

GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List
(effective 5/21/2020)

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

SIN 33411 Purchase Of New Electronic Equipment
FSC Class 7010 ADPE System Configuration

SIN 811212 Computer and Office Machine Repair and Maintenance
FPDS Code J070 Third Party Maintenance

SIN 511210 Software Licenses
FSC Class 7030 ADP Software

SIN 54151 Software Maintenance Services Licenses
FPDS Code J070 Third Party Maintenance

SIN 54151S Information Technology Professional Services
FPDS Code D399 Other Information Technology Svcs, NEC

SIN ANCILLARY Ancillary Supplies and Services
FSC/PSC Code 0000

SOURCE DIVERSIFIED, INC.

1206 Vista Cantora, San Clemente, CA 92672-2362

Phone: (949) 940-0450; Fax: (949) 203-6208

www.sourced.com

CONTRACT NUMBER: 47QTCA-18-D-00BC

Through Modification: PS-0013 (effective 5/21/2020)

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract Period: May 2, 2018 thru May 1, 2023 (Base Contract)

BUSINESS SIZE

Service Disabled Veteran Owned SB

Small Disadvantaged Business

TABLE OF CONTENTS

	Page
I. CUSTOMER INFORMATION	3
II. INFORMATION TECHNOLOGY CATEGORY HARDWARE SUBCATEGORY SIN 811212 HARDWARE MAINTENANCE ORDER TERMS	7
III. BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE	9
IV. BASIC GUIDELINES FOR USING “CONTRACTOR TEAMING ARRANGEMENTS”	11
V. GSA PRODUCTS & SERVICES	12
VI. LABOR CATEGORY DESCRIPTIONS FOR SIN 54541S	17

I. CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s). See Cover Page and Section V GSA Products & Services.

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. See Section V GSA Products & Services.

1c. For IT Professional Hourly Rates: See Section VI - LABOR CATEGORY DESCRIPTIONS FOR SIN54151S for descriptions of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services.

2. Maximum order: \$500,000.00 (except ANCILLARY \$250,000)

3. Minimum order: \$100.00

4. Geographic coverage (delivery area).

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

The Geographic Scope of Contract will be domestic delivery only

5. Point(s) of production (city, county, and State or foreign country).

MANUFACTURER	ADDRESS
Source Diversified, Inc.	1206 Vista Cantora, San Clemente, CA 92672
SST Group, Inc.	309 Laurelwood Rd # 20, Santa Clara, CA 95054
Blue Core Research	37 Montara Dr., Aliso Viejo, CA 92656

6. Statement of net price: See Section V GSA Products & Services

7. Quantity discounts: 1% above \$300,000.00

8. Prompt payment terms: 1 % - 20 days from receipt of invoice or date of acceptance, whichever is later. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."

9a. Government purchase cards ARE accepted at or below the micro-purchase threshold. Additional Charges may apply.

9b. Government purchase cards ARE accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin): NONE

11a. Time of delivery: 30 DAYS

11b. Expedited Delivery: Expedited delivery is available for all items offered subject to Manufacturer's approval. Additional Charges may apply.

11c. Overnight and 2-day delivery: Overnight and 2-day delivery are available subject to Manufacturer's approval. Customer may contact the Contractor for rates for overnight and 2-day delivery.

11d. 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 us for the purpose of obtaining accelerated delivery. We shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If we offer 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.

12. F.O.B. point(s): FOB DESTINATION (except for SST Group Inc. products – FOB Santa Clara, CA 95054)

**13a. Ordering address: SOURCE DIVERSIFIED, INC., 1206 VISTA CANTORA, SAN CLEMENTE, CA 92672
(949) 940-0450, (949) 203-6208 FAX, aortiz@sourced.com**

13b. Ordering procedures:

For supplies and services (no Statement of Work), the ordering procedures, and information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

For Services Requiring a Statement Of Work, ordering offices 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 office 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)(i) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

- (i) Based upon an initial evaluation of catalogs and price lists, the ordering office 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). When buying IT professional services, 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. 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.
- (ii) The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices 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)

14. Payment address: SOURCE DIVERSIFIED, INC., 1206 VISTA CANTORA, SAN CLEMENTE, CA 92672
(949) 940-0450, (949) 203-6208 FAX, aortiz@sourced.com

15. Warranty provision:

- a) the Manufacturer's standard commercial warranty will apply to this contract.
- b) The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c) Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the Government for consequential damages resulting from any defect or deficiencies in accepted items.

d) Repair Parts/Services. All repair work, all parts, furnished as spares of repair parts will be guaranteed/warranted for a period of 90 days.

16. Export packing charges: NOT APPLICABLE

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):

Prompt payment discount terms shall NOT apply when a Government purchase card is used. Additional fees may apply when a Government purchase card is used for expedited delivery.

18. Terms and conditions of rental, maintenance, and repair: See Section II INFORMATION TECHNOLOGY CATEGORY HARDWARE SUBCATEGORY SIN 811212 Hardware Maintenance Order Terms.

19. Terms and conditions of installation:

When the equipment provided under this contract is not normally self-installable, the Contractor's technical personnel shall be available to the Government, at the Government's location, to install the equipment and to train Government personnel in the use and maintenance of the equipment. The charges, if any, for such services are listed in the price schedule.

The requisitioning 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.

