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

General Purpose Commercial Information Technology Equipment, Software and Services
ADP Equipment Software, Supplies, Equipment

CONTRACT NUMBER: 47QTCA18D00D6

CONTRACT PERIOD: June 15, 2018 through June 14, 2023
Through Modification 3, dated 9/5/19

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

CONTRACTOR:
Sara Software Systems LLC
804 N Meadowbrook Drive, Ste 142
Olathe, Kansas 66062
Attn: Arvinder Singh
Phone: 913-220-4567
E-mail: avi@sarasoftwaresystems.com

CONTRACTOR’S ADMINISTRATION SOURCE: Arvinder Singh
Phone: 913-220-4567
E-mail: avi@sarasoftwaresystems.com


CONTRACT INFORMATION:

1. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>Ancillary</td>
<td>Ancillary Supplies and/or Services</td>
</tr>
</tbody>
</table>

2. MAXIMUM ORDER*: The maximum order is $500,000 for SINs 54151S and $250,000 for Ancillary.

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

3. MINIMUM ORDER: $100

4. GEOGRAPHIC COVERAGE: Domestic delivery within the 48 contiguous states and Washington, DC

5. POINT(S) OF PRODUCTION: N/A – Services Only

6. DISCOUNT FROM LIST PRICES: Prices shown are GSA net prices

7. QUANTITY/VOLUME DISCOUNT: An additional 0.5% discount on a single task order over $250,000.

8. PROMPT PAYMENT TERMS: N/A

9. Government Purchase Cards are accepted at or below the micro-purchase threshold.

10. FOREIGN ITEMS: N/A

11a. TIME OF DELIVERY: 30 days ARO or as negotiated at the task order level

11b. EXPEDITED DELIVERY: Negotiated at Task Order Level

11c. OVERNIGHT AND 2-DAY DELIVERY: Negotiated at Task Order Level

11d. URGENT REQUIREMENTS: Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. FOB POINT: Destination

Note: All travel required in the performance of this contract and orders placed hereunder must comply with the Federal Travel Regulations (FTR) or Joint Travel Regulations (JTR), 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. The contractor shall not add the Industrial Funding Fee onto travel costs.

13a. ORDERING ADDRESS: Same as Contractor’s address.

13b. ORDERING PROCEDURES: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. PAYMENT ADDRESS: Same as Contractor’s address.
15. WARRANTY PROVISION: Standard Commercial Warranty. Customers should contact the contractor for a copy of the warranty.

16. EXPORT PACKING CHARGES: Not applicable.

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: Accepted at or below the micro-purchase level.

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): N/A

19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): N/A

20a. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): N/A

20b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): N/A

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A

22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A

23. PREVENTIVE MAINTENANCE (IF APPLICABLE): N/A

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A

24b. Section 508 Compliance for EIT: N/A

25. DUNS NUMBER: 780603937

26. NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE: Contractor is registered and active the System for Award Management (SAM). Cage Code = 78PG0
### Sara Software Systems, LLC
#### Labor Rates

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<th>SIN</th>
<th>SERVICE</th>
<th>RATE</th>
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<tbody>
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<tr>
<td>54151S</td>
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<td>Subject Matter Expert I</td>
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<td>54151S</td>
<td>Software Engineer III</td>
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<td>54151S</td>
<td>Project Manager II</td>
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<td>54151S</td>
<td>Project Manager I</td>
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<tr>
<td>54151S</td>
<td>Security/IA Specialist I</td>
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<tr>
<td>54151S</td>
<td>Help Desk &amp; Support Specialist IV</td>
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</tr>
<tr>
<td>54151S</td>
<td>Computer Graphics Specialist</td>
<td>70.07</td>
</tr>
</tbody>
</table>
1. SCOPE
a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
b. 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 I-FSS-60 Performance Incentives (April 2000)
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.
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. ORDER
a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICE
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.

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

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

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

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

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

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

6. INSPECTION OF SERVICES

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 (Dec 2007) 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 Professional Services.

9. INDEPENDENT CONTRACTOR
All IT Professional 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 Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

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 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIAITION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIAITION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:
(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
   (1) The offeror;
   (2) Subcontractors; and/or
   (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

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 PROFESSIONAL SERVICES AND PRICING
a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 54151S IT Professional Services 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 Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

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, and conducts feasibility studies.

Minimum Education: Bachelor’s Degree in Computer Science
Sara Software Systems, LLC offers a range of labor categories which can provide the skill sets needed to perform the professional services offered at hourly rates.

