activities shall—

   (1) Prepare a Request (Request for Quote or other communication tool):

      (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of
work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.

(ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

(iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor’s experience and/or past performance performing similar tasks.

(iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate) and transmit the request as follows:

NOTE: When buying IT professional services under SIN 54151S ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency’s needs are available, if the order is estimated to exceed the micro-purchase threshold.

(i) The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.

(ii) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity’s needs.

(iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.

(iv) Ordering activities should strive to minimize the contractors’ costs associated with responding to requests for quotes for specific orders. Requests
should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

(b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering activity the opportunity to secure volume discounts. When establishing BPAs, ordering activities shall—

(1) Inform contractors in the request (based on the ordering activity’s requirement) if a single BPA or multiple BPAs will be established and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

(i) SINGLE BPA: Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)

(ii) MULTIPLE BPAs: When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.

(2) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)

(c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

(d) When the ordering activity’s requirement involves both products as well as executive, administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

(e) The ordering activity, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors’ quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

4. 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 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.

5. PERFORMANCE OF SERVICES

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

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

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

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

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.
“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

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

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

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

12 PAYMENTS
For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), Alternate I (APR 1984) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time- and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), Alternate II (DEC 2002) applies to labor-hour orders placed under this contract.

13 RESUMES
Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

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

15 APPROVAL OF SUBCONTRACTS
The ordering activity may require that the Contractor receive, from the ordering activity’s Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.
16. DESCRIPTION OF IT SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices. The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE:

Commercial Job Title: System Engineer  
Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor’s Degree in Computer Science

The Greycells Technologies is a Minority-owned small business that has provided innovative information technology (IT) services for over 5 years. Working in partnership with our federal government customers, we deliver on-target solutions that support our customer’s vital missions, goals and objectives. Among our proven capabilities are Application Development and Maintenance, IT Operations and Management, IT Infrastructure Development and Implementation, IT Security and Organizational Change Management.

Our approaches and methodologies have been refined through our continued successful support of programs throughout the federal market. While we use process and structure—and embrace their value—Greycells Technologies does not let mechanisms impede our ability to take action. Our track record, as well as our high scores on past performance ratings, demonstrates the success of this perspective.

Greycells Technologies provides our customers with highly skilled, qualified specialists who adopt our clients’ requirements as their own. Our executive team and staff are committed to responsive service and maintaining a consistently high level of customer support across all programs, regardless of size or complexity.
Throughout our history we have maintained strong and lasting relationships with our customers. More than 50% of our current work is with customers that we have served for more than 10 years.

GreyCells Technologies Services

The GreyCells Technologies provides a wide scope of IT support services, ranging from planning and design to deployment, and operations and maintenance. We have over 5 years of successful program and project management experience. We offer our customers a single source for their IT needs delivered with an absolute commitment to ethics, responsiveness, security and quality.

Application Development

GreyCells Technologies provides development and ongoing maintenance of applications and software systems using industry-standard software development lifecycle methodologies. GreyCells Technologies application development services include:

- Application Development and Maintenance
- Application Service Desk Support
- Application Security
- Business Intelligence
- Database Design, Development and Maintenance
- Independent Verification and Validation (IV&V)
- Project/Program Management
- Quality Control and Assurance
- Software Testing
- Web-Enabled Solutions

IT Operations and Management

TEG provides technical services and management processes required to support and manage systems over their lifecycle. GreyCells Technologies IT operations services include:

- Break/Fix Service
- Data Center Operations and Maintenance
- Desktop, Server and System Administration and Support
- Help Desk and Service Desk Support for Networks, Telecommunications, Desktops/Servers and Applications
- IT Service Portfolio Management
- IT Training
- Network Operations
- Performance Monitoring and Management
- Project/Program Management
- Service Provisioning
- Virtual Computing Solutions and Support

IT Infrastructure Development and Implementation

GreyCells Technologies designs, develops and deploys secure enterprise systems and architectures that support the delivery of business systems and IT-enabled processes

- Business Strategy and Plans
- Capacity Planning
- Governance and Compliance
- Technical Architecture and Plans
- Major Projects – Design, Engineer, Integrate/Configure and Deploy
- Product Research and Sourcing
- Project/Program Management
IT Security

Greycells Technologies has the understanding, capability and commitment needed to help the government solve its IT Security issues. TEG’s IT security services include:

- Application Security
- Cyber Security Operations Support
- Continuity of Operations Planning (COOP) and Support Services
- IT Access Control
- IT Security Certification and Accreditation
- Risk Management
- Security Engineering
- Security/FISMA Compliance
- Security Governance
- Security Training
- Vulnerability Assessments

Organizational Change Management

TEG provides innovative change management services to prepare a workforce for and increase acceptance of organizational change.

- Application Integrated Performance Support
- Change Management Strategic Planning
- Communications Planning, Development and Implementation
- Desktop Performance Support Tools
- Knowledge, Skills and Abilities Gap Analysis
- Resistance Management Planning
- Sponsorship Planning, Coaching and Implementation
- Workforce Readiness Assessment
- Training Development – Classroom, Distance Learning, Blended Learning
- Training Planning, Development, Implementation and Evaluation
LABOR CATEGORY DESCRIPTIONS

Please note the following equivalency statements may apply to these labor categories:

- An Associates Degree is equivalent to 2 years experience.
- A Bachelors Degree is equivalent to 4 years of experience.
- A Masters Degree is equivalent to 6 years of experience.

Example: Labor Category NW Security Specialist I (163) has a minimum requirement of three years’ experience and an Associates Degree. An equivalent minimum requirement would be five years experience without an Associates Degree.

100 SENIOR PROGRAM MANAGER

Functional Responsibility: Responsible for all aspects of the development and implementation of assigned projects and serves as the contractor's single Senior manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning work and contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Ensures adherence to quality standards and reviews project deliverables. Shall be responsible for the overall contract performance and shall not serve in any other capacity under this contract.

Minimum/General Experience: This position requires a minimum of 10 years’ experience, of which at least six years must be specialized in formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates.

Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

101 Project Manager

Functional Responsibility: Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed and developing schedule to ensure the timely completion of project and deadlines.

Minimum/General Experience: This position requires a minimum of 8 years’ experience, of which at least four years must be specialized in management and supervision of the design, development, and implementation of IT systems.

Education: Bachelor's degree in Computer Science, Information Systems, engineering, Business, or other related discipline.
102  Task Leader

**Functional Responsibility:** Oversees a small project or phases of a larger project. Responsible for coordinating activities of project team, identifying appropriate resources needed, and developing schedules to ensure timely completion of project. Must be familiar with system’s scope and projects’ objectives, as well as the role and function of each team member, in order to effectively coordinate the activities of the team. Communicates with Project Manager regarding the status of specific projects.

**Minimum/General Experience:** This position requires a minimum of five years experience, of which at least two years must be specialized in management and supervision of IT projects.

**Education:** Bachelor's degree in Computer Science, Information Systems, engineering, Business, or other related discipline.

103  Admin Analyst

**Functional Responsibility:** Works with management to develop database strategies to support clients needs. Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.

**Minimum/General Experience:** This position requires a minimum of three years experience, of which at least one year must be specialized in the use of DBMS.

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

104  Admin Coordinator

**Functional Responsibility:** Directly supports management by providing general office functions, which include typing correspondence; filing, answering telephones and assisting other administrative support as necessary.

**Minimum/General Experience:** This position requires a minimum of four years experience in general office administration. At minimum, three years of specialized experience using commercial automated word processing (e.g., WordPerfect, Word).

**Education:** Requires a high school diploma.
105 Admin Assoc

**Functional Responsibility:** Directly supports management by providing general office functions, which include typing correspondence; filing, answering telephones and assisting other administrative support as necessary.

**Minimum/General Experience:** This position requires a minimum of two years experience in general office administration. At minimum, one year of specialized experience using commercial automated word processing (e.g., WordPerfect, Word).

**Education:** Requires a high school diploma.

106 Quality Assurance Analyst

**Functional Responsibility:** Responsible for the effective development and implementation of programs to ensure that all information systems products and services meet minimum client standards and end-user requirements. Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards / requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

**Minimum/General Experience:** This position requires a minimum of six years experience, of which at least three years must be specialized. Experience includes: analysis and design of business applications on complex systems for large-scale computers, data base management, use of the programming languages.

**Education:** Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline

107 Quality Assurance Specialist

**Functional Responsibility:** Under limited supervision, carries out procedures to ensure that all information systems products and services meet minimum client standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents all problems and work to resolve any issues; reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs work flow analysis and recommends quality improvements.

**Minimum/General Experience:** This position requires a minimum of three years experience, of which at least one year must be specialized. Experience includes: analysis and design of business applications on complex systems for large-scale computers, data base management, use of the programming languages.

**Education:** Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
108  Management Analyst II

**Functional Responsibility:** Applies management, process improvement and reengineering methodologies and principles to projects. Duties include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and other forms of knowledge transfer. May be responsible for managing others on project.

**Minimum/General Experience:** This position requires a minimum of five years experience, of which at least three years must be specialized. Experience includes facilitation, training, methodology development and evaluation, process reengineering, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods and practices.

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

109  Management Analyst I

**Functional Responsibility:** Applies management, process improvement and reengineering methodologies and principles to projects. Duties include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and other forms of knowledge transfer. May be under the supervision and direction of a Program/Project Manager or may work independently.

**Minimum/General Experience:** This position requires a minimum of three years experience, of which at least one years must be specialized. Experience includes facilitation, training, methodology development and evaluation, process reengineering, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods and practices.

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

110  Senior IT Consultant

**Functional Responsibility:** Provide senior IT management support to assist with the establishment and coordination of an integrated project team (IPT) comprising participants from multiple organizations with mission objectives relating to IT systems. Duties include definition of roles, definition of project charter, support to Project Management Office to define deliverables, coordination of resources, assistance with executive briefings. May provide IT system specific senior management support.

**Minimum/General Experience and Years of Experience:** Minimum of 6 years progressive consulting and/or direct relevant IT industry related experience and/or educational training in related fields

**Educational Requirements:** Master's Degree in Business Administration, Computer Science, Information Systems or other related field or equivalent experience
111 Executive IT Consultant

Minimum/General Experience and Years of Experience: Minimum of 10 years progressive IT consulting and/or direct relevant IT industry experience and/or educational training in related IT fields

Functional Responsibility: Executive level management and direction on IT related engagements, defining engagement strategy, objectives, and scope, including defining engagement deliverables (both IT systems and supporting business processes and support tools), working experience in project definition and process and systems analysis, creation of competitive strategies, and integration of global solutions. Proficient in project estimation, resource planning efforts, and resolving global project issues such as process and IT compatibility, client expectations, and timing. Fosters overall soundness of analytical approach and IT solutions and is able to suggest technical or business alternatives. Manages project resources; champions firm initiatives, and leads developments in new business enterprises through innovation. Other experience includes coordinating multiple projects and team, and assisting in achieving desired program results.

This position includes being a leader in strategic, business, and action planning, maintains responsibility for formulating work standards, creating strategic project objectives, and managing client issues and feedback.

Provides strong management and direction, and is focused on high performance-based work. Responsible for developing an engagement work plan as well as selecting, modifying, and using the appropriate consulting tools for each engagement. Serves in the role of team leader over assigned support areas, often filling the position of project team lead and instructing, directing, and monitoring the work of other project staff. Assumes responsibility for selecting and using appropriate consulting tools and resources for the engagement. Conducts analysis of work plan completeness, prepares status reports, and supports quality control practices. Performs analyses of fundamental client issues, assesses appropriate alternatives, and recommends solutions. Communicates client expectations to project team, and escalates appropriate issues to senior level project staff. Maintains technical knowledge within industry and service line. Conducts analyses of client problems and develops creative solutions and recommendations.

This position also may perform organizational assessments, program audits, and evaluations, system alignment, and process and productivity improvement.