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: NOT APPLICABLE

20a. Terms and conditions for any other services:

Software Services: The manufacturers, without additional charge to the Government, shall provide hot line technical support numbers for the purpose of providing user assistance and guidance in the implementation of the software. The technical support numbers are available as shown below:

Manufacturer	Technical Support #	Hours Available
SST Group Inc	(408) 350-3450	MF 0800hrs – 1700hrs
Blue Core Research	949-502-0627	MF 0800hrs – 1700hrs PT

Software Maintenance As A Product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics. **Software maintenance as a product is billed and payable at the time of the order. Software Maintenance As A Product falls under SIN 511201**

Software Maintenance As A Service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324. **Invoices for software maintenance as a service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Software Maintenance As A Service falls under SIN54141.**

21. List of service and distribution points

When repair services cannot be performed at the Government installation site, the repair services will be performed at the Manufacturer's plant(s) listed below:

Manufacturer	Address
SST Group Inc	309 Laurelwood Rd # 20, Santa Clara, CA 95054

22. List of participating dealers: NONE

23. Preventive maintenance: NOT APPLICABLE

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): NONE

24b. 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.sourced.com

25. Data Universal Number System (DUNS) number: [60-278-1239](#)

26. System for Award Management (SAM) database status: ACTIVE (exp 03/13/2021)

II. INFORMATION TECHNOLOGY CATEGORY HARDWARE SUBCATEGORY SIN 811212 HARDWARE MAINTENANCE ORDER TERMS

1) Service Areas

a) The maintenance and/or repair service rates per the contract are applicable to any ordering activity locations within a 50 mile radius of the Contractor/Original Equipment Manufacturer (OEM) service points. If any additional charge is to apply because of the greater distance from the Contractor/OEM service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.

b) When maintenance and/or repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below:

Manufacturer	Address
SST Group Inc	309 Laurelwood Rd # 20, Santa Clara, CA 95054

2) Loss or Damage

When the Contractor moves equipment to its/OEM location for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

3) Scope

a) The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of the Information Technology Category.

b) Equipment placed under maintenance service shall be in good operating condition.

i) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.

ii) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor/OEM guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

iii) If the equipment was not under the Contractor/OEM responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of the contract.

4) Responsibilities

a) For equipment not covered by a maintenance contract or warranty, repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.

b) If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then the Contractor is obligated to provide such a factory authorized/certified service personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Ordering Activity and the Contractor.

5) Maintenance Rate Provisions

a) The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.

ii) **Regular Hours:** The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.

iii) **After Hours:** Should the ordering activity require that maintenance be performed outside of regular hours, charges for such maintenance, if any, will be specified in the GSA Price List (I-

FSS-600 CONTRACT PRICE LISTS (OCT 2016). Periods of less than one hour will be prorated to the nearest quarter hour.

- iv) **Travel and Transportation: If any charge is to apply, over and above the regular maintenance rates, due to the distance between the ordering activity location and the Contractor/OEM's service area, the charge will be negotiated at the Task Order level.**

	Yes	No
Indicate if there will be an additional charge for travel and transportation.	X	

- b) **Quantity Discounts from listed maintenance service rates for multiple equipment owned and/or leased by an ordering activity shall be provided below. NOT APPLICABLE**

**(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 Agency):

(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:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

(3) The Government 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:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

(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:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) 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.

IV. BASIC GUIDELINES FOR USING “CONTRACTOR TEAMING ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a customer agency 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 of 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 customer's 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.

V. GSA PRODUCTS & SERVICES

Blue Core	BCR-AUDO-23A	Annual Oracle Auditing Level 2-3	\$4,302.27	511201
Blue Core	BCR-AUDO-13A	Annual Oracle Auditing Level 1-3	\$4,916.88	511201
Blue Core	BCR-AUDO-14A	Annual Oracle Auditing Level 1-4	\$7,375.31	511201
Blue Core	BCR-AUDS-23A	Annual SQL Server Auditing Level 2-3	\$3,073.05	511201
Blue Core	BCR-AUDS-13A	Annual SQL Server Auditing Level 1-3	\$3,687.66	511201
Blue Core	BCR-AUDM-23A	Annual MySQL Auditing Level 2-3	\$3,073.05	511201
Blue Core	BCR-AUDM-13A	Annual MySQL Auditing Levels 1-3	\$3,687.66	511201
Blue Core	BCR-AUDP-23A	Annual PostgreSQL Auditing Level 2-3	\$3,073.05	511201
Blue Core	BCR-AUDP-13A	Annual PostgreSQL Auditing Levels 1-3	\$3,687.66	511201
Blue Core	BCR-MSKD-05A	Annual Database Masking 1/4	\$4,916.88	511201
Blue Core	BCR-MSKD-12A	Annual Database Masking 6/6	\$12,292.19	511201
Blue Core	BCR-MSKD-35A	Annual Database Masking 5/30	\$24,584.38	511201
Blue Core	BCR-MSKF-07A	Annual File Masking 1/6	\$4,916.88	511201
Blue Core	BCR-MSKF-12A	Annual File Masking 6/6	\$12,292.19	511201
Blue Core	BCR-MSKF-45A	Annual File Masking 5/40	\$24,584.38	511201
SST Group FOB Origin	DMC-EZ 25	DICOM Media Creator 25 -AUTOMATED DICOM CD/DVD PUBLISHING SYSTEM, EPSON INK JET, SINGLE DRIVE, TWO 50 DISC INPUT BINS, 15 DISC OUTPUT, PC, REMOTE INSTALL, ONE YEAR HARDWARE AND SW SUPPORT WITH ADVANCED EXCHANGE	\$13,767.25	33411
SST Group FOB Origin	DMC-EZ 55	DICOM Media Creator 55 -AUTOMATED DICOM CD/DVD PUBLISHING SYSTEM, PRIMERA INK JET, SINGLE DRIVE, ONE 20 DISC INPUT BIN, 15 DISC OUTPUT, PC, REMOTE INSTALL, ONE YEAR HARDWARE AND SW SUPPORT WITH ADVANCED EXCHANGE	\$17,716.88	33411
SST Group FOB Origin	DMC-EZ 250	DICOM Media Creator 250 -AUTOMATED DICOM CD/DVD PUBLISHING SYSTEM, EPSON INK JET, DUAL DRIVE, TWO 50 DISC INPUT BINS, 15 DISC OUTPUT, PC, REMOTE INSTALL, ONE YEAR HARDWARE AND SW SUPPORT WITH ADVANCED EXCHANGE	\$16,749.62	33411
SST Group FOB Origin	DMC-EZ 575	DICOM Media Creator 575 -AUTOMATED DICOM CD/DVD PUBLISHING SYSTEM, PRIMERA INK JET, DUAL DRIVE, TWO 50 DISC INPUT BINS, 100 DISC OUTPUT, PC, REMOTE INSTALL, ONE YEAR HARDWARE AND SW SUPPORT WITH ADVANCED EXCHANGE	\$19,768.26	33411
SST Group FOB Origin	DMC-EZ 3600	DICOM Media Creator 3600 - AUTOMATED DICOM CD/DVD PUBLISHING SYSTEM, RIMAGE THERMAL, DUAL DRIVE, THREE 50 DISC INPUT/OUTPUT BINS, 8 DISC EXTERNAL OUTPUT, PC, REMOTE INSTALL, ONE YEAR HARDWARE AND SW SUPPORT WITH ADVANCED EXCHANGE	\$33,434.76	33411
SST Group FOB Origin	DMC-EZ 8500	DICOM Media Creator 8500 - AUTOMATED DICOM CD/DVD PUBLISHING SYSTEM, RIMAGE THERMAL, FOUR DRIVES, FOUR 100 DISC INPUT BINS, ONE 100 DISC OUTPUT BIN, EMBEDDED CPU, REMOTE INSTALL, ONE YEAR HARDWARE AND SW SUPPORT WITH ADVANCED EXCHANGE	\$49,152.64	33411
SST Group	DMC-EZ OnSiteInstall	DMC-EX On Site Installation Uplift	\$1,500.00	ANCILLARY
SST Group	DMC-EZ 25 PWT Y2	DMC-EZ 25 HARDWARE AND SOFTWARE WARRANTY - YEAR 2	\$2,463.58	811212
SST Group	DMC-EZ 25 PWT Y3	DMC-EZ 25 HARDWARE AND SOFTWARE WARRANTY - YEAR 3	\$2,759.80	811212
SST Group	DMC-EZ 25 PWT Y4	DMC-EZ 25 HARDWARE AND SOFTWARE WARRANTY - YEAR 4	\$2,957.28	811212
SST Group	DMC-EZ 55 PWT Y2	DMC-EZ 55 HARDWARE AND SOFTWARE WARRANTY - YEAR 2	\$2,957.28	811212
SST Group	DMC-EZ 55 PWT Y3	DMC-EZ 55 HARDWARE AND SOFTWARE WARRANTY - YEAR 3	\$2,957.28	811212