A. **Subject Matter Experts**

**Subject Matter Expert III**

*Functional Responsibilities:* Serves as a subject matter technical expert in areas relevant in areas relating to management services, information technology services, and other subject areas. Provide guidance to the technical staff on technology innovations, knowledge/procedures/processes/policies reflecting detailed knowledge of functional areas included in contract.

*Minimum Experience:* 15 years of relevant experience

*Minimum Education:* Doctorate degree or equivalent

**Subject Matter Expert II**

*Functional Responsibilities:* Serves as a subject matter technical expert in areas relevant in areas relating to management services, information technology services, and other subject areas. Provide guidance to the technical staff on technology innovations, knowledge/procedures/processes/policies reflecting detailed knowledge of functional areas included in contract.

*Minimum Experience:* 12 years of relevant experience

*Minimum Education:* Master’s degree or equivalent

**Subject Matter Expert I**

*Functional Responsibilities:* Serves as a subject matter technical expert in areas relevant in areas relating to management services, information technology services, and other subject areas. Provide guidance to the technical staff on technology innovations, knowledge/procedures/processes/policies reflecting detailed knowledge of functional areas included in contract.

*Minimum Experience:* 8 years of relevant experience

*Minimum Education:* Bachelor’s degree or equivalent

B. **Software Development**

**Software Engineer III**

*Functional Responsibilities:* Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in the design of highly complex presentation architecture. Acts as highest-level technical expert, addressing problems of web services, web layout, web integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future web projects to management.

*Minimum Experience:* 10 years of relevant experience

*Minimum Education:* Bachelor’s Degree or equivalent

**Software Engineer II**

*Functional Responsibilities:* Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in the design of highly complex presentation architecture. Responsible for project completion. Performs feasibility analysis on potential future
web projects to management. Researches, designs, and develops computer software systems, in conjunction with hardware product development, applying principles and techniques of computer science, engineering, and mathematical analysis. Analyzes software requirements to determine the feasibility of a design within requirement constraints. Consults with hardware engineers and other engineering staff members to evaluate interfaces between hardware and software and operational and performance requirements of the overall system. Formulates and designs software systems, using scientific analysis and mathematical models to predict and measure outcomes and consequences of design. Develops and directs software system testing, programming, and documentation. Consults with customers concerning maintenance of software system. Performs object oriented analysis, object oriented design and object oriented programming to develop computer systems. Develops cost proposals and project status reports. Develops documentation describing program design, program maintenance, and testing. Writes user manuals and operator manuals.

Minimum Experience: 7 years of relevant experience
Minimum Education: Bachelor’s Degree or equivalent

Software Engineer V

Functional Responsibilities: Guides all phases of software development, including system design, analysis, architecture, and engineering; plans and directs the development of major programming projects and the installation of systems; programs, designs, analyzes, codes, implements, and tests software applications, modules, and databases in various languages, including those associated with scientific, technical, or engineering problems; performs process analyses in order to recommend improvements; performs system, network, and/or database administration, analysis, design, implementation, and testing; analyzes and documents client needs and requirements; provides technical support including providing technical solutions and training; writes, modifies, and maintains software documentation and specifications; performs a variety of testing for computer operating and/or network systems; performs data and technical analysis and information engineering; installs, configures, and troubleshoots various hardware and software platforms; may design and develop computer-based and/or multimedia courseware for customer training initiatives utilizing appropriate authoring languages, systems, animation and graphics software; participates in meetings and design reviews; prepares reports on analyses, findings, and project progress; may supervise and direct

Minimum Experience: 7 years of relevant experience
Minimum Education: Bachelor’s Degree or equivalent
the work of lower-level analysts; performs technical research on emerging technologies to determine impacts on application execution.

Minimum Experience: 12 or more years of relevant experience
Minimum Education: Bachelor’s Degree or equivalent

Software Engineer IV

Functional Responsibilities: Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in the design of highly complex presentation architecture. Responsible for project completion. Performs feasibility analysis on potential future web projects, and reports findings to management. Researches, designs, and develops computer software systems, in conjunction with hardware product development, applying principles and techniques of computer science, engineering, and mathematical analysis. Analyzes software requirements to determine the feasibility of a design within requirement constraints. Consults with hardware engineers and other engineering staff members to evaluate interfaces between hardware and software and operational and performance requirements of the overall system. Formulates and designs software systems, using scientific analysis and mathematical models to predict and measure outcomes and consequences of design. Develops and directs software system testing, programming, and documentation. Consults with customers concerning maintenance of software system. Performs object oriented analysis, object oriented design and object oriented programming to develop computer systems. Develops cost proposals and project status reports. Develops documentation describing program design, program maintenance, and testing.