Educational Requirements: Master's Degree in Business Administration, Computer Science, Information Systems or other related field or equivalent experience

112 Project Control Specialist

Functional Responsibility: Directs all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develops work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provides daily supervision and direction to staff.

Minimum/General Experience: This position requires a minimum of 5 years experience, of which at least three years must be specialized in financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting

Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Accounting, or other related discipline.
113 Training Specialist III

**Functional Responsibility:** Works with little or no supervision, organizes, prepares and conducts training and educational programs for information systems and user personnel. Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. May design and develop in-house programs. Develops all instructor materials (course outline, background material, and training aids). Develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provides daily supervision and direction to staff.

**Minimum/General Experience:** This position requires a minimum of five years experience, of which at least three years must be specialized in information technology.

**Education:** BA or BS degree in any field

114 Training Specialist II

**Functional Responsibility:** Under general direction, organizes and conducts moderately complex training and educational programs for information systems or user personnel. Maintains records of training activities, employee progress and program effectiveness. Competent to work at the highest phases of information systems training. Conducts the research necessary to develop and revise training courses. Develops and revises these courses and prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops and seminars.

**Minimum/General Experience:** This position requires a minimum of three years experience, of which at least two years must be specialized in training.

**Education:** BA or BS degree in any field

115 Training Specialist I

**Functional Responsibility:** Under general supervision, organizes and conducts moderately complex training and educational programs for information systems or user personnel. Maintains records of training activities, employee progress and program effectiveness. Competent to work on most phases of information systems training. Conducts the research necessary to develop and revise training courses. Develops and revises these courses and prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops and seminars.

**Minimum/General Experience:** This position requires a minimum of one years experience in training.

**Education:** BA or BS degree in any field

116 Training Course Developer III

**Functional Responsibility:** Coordinate with software and information developers to understand the technical complexity of a product architecture and translating it into effective course material;
maintaining a continuing high level of knowledge about the complexities of the products and/or systems, as well as related technologies; developing courses for an application development audience. Responsibilities may also include defining curricula, creating course materials, guides, grading schemes, student handouts, exercises, test and presentation materials. May be responsible for setting up and conducting classes, soliciting student feedback and reporting on student performance.

**Minimum/General Experience:** Five years experience researching, designing, developing, delivering and maintaining training courses

**Education:** Bachelor's degree in Computer Science, Information Systems, Education, Instructional Technology or other related discipline.

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**117 Training Course Developer II**

**Functional Responsibility:** Coordinate with software and information developers to understand the technical complexity of a product architecture and translating it into effective course material; maintaining a continuing high level of knowledge about the complexities of the products and/or systems, as well as related technologies; developing courses for an application development audience. Responsibilities may also include defining curricula, creating course materials, guides, grading schemes, student handouts, exercises, test and presentation materials. May be responsible for setting up and conducting classes, soliciting student feedback and reporting on student performance.

**Minimum/General Experience:** Three years’ experience researching, designing, developing, delivering and maintaining training courses

**Education:** Bachelor's degree in Computer Science, Information Systems, Education, Instructional Technology or other related discipline.

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**118 Training Course Developer I**

**Functional Responsibility:** Coordinate with software and information developers to understand the technical complexity of a product architecture and translating it into effective course material; maintaining a continuing high level of knowledge about the complexities of the products and/or systems, as well as related technologies; developing courses for an application development audience. Responsibilities may also include defining curricula, creating course materials, guides, grading schemes, student handouts, exercises, test and presentation materials. May be responsible for setting up and conducting classes, soliciting student feedback and reporting on student performance.

**Minimum/General Experience:** One-year experience researching, designing, developing, delivering and maintaining training courses

**Education:** Bachelor's degree in Computer Science, Information Systems, Education, Instructional Technology or other related discipline.

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**119 Business Process Re-engineering Manager**

**Functional Responsibility:** Responsible for the most complex systems process analysis, design and simulation. Applies process improvement and reengineering methodologies and principles to
conduct process modernization projects. Responsible for effective transitioning of existing project teams, and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Provides daily supervision and direction to Business Process Reengineering staff and other team members.

**Minimum/General Experience:** This position requires a minimum of eight years experience, of which at least five years must be specialized in reengineering methodologies and principles.

**Education:** A Master's degree in Computer Science, Information Systems, Engineering, Business, Education, Management Sciences, Psychology, Human Resources Development/Management, or other related discipline.

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**120 Business Process Re-engineering Analyst I**

**Functional Responsibility:** Under general direction, formulates and defines systems scope and objectives through research and fact finding combined with a basic understanding of business systems and industry requirements. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Includes analysis of business and user needs, documenting requirements and revising existing systems as necessary. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects.

**Minimum/General Experience:** This position requires a minimum of eight years experience, of which at least four years must be specialized in reengineering methodologies and principles.

**Education:** A Master's degree in Computer Science, Information Systems, Engineering, Business, Education, Management Sciences, Psychology, Human Resources Development/Management, or other related discipline.

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**121 Business Process Reengineering Specialist II**

**Functional Responsibility:** Under general supervision, formulates and defines systems scope and objectives through research and fact finding combined with a basic understanding of business systems and industry requirements. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Includes analysis of business and user needs, documenting requirements and revising existing systems as necessary. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects.

**Minimum/General Experience:** This position requires a minimum of five years experience, of which at least three years must be specialized. Experience may include: facilitation, training, methodology development and evaluation, process reengineering across all phases.

**Education:** A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Education, Management Sciences, Psychology, Human Resources Development/Management, or other related discipline.
122 Business Process Reengineering Specialist I

**Functional Responsibility:** Under direct supervision, assists in formulating and defining systems scope and objectives through research and fact finding combined with a basic understanding of business systems and industry requirements. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Includes analysis of business and user needs, documenting requirements and revising existing systems as necessary. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects.

**Minimum/General Experience:** This position requires a minimum of three years experience, of which at least two years must be specialized. Experience may include: facilitation, training, methodology development and evaluation, process reengineering across all phases.

**Education:** A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Education, Management Sciences, Psychology, Human Resources Development/Management, or other related discipline.