Mfg	Part Number	Description	GSA Price	SIN
SST Group	DMC-EZ 55 PWT Y4	DMC-EZ 55 HARDWARE AND SOFTWARE WARRANTY - YEAR 4	\$3,450.98	811212
SST Group	DMC-EZ 250 PWT Y2	DMC-EZ 250 HARDWARE AND SOFTWARE WARRANTY - YEAR 2	\$2,957.28	811212
SST Group	DMC-EZ 250 PWT Y3	DMC-EZ 250 HARDWARE AND SOFTWARE WARRANTY - YEAR 3	\$2,957.28	811212
SST Group	DMC-EZ 250 PWT Y4	DMC-EZ 250 HARDWARE AND SOFTWARE WARRANTY - YEAR 4	\$3,450.98	811212
SST Group	DMC-EZ 575 PWT Y2	DMC-EZ 575 HARDWARE AND SOFTWARE WARRANTY - YEAR 2	\$2,957.28	811212
SST Group	DMC-EZ 575 PWT Y3	DMC-EZ 575 HARDWARE AND SOFTWARE WARRANTY - YEAR 3	\$2,957.28	811212
SST Group	DMC-EZ 575 PWT Y4	DMC-EZ 575 HARDWARE AND SOFTWARE WARRANTY - YEAR 4	\$3,450.98	811212
SST Group	DMC-EZ 3600 PWT Y2	DMC-EZ 3600 HARDWARE AND SOFTWARE WARRANTY - YEAR 2	\$3,944.69	811212
SST Group	DMC-EZ 3600 PWT Y3	DMC-EZ 3600 HARDWARE AND SOFTWARE WARRANTY - YEAR 3	\$3,944.69	811212
SST Group	DMC-EZ 3600 PWT Y4	DMC-EZ 3600 HARDWARE AND SOFTWARE WARRANTY - YEAR 4	\$4,438.39	811212
SST Group	DMC-EZ 8500 PWT Y2	DMC-EZ 8500 HARDWARE AND SOFTWARE WARRANTY - YEAR 2	\$5,919.50	811212
SST Group	DMC-EZ 8500 PWT Y3	DMC-EZ 8500 HARDWARE AND SOFTWARE WARRANTY - YEAR 3	\$5,919.50	811212
SST Group	DMC-EZ 8500 PWT Y4	DMC-EZ 8500 HARDWARE AND SOFTWARE WARRANTY - YEAR 4	\$6,906.90	811212
SST Group	DMC-EZ MK55 CD	DMC-EZ Media Kit 55 CD - MEDICAL GRADE INK JET CD MEDIA KIT, COMPATIBLE WITH PRIMERA BRAVO SE 3, INCLUDES 250 PCS OF CD MEDIA AND SLEEVES, INK CARTRIDGE	\$403.02	33411
SST Group FOB Origin	DMC-EZ MK55 DVD	DMC-EZ Media Kit 55 DVD - MEDICAL GRADE INK JET DVD MEDIA KIT, COMPATIBLE WITH PRIMERA BRAVO SE 3, INCLUDES 250 PCS OF DVD MEDIA AND SLEEVES, INK CARTRIDGE	\$523.93	33411
SST Group FOB Origin	DMC-EZ MK250 CD	DMC-EZ Media Kit 250 CD - MEDICAL GRADE INK JET CD MEDIA KIT, COMPATIBLE WITH EPSON PP 100, INCLUDES 250 PCS OF CD MEDIA AND SLEEVES, 6 PACK OF INK CARTRIDGES	\$576.29	33411
SST Group FOB Origin	DMC-EZ MK250 DVD	DMC-EZ Media Kit 250 DVD - MEDICAL GRADE INK JET DVD MEDIA KIT, COMPATIBLE WITH EPSON PP 100, INCLUDES 250 PCS OF DVD MEDIA AND SLEEVES, 6 PACK OF INK CARTRIDGES	\$584.35	33411
SST Group FOB Origin	DMC-EZ MK575 CD	DMC-EZ Media Kit 575 CD - MEDICAL GRADE INK JET CD MEDIA KIT, COMPATIBLE WITH PRIMERA BRAVO 4202, INCLUDES 250 PCS OF CD MEDIA AND SLEEVES, INK CARTRIDGE	\$483.63	33411
SST Group FOB Origin	DMC-EZ MK575 DVD	DMC-EZ Media Kit 575 DVD - MEDICAL GRADE INK JET DVD MEDIA KIT, COMPATIBLE WITH PRIMERA BRAVO 4202, INCLUDES 250 PCS OF DVD MEDIA AND SLEEVES, INK CARTRIDGE	\$604.53	33411
SST Group FOB Origin	DMC-EZ MK3600 CD	DMC-EZ Media Kit 3600 CD - MEDICAL GRADE THERMAL CD MEDIA KIT, COMPATIBLE WITH RIMAGE CATALYST 6000, INCLUDES 500 PCS OF CD MEDIA AND SLEEVES, COLOR EVEREST 600/400 RIBBON, TRANSFER ROLL	\$806.05	33411
SST Group FOB Origin	DMC-EZ MK3600 DVD	DMC-EZ Media Kit 3600 DVD - MEDICAL GRADE THERMAL DVD MEDIA KIT, COMPATIBLE WITH RIMAGE CATALYST 6000, INCLUDES 500 PCS OF DVD MEDIA AND SLEEVES, COLOR EVEREST 600/400 RIBBON, TRANSFER ROLL	\$1,047.86	33411
SST Group FOB Origin	DMC-EZ MK8500 CD	DMC-EZ Media Kit 8500 CD - MEDICAL GRADE THERMAL CD MEDIA KIT, COMPATIBLE WITH RIMAGE 8200N, INCLUDES 500 PCS OF CD MEDIA AND SLEEVES, COLOR EVEREST 600/400 RIBBON, TRANSFER ROLL	\$806.05	33411
SST Group FOB Origin	DMC-EZ MK8500 DVD	DMC-EZ Media Kit 8500 DVD - MEDICAL GRADE THERMAL DVD MEDIA KIT, COMPATIBLE WITH RIMAGE 8200N, INCLUDES 500 PCS OF DVD MEDIA AND SLEEVES, COLOR EVEREST 600/400 RIBBON, TRANSFER ROLL	\$1,047.86	33411
SST Group FOB Origin	DMC-EZ QC Module	MULTI-PURPOSE DICOM QC SOFTWARE FOR PACS AND CD IMPORTS, EDIT PATIENT OR STUDY INFORMATION, MANAGE SERIES AND IMAGES, EDIT DICOM TAGS, ABILITY TO MASK OVERLAY INFORMATION BURNED INTO IMAGES	\$6,045.34	33411
SST Group FOB Origin	DMC-EZ DICOM Converter	MULTI-PURPOSE DICOM CONVERTER SOFTWARE, IMPORT NON DICOM IMAGES (JPG, BMP), IMPORT IMAGES FROM TWAIN COMPLIANT SCANNERS (REPORTS, NOTES), INTERFACE TO VIDAR FILM DIGITIZERS	\$5,239.29	33411