Minimum Experience: 10-12 years of relevant experience
Minimum Education: Bachelor’s Degree or equivalent

Software Engineer

Functional Responsibilities: Assists in the design, development, analysis, and implementation of software operating systems and software application programs; works under general supervision; does related work as required. Works from specifications to develop and modify operating systems and software applications; participates in the design, coding, testing, debugging, and documentation of programs; assists in the definition of limited design specifications and parameters; assists engineers or analysts with the hardware/software integration of the application or utility into software operating systems; assists in the analysis of system architecture requirements; may customize purchased applications; participates in the research of emerging technologies to determine impacts on application execution; analyzes and documents client needs and requirements; assists with writing, modifying, and maintaining technical documentation and specifications such as user manuals, system documentation, and training materials; performs integration testing and support of various computer operating and/or network systems; troubleshoots and provides customer support for software operating system and application issues; maintains current knowledge of relevant hardware and software applications as assigned.

Minimum Experience: 0-3 years of relevant experience
Minimum Education: Bachelor’s Degree or equivalent

C. Database Development

Database Architect III

Functional Responsibilities: Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in the design of highly complex database architecture. Acts as highest-level technical expert, addressing problems of database layouts,
database schemas and integration across multiple databases and platforms. Responsible for project completion. Performs feasibility analysis on potential future database projects to management. Performs as an applications programmer on large-scale database management systems, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives. Analyzes application software and design specifications for information process activities. Develops block diagrams and logic flow charts. Translates detailed design into application software. Tests, debugs, and refines the application software to produce the required product. Prepares required documentation, including both program-level and user-level documentation.  
*Minimum Experience:* 10 years of relevant experience  
*Minimum Education:* Master’s Degree or equivalent.

**Senior Database Developer II**  
*Functional Responsibilities:* Performs as a database developer on large-scale database management systems, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives. Analyzes database schemas and design specifications for information process activities. Develops block diagrams and logic flow charts. Translates detailed design into database tables, triggers and procedures. Tests, debugs, and refines the database layer to produce the required product. Prepares required documentation, including both program-level and user-level documentation.  
*Minimum Experience:* 7 years of relevant experience  
*Minimum Education:* Bachelor’s Degree or equivalent

**Database Developer I**  
*Functional Responsibilities:* Performs as a database developer on large-scale database management systems, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives. Analyzes database schemas and design specifications for information process activities. Develops block diagrams and logic flow charts. Translates detailed design into database tables, triggers and procedures. Tests, debugs, and refines the database layer to produce the required product. Prepares required documentation, including both program-level and user-level documentation.  
*Minimum Experience:* 4 years of relevant experience  
*Minimum Education:* Bachelor’s Degree or equivalent

**Database Specialist IV**  
*Functional Responsibilities:* Manages the development of database projects. Plans and budgets staff and database resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on Database Management Systems (DBMS) concepts. Provides daily supervision and direction to support staff.  
*Minimum Experience:* 12 or more years of relevant experience  
*Minimum Education:* Bachelor’s Degree or equivalent.

**D. Database Administration**

**Senior Database Administrator III**  
*Functional Responsibilities:* Database and application performance monitoring, analysis and tuning. Monitor and optimize database performance and resources. Participates in all phases of data extraction, conversion and uploading. Oversees Junior Database Administrators as necessary
Minimum Experience: 6 years of relevant experience
Minimum Education: Bachelor’s degree or equivalent

Database Administrator II
Functional Responsibilities: Database and application performance monitoring, analysis and tuning. Monitor and optimize database performance and resources. Participates in all phases of data extraction, conversion and uploading.
Minimum Experience: 4 years of relevant experience
Minimum Education: Bachelor’s degree or equivalent

Database Administrator I
Functional Responsibilities: Database and application performance monitoring, analysis and tuning. Monitor and optimize database performance and resources. Participates in all phases of data extraction, conversion and uploading.
Minimum Experience: 2 years of relevant experience
Minimum Education: Bachelor’s degree or equivalent