123 Business Apps/Resource Analyst

**Functional Responsibility:** Analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task.

**Minimum/General Experience:** This position requires a minimum of five years experience, of which at least two years must be specialized in determining functional requirements.

**Education:** A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Education, Management Sciences, Psychology, Human Resources Development/Management, or other related discipline.

124 IT Project Coordinator

**Functional Responsibility:** Provide project management support to coordinate IT projects. Duties may include point of contact for client team, develop and update of Microsoft project plan, interface with client IT management and technical staff to schedule tasks in accordance with master integrated project plan, participate and lead meetings with client to review and finalize IT migration plans and other documentation, identify all project dependencies and develop resolution and/or work-around to maintain schedule and finalize (based on client and other input) the Communications Plan, Migration Schedule, Risk/Mitigations, etc., participate in regular client and IT operations conference calls and meetings, point of escalation or facilitate resolutions to issues/incidents during project, take meeting notes and define/track action items.

**Minimum/General Experience:** Minimum of 3 years progressive consulting and/or direct relevant IT industry related experience and/or educational training in related fields

**Education:** Bachelor's Degree in Business Administration, Computer Science, Information Systems or other related field or equivalent experience

125 Computer Programmer IV
**Functional Responsibility**: Supervises activities of application programming personnel for a large project, several small projects or a small department. Responsible for quality assurance. Makes decisions on personnel actions, controls revenue and/or expenses within operating unit. Responsible for client deliverables and schedule. Provides input to policy level direction regarding standards, budget constraints.

**Minimum/General Experience**: This position requires a minimum of 8 years work experience.

**Education**: Bachelors degree in Computer Science, Information Systems, Engineering or other related discipline or technical training/certification.

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**Computer Programmer III**

**Functional Responsibility**: Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Responsible for program design coding, testing, debugging and documentation. Has full technical knowledge of all phases of application programming. Also has duties instructing, directing and checking the work of other programming personnel. Responsible for quality assurance review. Acts as project leader for project with small budgets or limited duration. Responsible for directing and monitoring the work of team members. Note: this position does not perform systems analysis functions.

**Minimum/General Experience**: This position requires a minimum of 5 years work experience.

**Education**: Associates degree in Computer Science, Information Systems, Engineering or other related discipline or technical training/certification.

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**Computer Programmer II**

**Functional Responsibility**: Under general direction, monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation, which may be mainframe, mini, or client/server based or peripheral equipment. May devise or modify procedures to solve complex problems considering computer Design, codes, test, debugs and documents those programs. Note: this position does not perform systems analysis functions.

**Minimum/General Experience**: This position requires a minimum of 3 years work experience.

**Education**: Requires a High School diploma or technical training

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**Computer Programmer I**

**Functional Responsibility**: Under immediate supervision monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation, which may be mainframe, mini, or client/server based or peripheral equipment. May code, test, debug, document and maintain computer programs. Note: this position does not perform systems analysis functions.

**Minimum/General Experience**: This position requires a minimum of one year work experience.

**Education**: Requires a High School diploma or technical training
129  Help Desk Manager

**Functional Responsibility:** Has overall responsibility for help desk staff and the activities associated with the identification, prioritization, and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed. Assigns personnel to various operations and directs their activities; reviews and evaluates their work and prepares performance reports.

**Minimum/General Experience:** This position requires a minimum of five years experience, of which at least two years must be specialized. Experience includes: management experience, knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk.

**Education:** Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline or technical training/certification.

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130  Help Desk Lead

**Functional Responsibility:** Under general direction of the Help Desk Manager, is responsible for ensuring the timely process through with problems are controlled. Includes problem recognition, research, isolation, resolution and follow-up steps. Requires experience and understanding of MIS environment. Typically involves the use of problem management database ad help desk system. May provide guidance/training for less experienced personnel;

**Minimum/General Experience:** This position requires a minimum of three years experience, of which at least two years must be specialized. Experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk.

**Education:** Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline or technical training/certification.

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131  Hardware Software Specialist III

**Functional Responsibility:** Monitors and responds to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with vendor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. May provide LAN server support. Requires strong knowledge of PC/LAN communications hardware/software in a multi-protocol environment, and network management software. Prepares functional requirements and specifications for hardware acquisitions. Ensures that problems have been properly identified and solutions will satisfy the user's requirements.

**Minimum/General Experience:** This position requires a minimum of five years experience, of which at least three years must be specialized in system analysis, evaluation of hardware capabilities and configurations. Experience includes: system analysis and evaluation of hardware capabilities and configurations. Must demonstrate the ability to work independently, may function as lead job providing guidance and training for less experienced technicians.
Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline or certificate is required.

132 Hardware Software Specialist II

Functional Responsibility: Monitors and responds to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with vendor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. May provide LAN server support. Requires strong knowledge of PC/LAN communications hardware/software in a multi-protocol environment, and network management software. Prepares functional requirements and specifications for hardware acquisitions. Ensures that problems have been properly identified and solutions will satisfy the user's requirements.

Minimum/General Experience: This position requires a minimum of two years experience. Experience includes: system analysis and evaluation of hardware capabilities and configurations. Must demonstrate the ability to work independently or under only general supervision.

Education: An Associate's Degree in Computer Science, Information Systems, Engineering, or other related discipline is required.

133 Hardware Software Specialist I

Functional Responsibility: Monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with vendor support service groups to ensure proper escalation during outages or period of degraded system performance. May assist with installation of terminals and associated hardware. May provide LAN server support. Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning hardware. Prepares functional requirements and specifications for hardware acquisitions. Ensures that problems have been properly identified and escalated if necessary.

Minimum/General Experience: This position requires a minimum of 6 months experience. Experience includes: increasing responsibilities with software systems, Works under immediate supervision.

Education: Requires a High School diploma or technical training.

134 Help Desk Specialist III

Functional Responsibility: Under immediate direction of the Help Desk Manager or senior help desk personnel, responds to and diagnoses problems through discussions with users. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Includes problem recognition, research, prioritization isolation and resolution steps. Typically is able to resolve less complex problems immediately. May involve use of problem management database and help desk systems.