Mfg	Part Number	Description	GSA Price	SIN
SST Group FOB Origin	EZRDM002	RADIATION DOSE MANAGEMENT (RDM) SOFTWARE SOLUTION THAT ALLOWS MEDICAL PROFESSIONALS TO COLLECT, CONTROL, ANALYZE AND OPTIMIZE DOSES DELIVERED TO PATIENTS. DOSE INFORMATION IS STORED IN A DOSE ARCHIVING AND COMMUNICATION SYSTEM (DACS) WHICH IS ACCESSIBLE TO ALL STAKE HOLDERS VIA A WEB BASED INTERFACE. RDM IS COMPATIBLE WITH VARIOUS TYPES OF IMAGING MODALITIES FROM ALL MANUFACTURERS.	\$16,922.92	511210
SST Group FOB Origin	DMC-EZ SWUP with PC	DMC-EZ SOFTWARE AND PC UPGRADE FOR EXISTING CD PUBLISHING SYSTEMS NSTALLED ONSITE, ONE YEAR PC HARDWARE AND SW SUPPORT (CD PUBLISHING SYSTEMS ONSITE MUST BE IN WORKING CONDITION)	\$12,086.65	33411
SST Group FOB Origin	DMC-EZ Scan	MULTI-PURPOSE DICOM IMPORT AND PRINT TO PACS SOFTWARE, TRACK ALL IMPORTS WITH AUDIT LOG, PRINT TO PACS ANY FILE OPENED IN WINDOWS, PATIENT AND STUDY RECONCILIATION USING WORKLIST OR AE SEARCH	\$2,414.11	511210
SST Group FOB Origin	CD-R80MWICB50M	MEDICAL GRADE INK JET CD MEDIA, COMPATIBLE WITH EPSON PP 100, EPSON PP 50, Primera SE 3 and Primera 4202, INCLUDES 50 PCS OF CD MEDIA PACKAGED in CAKE BOX	\$48.36	33411
SST Group FOB Origin	DVD-R47MWICB50M	MEDICAL GRADE INK JET DVD-R MEDIA, COMPATIBLE WITH EPSON PP 100, EPSON PP 50, Primera SE 3 and Primera 4202, INCLUDES 50 PCS OF CD MEDIA PACKAGED in CAKE BOX	\$56.42	33411
SST Group FOB Origin	DMC-EZ-C13S020A9991	INK JET CARTRIDGE SET FOR EPSON PP-100	\$311.03	33411
SST Group FOB Origin	DMC-EZ-C13S020476	MAINTENANCE BOX FOR EPSON PP-100	\$29.62	33411
SST Group FOB Origin	DMC-EZ-53334	COLOR INK CARTRIDGE FOR PRIMERA BRAVO SE3/4200 PRINTERS, COMPATIBLE WITH DMC-EZ 575, EZ 55	\$54.31	33411
SDI	ABF-IZ02	Analyst, Business/Functional Intermediate	\$145.66	54151S
SDI	ABF-JZ02	Analyst, Business/Functional Jr	\$119.40	54151S
SDI	ABF-SZ02	Analyst, Business/Functional Sr	\$185.46	54151S
SDI	AD-IZ02	Architect, Database Intermediate	\$145.66	54151S
SDI	AD-JZ02	Architect, Database Jr	\$119.40	54151S
SDI	AD-SZ02	Architect, Database Sr	\$185.46	54151S
SDI	AS-IZ02	Architect, Systems Intermediate	\$145.66	54151S
SDI	AS-JZ02	Architect, Systems Jr	\$119.40	54151S
SDI	AS-SZ02	Architect, Systems Sr	\$185.46	54151S
SDI	AT-IZ02	Analyst, Technical Intermediate	\$145.66	54151S
SDI	AT-JZ02	Analyst, Technical Jr	\$119.40	54151S
SDI	AT-SZ02	Analyst, Technical Sr	\$185.46	54151S
SDI	AW-IZ02	Architect, Web Intermediate	\$145.66	54151S
SDI	AW-JZ02	Architect, Web Jr	\$119.40	54151S
SDI	AW-SZ02	Architect, Web Sr	\$185.46	54151S
SDI	CMS-IZ02	Configuration Management Specialist Intermediate	\$139.29	54151S
SDI	CMS-JZ02	Configuration Management Specialist Jr	\$113.03	54151S
SDI	CMS-SZ02	Configuration Management Specialist Sr	\$152.83	54151S
SDI	DAC-IZ02	Developer, All Categories Intermediate	\$145.66	54151S
SDI	DAC-JZ02	Developer, All Categories Jr	\$119.40	54151S
SDI	DAC-SZ02	Developer, All Categories Sr	\$185.46	54151S
SDI	DA-IZ02	Database Architect Intermediate	\$145.66	54151S
SDI	DA-JZ02	Database Architect Jr	\$119.40	54151S