E. System Administration

Systems Administrator III
Functional Responsibilities: Responsible for directing the daily operational availability of the hardware and software systems required to support facility operations. Directs and oversees scheduled testing and review of hardware and software to ensure potential problems are identified at the earliest point possible, ensures adjustments and/or repairs of hardware problems are accomplished as the need is detected and ensures programming adjustments are implemented as the need is detected. Recommends appropriate corrective action for complex problems and ensures documentation is prepared for all hardware and/or software adjustments and or modifications. Directs the preparation of reports and analysis of operations, as required.
Minimum/General Experience: 7 years of related experience maintaining and/or modifying complex facility hardware and/or software, as required, ensuring system availability and functionality. Must be familiar with the principles of ensuring systems backup for major systems in accordance with schedules.
Minimum Education: Bachelor’s Degree or equivalent

Systems Administrator II
Responsible for directing the daily operational availability of the hardware and software systems required to support facility operations. Recommends appropriate corrective action for complex problems and ensures documentation is prepared for all hardware and/or software adjustments and or modifications.
Minimum/General Experience: 4 years of related experience maintaining and/or modifying complex facility hardware and/or software, as required, ensuring system availability and functionality. Must be familiar with the principles of ensuring systems backup for major systems in accordance with schedules.
Minimum Education: Bachelor’s Degree or equivalent

F. Network Administration

Network Engineer III
**Functional Responsibilities:** Works with communications software, communications hardware or network systems. Communications software specialized experience includes: developing, testing, installing and operating network and computer (host) communications software (e.g., access method and protocol software, application interfaces, transaction processors and emulators); and using and implementing communications standards. Communications hardware specialized experience includes: installing, testing and operating network and computer (host) communications equipment (e.g., switches, modems, controllers, terminals and multiplexers); using and implementing communications hardware and electrical standards; using communications hardware test and monitoring equipment; and analyzing the results. Network specialized experience includes: designing, testing, installing, implementing and maintaining computer networks; using and implementing network standards; identifying and solving problems, restart/recovery, additions, deletions and modifications of terminals, hosts, etc. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes and throughput) and recommends procurement, removals and modifications to network components. Plans and coordinates installations, transitions, and cutover of network components and capabilities.

**Minimum Experience:** 7 years of relevant experience  
**Minimum Education:** Bachelor’s degree or equivalent

**Network Engineer II**

*Functional Responsibilities:* Works with communications software, communications hardware or network systems. Communications software specialized experience includes: developing, testing, installing and operating network and computer (host) communications software (e.g., access method and protocol software, application interfaces, transaction processors and emulators); and using and implementing communications standards. Communications hardware specialized experience includes: installing, testing and operating network and computer (host) communications equipment (e.g., switches, modems, controllers, terminals and multiplexers); using and implementing communications hardware and electrical standards; using communications hardware test and monitoring equipment; and analyzing the results. Network specialized experience includes: designing, testing, installing, implementing and maintaining computer networks; using and implementing network standards; identifying and solving problems, restart/recovery, additions, deletions and modifications of terminals, hosts, etc. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes and throughput) and recommends procurement, removals and modifications to network components. Plans and coordinates installations, transitions, and cutover of network components and capabilities.

**Minimum Experience:** 4 years of relevant experience  
**Minimum Education:** Bachelor’s degree or equivalent

**Network Analyst I**

*Functional Responsibility:* Assists in configuring new LAN systems from unassembled major components as received from the vendor as part of pre-installation processing. Assists in installing expansion boards, disk drives, interface hardware, cable connectors, monitors, printers, and other microcomputer hardware components in accordance with standards and specifications; assists in installing commercial LAN applications-software packages; and configures target LAN systems as necessary, to support effective use of the installed software. Package installation may include directory of files creation, AUTOEXEC.BAT adjustments, menu utilities and commands, and other required software modifications. Maintains records of LAN installations, modifications, and hardware/software configurations in accordance with standards and requirements, and assists in required testing of installed hardware and software in preparation for delivery of new or modified LAN configurations prior to delivery to the end user.

**Minimum/General Experience:** 2 years of relevant experience
G. Quality Assurance

**Senior QA Analyst III**
*Functional Responsibilities:* Plans, defines test schedules and test data requirements to verify logic of new or modified programs. Responsible for applying the principles and practices of software quality assurance throughout the software development life cycle. Conducts internal quality audits, plan and conduct quality testing of development code, maintain and update training and audit databases to provide reports. Identifies problems or deficiencies in products. Participates in formal and informal reviews to determine quality. Evaluates, recommends and implements automated test tools and strategies. Develops and upgrades automated test scripts and architectures for application products.
*Minimum Experience:* 8 years of relevant experience
*Minimum Education:* Bachelor’s Degree or equivalent