Minimum/General Experience: This position requires a minimum of three years experience of which one years are specialized. Experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk.
Education: Associates Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline is required.

135 Help Desk Specialist II

Functional Responsibility: Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems. Includes problem recognition, research, prioritization isolation and resolution steps. May involve use of problem management database and help desk systems.

Minimum/General Experience: This position requires a minimum of 3 years experience. Experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk.

Education: Requires a High School diploma or technical training.

136 Help Desk Specialist I

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

Minimum/General Experience: This position requires a minimum of one year experience. Experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk.

Education: Requires a High School diploma or technical training.

137 IT Management Consultant

Functional Responsibility: Proficiency in analysis and defining business needs relating to IT programs, applying methodologies, support of IT program management, exposure to client issues, and development of project deliverables relating to IT solutions. Provides assistance on completing work plan activities, analyzes relevant data and information, and institutes and supports business solutions. Other experience includes process improvement diagnoses, process modeling and documentation, benchmarking activities, and exposure to change management principles.

Provides analytical and IT program support, and is focused on high performance work and has an understanding of business needs and related IT methodologies and solutions.

Minimum/General Experience: Minimum of 2 years progressive IT consulting and/or direct relevant IT industry experience and/or educational training in related fields such as computer science, Microsoft technologies, IT Organizational Change Management, etc.

Education: Bachelor's Degree in Business Administration, Computer Science, Information Systems or other related field or equivalent experience.

138 Senior IT Management Consultant

Functional Responsibility: Support program management and assistance with design issues, leading client teams, analysis of project data, and development of appropriate deliverables for IT programs.
Proficient in the use of firm tools and enablers to better support the overall objectives and goals of the IT program objectives. Demonstrates these skills by performing status reports, verifying work plan completeness, and communicating with team members. Development of leadership/management skills, performing benchmark analyses, building organizational design models, and defining business and technical needs.

Provides senior-level analytical and program support, and is focused on providing high performance work and has an understanding of business needs and related IT issues and solutions. Regarding IT consulting services, contributes to engagement work plan development and often leads assigned engagement tasks to completion within scope and budget. Assists in the development of engagement deliverables and contributes to status reporting. Applies business modeling, process modeling, and software design techniques to meet project objectives. Conducts analysis of appropriate consulting tools to satisfy IT program requirements, and creates IT project deliverables. Formulates diagnoses through financial or statistical modeling, assesses appropriate alternatives relating to, but not limited to, IT technologies, Information Technology Infrastructure Library (ITIL) or similar IT related best practices, methodologies, approaches and offers conclusions to the Team Lead or Project Manager. This position performs analyses and makes diagnoses, as well as defines symptoms and problems, and develops conclusions. Also participates in organizational IT infrastructure (and other infrastructure areas) assessments, and leads systems performance measures and system performance indicators analysis.

**Minimum/General Experience:** Minimum of 4 years progressive IT consulting and/or direct relevant IT industry experience and/or educational training in IT related fields

**Education:** Bachelor's Degree in Business Administration, Computer Science, Information Systems or other related field or equivalent experience

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139 **Expert IT Management Consultant**

**Functional Responsibility:** Senior-level management and direction on client IT engagements, extensive experience in all aspects of leading a IT related project, understanding of business needs and associated IT issues/solutions, experience in formulating project definition, isolating success factors (technology related and/or business related), and aligning firm objectives with client needs. fostering successful IT program management through performance reviews, assessment and analysis, design and development of solutions IT, monitoring budget allotments, issues resolution, and implementation. Other experience includes management of local resources, administration of project work plans and processes, and core capabilities in information systems design and technical solutions.

Provides strong management and direction, and is focused on high performance-based work. Responsible for developing an engagement work plan as well as selecting, modifying, and using the appropriate consulting tools for each engagement. Serves in the role of team leader over assigned support areas, often filling the position of project team lead and instructing, directing, and monitoring the work of other project staff. Conducts analysis of work plan completeness, prepares status reports, and supports quality control practices. Performs analyses of fundamental client issues, assesses appropriate alternatives, and recommends solutions. Communicates client expectations to project team, and escalates appropriate issues to senior level project staff. Maintains technical knowledge within industry and service line. Conducts analyses of client problems and develops creative solutions and recommendations. This position also may perform organizational assessments, program audits, and evaluations, system alignment, and process and productivity improvement.

**Minimum/General Experience:** Minimum of 8 years progressive consulting and/or direct relevant IT industry experience and/or educational training in IT related fields

**Education:** Master's Degree in Business Administration, Computer Science, Information Systems or other related field or equivalent experience

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140 **Technical Info Specialist III**
Functional Responsibility: Provides technical expertise and support in one or more technology areas including, but not limited to, knowledge discovery, policy development, training, wireless communications, Internet technologies, enterprise engineering, information assurance, security and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer mission.

Minimum/General Experience: This position requires a minimum of 5 years experience. Must have IT knowledge and demonstrated hands-on experience and/or training in areas of emerging technologies. These areas include, but are not limited to, national policy development, continuity of government and operations, crisis management, disaster recovery, database frameworks, enterprise resource planning, HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery.

Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline is required.

141 Technical Info Specialist II

Functional Responsibility: Provides technical expertise and support in one or more technology areas including, but not limited to, knowledge discovery, policy development, training, wireless communications, Internet technologies, enterprise engineering, information assurance, security and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer mission.

Minimum/General Experience: This position requires a minimum of 3 years experience. Must have IT knowledge and demonstrated hands-on experience and/or training in areas of emerging technologies. These areas include, but are not limited to, national policy development, continuity of government and operations, crisis management, disaster recovery, database frameworks, enterprise resource planning, HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery.

Education: Associates Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline is required.

142 Technical Info Specialist I

Functional Responsibility: Under general supervision, assists in supporting one or more technology areas including, but not limited to, knowledge discovery, policy development, training, wireless communications, Internet technologies, enterprise engineering, information assurance, security and critical infrastructure protection.