Mfg	Part Number	Description	GSA Price	SIN
SDI	DA-SZ02	Database Architect Sr	\$185.46	54151S
SDI	DBA-IZ02	Database Administrator (DBA) Intermediate	\$145.66	54151S
SDI	DBA-JZ02	Database Administrator (DBA) Jr	\$119.40	54151S
SDI	DBA-SZ02	Database Administrator (DBA) Sr	\$185.46	54151S
SDI	DCO-IZ02	Data Center Operations Intermediate	\$119.40	54151S
SDI	DCO-JZ02	Data Center Operations Jr	\$105.86	54151S
SDI	DCO-SZ02	Data Center Operations Sr	\$139.29	54151S
SDI	DCS-IZ02	Developer, Client Side Intermediate	\$145.66	54151S
SDI	DCS-JZ02	Developer, Client Side Jr	\$119.40	54151S
SDI	DCS-SZ02	Developer, Client Side Sr	\$185.46	54151S
SDI	DDB-IZ02	Developer, Database Intermediate	\$145.66	54151S
SDI	DDB-JZ02	Developer, Database Jr	\$119.40	54151S
SDI	DDB-SZ02	Developer, Database Sr	\$185.46	54151S
SDI	DDW-IZ02	Developer, Datawarehousing Intermediate	\$145.66	54151S
SDI	DDW-JZ02	Developer, Datawarehousing Jr	\$119.40	54151S
SDI	DDW-SZ02	Developer, Datawarehousing Sr	\$185.46	54151S
SDI	DM-IZ02	Data Modeler Intermediate	\$145.66	54151S
SDI	DM-JZ02	Data Modeler Jr	\$119.40	54151S
SDI	DM-SZ02	Data Modeler Sr	\$185.46	54151S
SDI	DMT-IZ02	Developer, Middle Tier/Business Objects Intermediate	\$145.66	54151S
SDI	DMT-JZ02	Developer, Middle Tier/Business Objects Jr	\$119.40	54151S
SDI	DMT-SZ02	Developer, Middle Tier/Business Objects Sr	\$185.46	54151S
SDI	DR-IZ02	Developer, Reports Intermediate	\$145.66	54151S
SDI	DR-JZ02	Developer, Reports Jr	\$119.40	54151S
SDI	DR-SZ02	Developer, Reports Sr	\$185.46	54151S
SDI	DSS-IZ02	Developer, Server Side Intermediate	\$145.66	54151S
SDI	DSS-JZ02	Developer, Server Side Jr	\$119.40	54151S
SDI	DSS-SZ02	Developer, Server Side Sr	\$185.46	54151S
SDI	DWA-IZ02	Data Warehouse Architect Intermediate	\$145.66	54151S
SDI	DWA-JZ02	Data Warehouse Architect Jr	\$119.40	54151S
SDI	DWA-SZ02	Data Warehouse Architect Sr	\$185.46	54151S
SDI	HDS-IZ02	Help Desk Specialists Intermediate	\$119.40	54151S
SDI	HDS-JZ02	Help Desk Specialists Jr	\$105.86	54151S
SDI	HDS-SZ02	Help Desk Specialists Sr	\$139.29	54151S
SDI	IS-IZ02	Implementation Specialists Intermediate	\$119.40	54151S
SDI	IS-JZ02	Implementation Specialists Jr	\$105.86	54151S
SDI	IS-SZ02	Implementation Specialists Sr	\$139.29	54151S
SDI	NAD-IZ02	Network Administrator Intermediate	\$145.66	54151S
SDI	NAD-JZ02	Network Administrator Jr	\$119.40	54151S
SDI	NAD-SZ02	Network Administrator Sr	\$185.46	54151S
SDI	NA-IZ02	Network Architect Intermediate	\$145.66	54151S
SDI	NA-JZ02	Network Architect Jr	\$119.40	54151S
SDI	NA-SZ02	Network Architect Sr	\$185.46	54151S
SDI	OM-IZ02	Object Modeler Intermediate	\$145.66	54151S
SDI	OM-JZ02	Object Modeler Jr	\$119.40	54151S
SDI	OM-SZ02	Object Modeler Sr	\$185.46	54151S

Mfg	Part Number	Description	GSA Price	SIN
SDI	PM-IZ02	Project Manager Intermediate	\$145.66	54151S
SDI	PM-JZ02	Project Manager Jr	\$119.40	54151S
SDI	PM-SZ02	Project Manager Sr	\$185.46	54151S
SDI	QAS-IZ02	QA Specialist Intermediate	\$139.29	54151S
SDI	QAS-JZ02	QA Specialist Jr	\$113.03	54151S
SDI	QAS-SZ02	QA Specialist Sr	\$152.83	54151S
SDI	SA-IZ02	Systems Administrator Intermediate	\$139.29	54151S
SDI	SA-JZ02	Systems Administrator Jr	\$113.03	54151S
SDI	SA-SZ02	Systems Administrator Sr	\$152.83	54151S
SDI	TCDS-IZ02	Training Curricula Development Specialist Intermediate	\$119.40	54151S
SDI	TCDS-JZ02	Training Curricula Development Specialist Jr	\$105.86	54151S
SDI	TCDS-SZ02	Training Curricula Development Specialist Sr	\$139.29	54151S
SDI	TL-IZ02	Technical/Team Lead Intermediate	\$145.66	54151S
SDI	TL-JZ02	Technical/Team Lead Jr	\$119.40	54151S
SDI	TLS-IZ02	Telecommunication Specialist Intermediate	\$119.40	54151S
SDI	TLS-JZ02	Telecommunication Specialist Jr	\$105.86	54151S
SDI	TLS-SZ02	Telecommunication Specialist Sr	\$139.29	54151S
SDI	TL-SZ02	Technical/Team Lead Sr	\$185.46	54151S
SDI	TS-IZ02	Training Specialist Intermediate	\$119.40	54151S
SDI	TS-JZ02	Training Specialist Jr	\$105.86	54151S
SDI	TSS-IZ02	Technical Support Specialist Intermediate	\$139.29	54151S
SDI	TSS-JZ02	Technical Support Specialist Jr	\$113.03	54151S
SDI	TSS-SZ02	Technical Support Specialist Sr	\$152.83	54151S
SDI	TS-SZ02	Training Specialist Sr	\$139.29	54151S
SDI	TW-IZ02	Technical Writer Intermediate	\$119.40	54151S
SDI	TW-JZ02	Technical Writer Jr	\$105.86	54151S
SDI	TW-SZ02	Technical Writer Sr	\$139.29	54151S
SDI	WGDD-IZ02	Web Graphics Designer/Developer Intermediate	\$139.29	54151S
SDI	WGDD-JZ02	Web Graphics Designer/Developer Jr	\$113.03	54151S
SDI	WGDD-SZ02	Web Graphics Designer/Developer Sr	\$172.73	54151S
SDI	WGD-IZ02	Web Graphics Designer Intermediate	\$125.76	54151S
SDI	WGD-JZ02	Web Graphics Designer Jr	\$113.03	54151S
SDI	WGD-SZ02	Web Graphics Designer Sr	\$145.66	54151S

VI. LABOR CATEGORY DESCRIPTIONS FOR SIN 54541S

Each Position is identified listed below is identified with an ‘a’ indicator used to denote proficiency and with a ‘b’ indicator used to denote the place of performance relative to large metropolitan cities. Large metropolitan cities are designated based upon having a population of more than 1 million as designated by the US Census Bureau’s most recently taken census. Tables for each of the two indicators are to be found at the end of this section.

TITLE	ID	DESCRIPTION
Analyst, Business/Functional	ABF-aZ02	Designs requirements with task and workflow analysis, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, and business analysis. Confers with external customer to analyze needs and requirements. Delivers functional requirements to customers. Confers with project managers to define concepts. Interprets customer business needs and translate them into application and operational requirements. Acts as liaison between customers and the software development team. Analyzes tradeoffs between usability and performance needs. Identifies, analyzes, and documents business requirements. Translates business requirements to system/functional requirements. Passes requirements to application developers. Analyzes information from surveys and workshops, task analysis, and business process description.
Analyst, Technical	AT-aZ02	Employs models and trading rules based on price and volume transformations, such as the relative strength index, moving averages, regressions, inter-market and intra-market price correlations, business cycles, stock market cycles or, classically, through recognition of chart patterns. Technical analysis stands in contrast to the fundamental analysis approach to security and stock analysis
Architect, Database	AD-aZ02	Ensures that the data assets of an organization are supported by a data architecture that aids the organization in achieving its strategic goals. The data architecture should cover databases, data integration and the means to get to the data. Achieves his/her goals via setting enterprise data standards. Experience in one or more of the following technologies: Data dictionaries, Data warehousing, Enterprise application integration, Metadata registry, Relational Databases, SQL, UML, XML, schema definitions
Architect, Systems	AS-aZ02	Establishes the basic structure of the computer system, defining the essential core design features and elements that provide the framework for all that follows. Provides definition of the users' vision for what the system needs to be and do. The principal keeper of the user's vision of the end product— and of the process of deriving requirements from and implementing that vision. Communicates with users/sponsors in a highly interactive way to extract the true requirements necessary for the designed system.
Architect, Web	AW-aZ02	Plans websites which involves technical, aesthetic and functional criteria. With focus on the user and on user requirements, attends to web content, a business plan, usability, interaction design, information architecture and web design. Designs for search engine, usefulness and navigation optimization. Knowledge of web scripting languages such as PHP, AJAX, Javascript as well as HTML, CSS and XML.
Configuration Management Specialist	CMS-aZ02	Tracks and records changes systematically so that a system maintains its integrity over time. Implements the policies, procedures, techniques, and tools that are required to manage, evaluate proposed changes, track the status of changes, and to maintain an inventory of system and support documents as the system changes. Identifies the functional and physical attributes of software at various points in time, and performs systematic control of changes to the identified attributes for the purpose of maintaining software integrity and traceability throughout the software development life cycle.
Data Center Operations	DCO-aZ02	Handles all aspects of Data Center to include: load balancing, backup, physical security, back up, continuity of operations, virtualization, power utilization, cooling. Monitors and handles server failures, job priorities, failed jobs affecting total operations, backups, virtualization, updates of operating systems, creating storage partitions.