Minimum/General Experience: This position requires a minimum of 1 year experience. Must have IT knowledge and demonstrated hands-on experience and/or training in areas of emerging technologies. These areas include, but are not limited to, national policy development, continuity of government and operations, crisis management, disaster recovery, database frameworks, enterprise resource planning, HyperText Markup Language (HTML), HyperText Transfer Protocol.
Protocol (HTTP), Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery.

Education: Requires a High School diploma or technical training.

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**143 LAN Network Administrator II**

**Functional Responsibility:** Establishes all related practices and standards, and ensures conformance with the overall IT systems policies, goals and procedures. Experience in network activities and overall systems.

**Minimum/General Experience:** This position requires a minimum of five years experience with network resource requirements including personnel, software, equipment, and facilities. Makes recommendations to management as well as stays abreast of new developments and technologies.

**Education:** Requires a High School diploma or technical training.

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**144 LAN Network Administrator I**

**Functional Responsibility:** Establishes all related practices and standards, and ensures conformance with the overall IT systems policies, goals and procedures. Experience in network activities and overall systems.

**Minimum/General Experience:** This position requires a minimum of three years experience with network resource requirements including personnel, software, equipment, and facilities. Makes recommendations to management as well as stays abreast of new developments and technologies.

**Education:** Requires a High School diploma or technical training.

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**145 Senior Network Architect**

**Functional Responsibility:** Responsible for designing, architecting and implementing IT Network configurations to support connectivity, availability and integrity of the network. The engineer will work on new and existing network implementation to meet the business needs. The engineer will be required to understand the networking, security and firewall technologies from different vendors such as Microsoft, Cisco, etc. The engineer will support and maintain new and existing computer networks and will also provide security architecture to implement all departmental policies and procedures.

**Minimum/General Experience:** Minimum of 2-4 years of increasingly complex and progressive experience in computer systems/network architecture.

**Education:** Bachelor's Degree in Engineering, Computer Science, Information Systems or related field or applicable technical training certificate from an accredited training institute or equivalent experience.

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**146 Admin Computer SW Aid**

**Functional Responsibility:** Assists with the analysis of information requirements. Aids in the evaluation of problems with workflow, organization, and planning and helps develop appropriate corrective action.
Minimum/General Experience: This position is for recent college graduates and requires no experience

Education: Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related discipline

147 Senior Systems Engineer IV

Functional Responsibility: Supervises activities of all software systems programming personnel for a major project, several smaller projects, or a small department. Responsible for quality assurance. Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Selects commercially available off-the-shelf software and develops interface design to meet functional requirements. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management. Makes decisions on personnel actions. Controls revenues and/or expenses within operating unit and responsible for meeting budget goals and objectives.

Minimum/General Experience: This position requires a minimum of eight years experience managing or performing software engineering activities, of which at least five years must be specialized in analyzing, designing and testing business applications.

Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

148 Software Systems Engineer III

Functional Responsibility: Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Selects commercially available off-the-shelf software and develops interface design to meet functional requirements. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

Minimum/General Experience: This position requires a minimum of five years experience managing or performing software engineering activities, of which at least three years must be specialized in analyzing, designing and testing business applications.

Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

149 Software Systems Engineer II

Functional Responsibility: Under general direction, formulates/defines specifications for operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from manufacturer. Assists with design,
coding, benchmark testing, debugging and documentation of programs. Usually responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting and advanced mathematical/scientific software packages. Competent to work at the highest technical level on all phases of software systems programming. May assist other systems programmers to effectively utilize the system’s technical software.

**Minimum/General Experience:** This position requires a minimum of three years’ experience, of which at least one year must be specialized in analyzing, designing and testing business applications.

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

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**150 Software Systems Engineer I**

**Functional Responsibility:** Under general supervision, works from specifications to develop or modify moderately complex software programming applications. Assists with design, coding, benchmark testing, debugging and documentation of programs. Applications generally deal with utility programs, job control language, macro, sub routines and other control modules. Competent to work on most phases of software systems programming applications, but requires instruction and guidance in other phases.

**Minimum/General Experience:** This position requires a minimum of one year experience.

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

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**151 Principal Systems Architect II**

**Functional Responsibility:** Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards. Ensures that the common operating environment is compliant with client’s standards.

**Minimum/General Experience:** This position requires a minimum of five years experience, of which at least three years must be specialized in the analysis and design of information systems.

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

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**152 Principal Systems Architect I**

**Functional Responsibility:** Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards...
Organization (ISO) reference models, and profiles of standards. Ensures that the common operating environment is compliant with client’s standards.

**Minimum/General Experience:** This position requires a minimum of three years experience, of which at least one years must be specialized in the analysis and design of information systems.

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

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**153 Principal Systems Architect I**

**Functional Responsibility:** Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards. Ensures that the common operating environment is compliant with client’s standards.

**Minimum/General Experience:** This position requires a minimum of three years experience, of which at least one years must be specialized in the analysis and design of information systems.

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

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**154 Sr Database Administrator**

**Functional Responsibility:** Creates, administers, archives and develops procedures for long term maintenance of large database installations which contain real time data; defining the monitoring strategy for systems ensuring 7X24 availability; designing and implementing systems to support large and complex databases with minimal manual interaction; as a database developer with experience in SQL, C or PERL; familiarity with one or more database reporting package; and data modeling for business systems.

**Minimum/General Experience:** This position requires a minimum of three years experience, of which at least two years must be specialized in Administration and Architecture

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

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**155 Database Administrator Associate**

**Functional Responsibility:** Creates, administers, archives and develops procedures for long term maintenance of large database installations which contain real time data; defining the monitoring strategy for systems ensuring 7X24 availability; designing and implementing systems to support large and complex databases with minimal manual interaction; as a database developer with experience in SQL, C or PERL; familiarity with one or more database reporting package; and data modeling for business systems.

**Minimum/General Experience:** This position requires a minimum of 2 years experience, of which at least one year must be specialized in Administration and Architecture
**Education:** Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

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**156 Web Designer III**

**Functional Responsibility:** Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group’s efforts to enhance the look and feel of the organization’s online offerings. Designs the website to support the organization’s strategies and goals relative to external communications.