Data Modeler	DM-aZ02	Define and analyze data requirements needed to support the business processes within the scope of corresponding information systems in organizations. Works closely with business stakeholders, as well as potential users of the information system. Involved in CONCEPTUAL, LOGICAL, and PHYSICAL data models defining not just data elements, but also their structures and the relationships between them.
Data Warehouse Architect	DWA-aZ02	Creates a master database of databases of disparate sources. Defines the necessary parsers, interpreters, translators, and converters to extract these disparate data sources and create a common warehouse of information. Defines the methods and human interfaces for meaningful analysis and query of the warehoused data. Usually very capable of creating what are known as 'ETL' systems.
Database Administrator (DBA)	DBA-aZ02	Responsible for the installation, configuration, upgrade, administration, monitoring and maintenance of databases. This includes system monitoring and improving database performance and capacity, future expansion plans, and implement security measures.
Database Architect	DA-aZ02	Capable of interview/survey of customer data requirements, performs a process analysis to arrive at an optimal database schema undertaking a structured data approach. Delivers design alternatives in to seek the optimal placement of database tables in a distributive environment. Specifies the identify, structure, and schemae of all tables within the database. Establishes the requirements of data entry, query and reporting
Developer, All Categories	DAC-aZ02	Designs and develops software. Tests software applications and systems. Develops different types of software, including computer games, business applications, operating systems, network control systems, and middleware. Applies knowledge of computing systems and software structure. Analyzes users' needs. Creates flowcharts, diagrams, and other documentation. Creates manuals and detailed sets of instructions including algorithms that tell computers what to do. Converts instructions into computer languages. Uses programming languages such as C, C++, Java, and Python. Develops packaged computer applications. Develops databases. Identifies and explains needed changes.
Developer, Client Side	DCS-aZ02	Creates the actual code as defined by the analysts. Can interpret the various flowcharts, Object oriented notations, and other design conveyance methodologies and implement code based upon the language of choice whether it be C, C++, Java, assembly, SQL or otherwise. Utilizes design patterns, structured programming, object oriented programming. Performs debugging and fault isolation methodologies. Primarily focused on Client Applications and therefore focuses on human interfacing such as data entry and query forms and reports.
Developer, Database	DDB-aZ02	Performs implementations as specified by the Database Architect. Creates schema design, creates new tables, fields, relationsetc. Performs ETL functions. Develops SQL queries.
Developer, Datawarehousing	DDW-aZ02	Implements designs specified by the Datawarehouse Architect. Writes necessary parsers, interpreters, translators, and converters.
Developer, Middle Tier/Business Objects	DMT-aZ02	Developer of Middleware typically associated with popular technologies such as Service Orient Architecture (SOA). Creates catalogs of services, handles consumer / provider issues. Usual products are IBM WebSphere.
Developer, Reports	DR-aZ02	Develops reports using popular platforms such as Adobe, Crystal Reports, and Excel. Has the ability to create interfaces to databases and other data sources, mash data into meaningful representations in the form of user friendly and interpretable reports.
Developer, Server Side	DSS-aZ02	Creates the actual code as defined by the analysts. Can interpret the various flowcharts, Object oriented notations, and other design conveyance methodologies and implement code based upon the language of choice whether it be C, C++, Java, assembly, SQL or otherwise. Utilizes design patterns, structured programming, object oriented programming. Performs debugging and fault isolation methodologies. Primarily focused on Server issues such as storage management, availability, backup, continuity of operations, the boot storm, virtualization

Help Desk Specialists	HDS-aZ02	Provides technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Respond to queries either in person or over the phone. Writes training manuals. Trains computer users. Maintains daily performance of computer systems. Responds to email messages for customers seeking help. Asks questions to determine nature of problem. Walks customer through problem-solving process. Installs, modifies, and repairs computer hardware and software. Cleans up computers. Runs diagnostic programs to resolve problems. Resolves technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems. Installs computer peripherals for users. Follow up with customers to ensure issue has been resolved. Gains feedback from customers about computer usage. Runs reports to determine malfunctions that continue to occur.
Implementation Specialists	IS-aZ02	Specialists which focus on all those items related to the commissioning of an enterprise class application. This includes extraction of existing databases and insertion into the new application, workflows, variable and parameter entries, user orientation, initial problem handling after cut over.
Network Administrator	NAD-aZ02	Responsible for the maintenance of <u>computer hardware</u> and software systems that comprise the computer network. Also includes maintenance and monitoring of active data network, related network equipment. Activities include network address assignment, management and implementation of routing protocols, routing table configurations and authentication policy implementation. Can also include maintenance of file servers, VPN gateways, intrusion detection systems, etc.
Network Architect	NA-aZ02	Evaluates enterprise wide data communications needs and creates the topology of the resulting network using the industry standards of LAN and WAN routers, switches, hubs and other networking devices. Able to propose detailed network design based upon bandwidth and messaging requirements. Can handle all applicaiton types of network whether it be for back office, imaging, VOIP, or large file transfer.
Object Modeler	OM-aZ02	Software developer proficient in the use of the Object Modeling Technique OMT. Typically involved in: testing physical entities before building them (simulation), communication with customers, visualization (alternative presentation of information), and reduction of complexity.
Project Manager	PM-aZ02	Develops requirements, outlines, budgets, and schedulers for information technology projects. Oversees all phases of project from conception to completion. Assists with upgrading information security. Manages team of consultants, programmers, developers, and analysts. Ensures project is completed within budget and on time. Follows PMI standards to manage projects through the project lifecycles of initiation, planning, execution and closure. Develops work-breakdown structures. Develop project tracking and variance reports. Assembles risk management plans and work effort documents. Creates project documentation. Provides risk assessment. Reviews estimates. Assess new opportunities. Prepares proposals. Utilize in-depth technical knowledge and business requirements to design and implement secure solutions to meet customer / client needs while protecting the corporation's assets. Develop security standards, procedures, and guidelines for multiple platforms.
QA Specialist	QAS-aZ02	Designs and executes test plans on computer applications. Records and document results and compare to expected results. Detects software failures so that defects may be discovered and corrected. Generates historical analysis of test results. Documents anomalies and issues. Maintains database of software defects. Examines code and execution of code in various environments. Verifies specific action or function of code. Operatse and maintains test networks. Provides application instructions for users. Develops and documentst application test plans based on software requirements and technical specifications. Creates meaningful error handling procedures for application code. Ensures compliance with general programming best practices, accepted web standards and those standards set forth by upstream sources. Performs application security audits. Implement application designs, create queries, scripts, web pages and other deliverables. Ensures data integrity standards. Performs reviews, walkthroughs, or inspections.
Systems Administrator	SA-aZ02	Supports LANs, WANs, network segments, Internet, and intranet systems. Maintains system efficiency. Ensures design of system allows all components to work properly together. Troubleshoots problems reported by users. Makse recommendations for future upgrades. Maintains network and system security. Analyzes and isolates issues. Monitors networks to ensure security and availability to specific users. Evaluates and modifies system's performance. Identifies user needs. Maintains integrity of the network, server deployment, and security. Ensures network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations. Performs network address assignment. Assigns routing protocols and routing table configuration. Assigns configuration of authentication and authorization of directory services.

Technical Support Specialist	TSS-aZ02	An individual useful for field deployments as he/she has a broad skill set encompassing many of the functions of other IT labor categories. Can write a limited amount of code, scripts, or other types of programming for field modifications to deployed software. Also provides hardware and software integration functions. And provides other logistic related functions such as documentation, training, customer liaison, field diagnosis and repair functions.
Technical Writer	TW-aZ02	Prepares technical information which helps users including online help, user guides/manuals, white papers, design specifications, system manuals, project plans, test plans, etc. Performs developmental editing, proofreading, editing, and formatting usually subject to a particular document format compliance standard. Interviews Subject Matter Experts and extracts from existing publications,
Technical/Team Lead	TL-aZ02	A well rounded technical individual providing a combination of hand-on design, development, and implementation skills. This also is combined with the proficiency level to interpret and understand team members' work product to a point at which can ascertain quality and schedule. Able to manage and lead a technical team ensuring the achievement of project functional, cost, and schedule objectives. Can produce and deliver management project status and reports.
Telecommunication Specialist	TLS-aZ02	Skilled in data and voice movement using all indicated protocols found within the ISO/OSI communications model. Expert in routing and routed protocols. Able to perform engineering support of LAN and WAN. Also able to support POTS and VOIP implementations.
Training Curricula Development Specialist	TCDS-aZ02	Creates instructional experiences which make the acquisition of knowledge and skill more efficient, effective, and appealing to a single or group of students. Determines the current state and needs of the students, defines the end goal of instruction, and creates the "intervention" to assist in the transition. Can create the instruction to be delivered in a classroom setting, on line, or self paced.
Training Specialist	TS-aZ02	Individual with the technical ability to understand and deliver training content in a classroom environment. Must be able to patiently and attentively listen to student questions, ascertain answers for these questions. Must be able to moderate a class to assure that the knowledge delivery remains on schedule. Must be able to detect and assist students having difficulting comprehending material and concepts.
Web Graphics Designer	WGD-aZ02	Creates the technical aspects of websites. Develops new technologies. Determines site's users. Develops graphic design. Confers with the client to discuss ideas for the layout, colors, and organization of the site. Oversees production and implementation. Organizes content. Creates pages that appeal to the tastes of the site's users. Create Intranets. Designs user-driven templates, databases and interfaces. Architects websites, design data-driven applications, and find efficient client-server solutions.
Web Graphics Designer/Developer	WGDD-aZ02	Develops new technologies. Determines site's users. Develops graphic design. Confers with the client to discuss ideas for the layout, colors, and organization of the site. Collects text documents and images. Adds HTML extensions such as animations and surveys. Organizes content. Uses web development software to integrate databases and other information systems. Creates pages that appeal to the tastes of the site's users. Creates Intranets. Maintains existing web applications. Test web applications units and systems. Design and implement user-driven templates, databases and interfaces. Develops external web portals. Build applications and services for the Web. Tests applications on various browsers and modify if necessary. Architect websites, design data-driven applications, and find efficient client-server solutions.

PROFICIENCY LEVELS - "a" designator

JUNIOR	"J"	College Diploma with less than 1 year experience OR High School Diploma with 2 years experience in the Information Technology field
INTERMEDIATE	"I"	College Diploma with 2-4 years experience OR High School Diploma with 6 years experience in this particular Job Description
SENIOR	"S"	Advanced College Diploma AND with at least 5 years experience in this particular Job Description