**Minimum/General Experience:** This position requires a minimum of five years experience and understanding of web-based technologies and thorough knowledge of HTML, PhotoShop, Illustrator, and/or other design-related applications.

**Education:** Bachelor's degree in Computer Science, Fine Arts, Graphic Design, Information Systems, Engineering, Business, or other related discipline.

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**157 Web Designer II**

**Functional Responsibility:** Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group’s efforts to enhance the look and feel of the organization’s online offerings. Designs the website to support the organization’s strategies and goals relative to external communications.

**Minimum/General Experience:** This position requires a minimum of three years experience and understanding of web-based technologies and thorough knowledge of HTML, PhotoShop, Illustrator, and/or other design-related applications.

**Education:** Associate’s degree in Computer Science, Fine Arts, Graphic Design, Information Systems, Engineering, Business, or other related discipline or technical training/certification.

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**158 Web Designer I**

**Functional Responsibility:** Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group’s efforts to enhance the look and feel of the organization’s online offerings. Designs the website to support the organization’s strategies and goals relative to external communications.

**Minimum/General Experience:** This position requires a minimum of one year experience and understanding of web-based technologies and thorough knowledge of HTML, PhotoShop, Illustrator, and/or other design-related applications.

**Education:** Associate’s degree in Computer Science, Fine Arts, Graphic Design, Information Systems or other related discipline or technical training/certification.
Web Developer II

**Functional Responsibility:** Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and Javascript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation.

**Minimum/General Experience:** This position requires a minimum of five years experience, strong navigation and site-design instincts, and developmental experience in web-based languages.

**Education:** Bachelor’s degree in Computer Science, Fine Arts, Graphic Design, Information Systems or other related discipline or technical training/certification.

Web Developer I

**Functional Responsibility:** Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and Javascript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation.

**Minimum/General Experience:** This position requires a minimum of 3 years experience, strong navigation and site-design instincts, and developmental experience in web-based languages.

**Education:** Bachelor’s degree in Computer Science, Fine Arts, Graphic Design, Information Systems or other related discipline or technical training/certification.

Graphic Specialist I

**Functional Responsibility:** Responsible for graphics design and use, operation and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling; coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget and to user’s satisfaction. Interfaces with users to determine scope of project and best graphic medium. May train other personnel in proper use of computer graphic equipment.

**Minimum/General Experience:** This position requires a minimum of 1 year experience, strong navigation and site-design instincts, and developmental experience in web-based languages.

**Education:** Requires a High School diploma or technical training.

Web Admin

**Functional Responsibility:** Planning, implementing and evaluating a web site, and providing strategic input to and managing the delivery of planned communications services. Preparing strategic and operational plans; coordinating the process of adding and updating information to the sites; managing and analyzing user feedback; coordinating with others in the evaluation of the effectiveness of the site; acting as gatekeeper by managing information coming from all sources; collecting, writing, editing, constructing, and maintaining information for posting on the web; planning, implementing and maintaining official, accurate, and up-to-date web and internet presence; staying apprised of new electronic media developments and opportunities; and providing staff training as appropriate.
Minimum/General Experience: This position requires a minimum of 3 years experience, of which at least one year must be specialized in Planning, implementing and evaluating a web site.

Education: Bachelor's degree in Graphic Design, Computer Science, Journalism, English, Literature, or other related discipline.

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163 Technical Writer III

Functional Responsibility: Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Minimum/General Experience: This position requires a minimum of three years experience, of which at least two year must be specialized in collecting, organizing and editing information.

Education: Bachelor's degree in English, Literature, or other related discipline.

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164 Technical Writer II

Functional Responsibility: Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Minimum/General Experience: This position requires a minimum of two years experience, of which at least one year must be specialized in collecting, organizing and editing information.

Education: Bachelor's degree in English, Literature, or other related discipline.

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165 Technical Writer I

Functional Responsibility: Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Minimum/General Experience: This position requires a minimum of one year of experience in collecting, organizing and editing information.

Education: Associates degree in English, Literature, or other related discipline.

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166 Expert Technical Writer

Functional Responsibility: Create executive level documentation for proposal, project plans on various IT projects and initiatives. Provide market research and cost baselines on various IT projects.

Minimum/General Experience: Minimum of 3-5 years related or equivalent experience

Education: Bachelor's Degree or equivalent experience
167  Jr. Administrator

Functional Responsibility: Three years experience analyzing network hardware and software; analyzing network characteristics and recommending procurement, removals, and modifications to network components; managing communication hardware and software; operating, troubleshooting, and maintaining LAN/MAN/WAN and other network related equipment.

Minimum/General Experience: This position requires a minimum of three years experience, with at least one year experience performing general network and computer communications equipment; developing, testing, and installing network and computer communications software, protocol software, application interfaces, transaction processors, and emulators; operating computer networks; identifying and solving problems; performing network restart/recovery.

Education: Associate’s degree in Computer Science, Information Systems, Engineering, Business, or other relevant technical certifications.

168  Exchange Subject Matter Expert

Functional Responsibility: Provide Microsoft Exchange expertise and technical support. Duties may include: identify technical dependencies and issues that impact migration, identify options/solutions to address dependencies and issues to maintain schedule, implement solutions and work a rounds to dependencies/issues in client environment if necessary, point of escalation to address issues during migration, participate in client meetings to schedule and coordinate migration, develop architecture/interface diagrams as necessary client issues and feedback. May provide other email related expertise including cloud computing alternatives.

Minimum/General Experience: Minimum of 3 years of increasingly complex and progressive experience in computer systems/Exchange

Education: Bachelor's Degree in Engineering, Computer Science, Information Systems or related field or applicable technical training certificate from an accredited training institute or equivalent experience

169  Subject Matter Expert III

Functional Responsibility: Serve as technical experts in areas relevant to a particular project in the related technical field in which the task falls under; performing activities related to analysis and solution recommendations for complex problems that involve the initiation or follow-on research and analysis; development of new methodologies or problem resolution; supporting project design teams; and preparation of technical papers and reports.

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least seven years must be specialized in the related technical field, extensive experience as a technical leader and/or Project Manager. Progressive experience in supporting large information technology projects related to the individual’s subject matter expertise.

Education: Master’s Degree in Business, Engineering, Computer Science, Information Systems, Social Science, or other related analytical, scientific, or technical disciplines.

170  Subject Matter Expert II

Functional Responsibility: Serve as technical experts in areas relevant to a particular project in the related technical field in which the task falls under; performing activities related to analysis
and solution recommendations for complex problems that involve the initiation or follow-on research and analysis; development of new methodologies or problem resolution; supporting project design teams; and preparation of technical papers and reports.

**Minimum/General Experience:** This position requires a minimum of eight years experience, of which at least five years must be specialized in the related technical field, extensive experience as a technical leader and/or Project Manager. Progressive experience in supporting large information technology projects related to the individual’s subject matter expertise.

**Education:** Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, Social Science, or other related analytical, scientific, or technical disciplines.

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**171 Subject Matter Expert I**

**Functional Responsibility:** Serve as technical experts in areas relevant to a particular project in the related technical field in which the task falls under; performing activities related to analysis and solution recommendations for complex problems that support project teams; and preparation of technical papers and reports. Experience evaluating and analyzing highly complex subjects which included process improvement and engineering; delivering of reports, recommendations, and solutions for complex subject matter areas; and providing high-level suggestions and problem resolution of technical problems or activities.

**Minimum/General Experience:** This position requires a minimum of five years experience, of which at least three years must be specialized in the related technical field. Progressive experience in supporting large information technology projects related to the individual’s subject matter expertise.

**Education:** Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, Social Science, or other related analytical, scientific, or technical disciplines.

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**172 Subject Matter Expert – Budget Process Expert**

**Functional Responsibility:** Analyzes and evaluates existing or proposed IT systems and business processes. Devises to-be IT solutions; Prepares charts, documents and diagrams to assist in problem definition and systems analysis; Formulates recommendations; and provides technical and administrative direction for tasks, including review of work products for correctness, compliance with industry-accepted standards, and user standards specified in the Statement of Work.

**Minimum/General Experience:** Minimum of 4 years of relevant IT industry experience and/or educational training in related business fields utilizing IT solutions.

**Education:** Bachelor's Degree in Business Administration, Computer Science, Information Systems or other related field or equivalent experience.

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**173 NW Security Specialist II**

**Functional Responsibility:** Directs and implements the necessary controls and procedures to cost-effectively protect information systems fro intentional or inadvertent modification, disclosure or destruction. Defines computer security requirements for applications; evaluates approved security product capabilities; provides security awareness training; and develops solutions for security problems. May conduct needs assessment and evaluation of existing security systems/products; performing risk analysis and assessing risk mitigation; assisting in the development of security plans, system test & evaluation plans, and security incident response.
plans; and assisting in system penetration activities. May assign work to subordinates and monitor performance.

**Minimum/General Experience:** This position requires a minimum of five years experience, of which three years must be specialized in analyzing and defining information, automation, personnel and/or physical security requirements; designing, developing, engineering, and implementing solutions to security requirements;

**Education:** Bachelor’s Degree in Computer Science, Information Systems Business, Engineering or other related discipline.

---

### 174 NW Security Specialist I

**Functional Responsibility:** Defines computer security requirements for applications; evaluates approved security product capabilities; provides security awareness training; and develops solutions for security problems. May conduct needs assessment and evaluation of existing security systems/products; performing risk analysis and assessing risk mitigation; assisting in the development of security plans, system test & evaluation plans, and security incident response plans; and assisting in system penetration activities.

**Minimum/General Experience:** This position requires a minimum of three years experience, of which one year must be specialized in analyzing and defining information, automation, personnel and/or physical security requirements; designing, developing, engineering, and implementing solutions to security requirements;

**Education:** Associates Degree in Computer Science, Information Systems Business, Engineering or other related discipline.

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### 175 NW Technician I

**Functional Responsibility:** Conducts site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Follows engineering plans and site installation Technical Design Packages. Develops installation schedules. Works with network installation team. Assists in the preparation of drawing and documenting configuration changes at each site. Prepares site installation and test reports.

**Minimum/General Experience:** This position requires a minimum of one year experience, specializing in analysis, and installation of local area networks.

**Education:** Requires a High School diploma or technical training.

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*Please note the following equivalency statements may apply to these labor categories:*

- An Associates Degree is equivalent to 2 years experience.
- A Bachelors Degree is equivalent to 4 years of experience.
- A Masters Degree is equivalent to 6 years of experience.

*Example: Labor Category NW Security Specialist I (163) has a minimum requirement of three years experience and an Associates Degree. An equivalent minimum requirement would be five years experience without an Associates Degree.*
## IT Professional Services HOURLY LABOR RATES

<table>
<thead>
<tr>
<th>Labor Category</th>
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<td>51.0573</td>
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<td>54.3772</td>
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</tr>
</tbody>
</table>
PREAMBLE

(Name of Company) provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact (Insert Company Point of contact, phone number, e-mail address, fax number).
BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) ________________.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity Date  Contractor Date
(CUSTOMER NAME) BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) ____________, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

<table>
<thead>
<tr>
<th>MODEL NUMBER/PART NUMBER</th>
<th>*SPECIAL BPA DISCOUNT/PRICE</th>
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(2) Delivery:

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<th>DELIVERY SCHEDULES / DATES</th>
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<tr>
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</table>

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be ____________.

(4) This BPA does not obligate any funds.

(5) This BPA expires on ____________ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

<table>
<thead>
<tr>
<th>OFFICE</th>
<th>POINT OF CONTACT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<tr>
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</tr>
</tbody>
</table>

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- Name of Contractor;
- Contract Number;
- BPA Number;
- Model Number or National Stock Number (NSN);
- Purchase Order Number;
- Date of Purchase;
(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor’s invoice, the provisions of this BPA will take precedence.

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BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
  - Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.