**QA Analyst II**
*Functional Responsibilities:* conducts internal quality audits, plan and conduct quality testing of development code, maintain and update training and audit databases to provide reports. Identifies problems or deficiencies in products. Participates in formal and informal reviews to determine quality. Evaluates, recommends and implements automated test tools and strategies. Develops and upgrades automated test scripts and architectures for application products.
*Minimum Experience:* 5 years of relevant experience
*Minimum Education:* Bachelor’s Degree or equivalent

**Associate QA Analyst I**
*Functional Responsibilities:* conducts internal quality audits, plan and conduct quality testing of development code, maintain and update training and audit databases to provide reports. Identifies problems or deficiencies in products. Participates in formal and informal reviews to determine quality. Develops and upgrades automated test scripts and architectures for application products.
*Minimum Experience:* 2 years of relevant experience
*Minimum Education:* Bachelor’s Degree or equivalent

H. Documentation

**Senior Technical Writer III**
*Functional Responsibilities:* Assists in collecting and organizing information required for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Prepares and edits documentation incorporating information provided by the user, specialist, analyst, programmer, and management personnel. Duties include writing, editing, and graphics presentation of technical information for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation accordingly.
*Minimum Experience:* 6 years of relevant experience
*Minimum Education:* Bachelor’s degree or equivalent
Technical Writer II
Functional Responsibilities: Related experience in documentation efforts involving any combination of: systems analysis and design, programming, conversion and implementation support, network services, project management, data/records management, resources and facilities management, database planning and design.
Minimum Experience: 3 years of relevant experience
Minimum Education: Associate’s degree or equivalent

Technical Writer IV *
Functional Responsibilities: Directs the collection and organization of information required for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Prepares and edits documentation incorporating information provided by the user, specialist, analyst, programmer, and management personnel. Duties include writing, editing, and graphics presentation of technical information for both technical and non-technical personnel, and review of lower-level writers’ output. Interprets technical documentation standards and prepares documentation accordingly.
Minimum Experience: 8 or more years of relevant experience
Minimum Education: Bachelor’s degree or equivalent

Technical Writer I *
Functional Responsibilities: Responsible for documentation development and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Checks documents for spelling, grammar, organization, consistency, and content. Ensures that documents follow the appropriate style guide.
Minimum Experience: 0-2 years of relevant experience
Minimum Education: Associate’s degree or equivalent

I. Administrative

Administrative Assistant II
Functional Responsibilities: Provide administrative support to business and management personnel working closely with the project staff. This includes project administration, program management support, producing project related correspondence. Perform general clerical and administrative duties including preparation of correspondence and maintenance of schedules. Answers telephone, responds to routine questions, makes travel arrangements and distributes mail.
Minimum Experience: 2 years of relevant experience
Minimum Education: High School Diploma or equivalent

Administrative Assistant I
Functional Responsibilities: Provide administrative support to business and management personnel working closely with the project staff. This includes project administration, program management support, producing project related correspondence. Perform general clerical and administrative duties including preparation of correspondence and maintenance of schedules. Answers telephone, responds to routine questions, makes travel arrangements and distributes mail.
Minimum Experience: 1 year of relevant experience
Minimum Education: High School Diploma or equivalent
Function Area Specialist III
Functional Responsibilities: Experience in analyzing user/program needs in determining functional requirements. May be knowledgeable in process analysis techniques in the areas of design, integration, and documentation of information systems, and implementation advice on exceptionally complex problems. May have specific expertise in business or functional areas such as financial management, accounting, procurement, and maintenance engineering analysis. Possesses requisite knowledge and expertise recognized in the professional community and is considered an authority in domain area of expertise.
Minimum Experience: 15 years of relevant experience
Minimum Education: Doctorate degree or equivalent

Function Area Specialist II
Functional Responsibilities: Experience in analyzing user/program needs in determining functional requirements. May be knowledgeable in process analysis techniques in the areas of design, integration, and documentation of information systems, and implementation advice on exceptionally complex problems. May have specific expertise in business or functional areas such as financial management, accounting, procurement, and maintenance engineering analysis. Possesses requisite knowledge and expertise recognized in the professional community and is considered an authority in domain area of expertise.
Minimum Experience: 8-14 years of relevant experience
Minimum Education: Bachelors’ degree or equivalent

Function Area Specialist I
Functional Responsibilities: Experience in analyzing user/program needs in determining functional requirements. May be knowledgeable in process analysis techniques in the areas of design, integration, and documentation of information systems, and implementation advice on exceptionally complex problems. May have specific expertise in business or functional areas such as financial management, accounting, procurement, and maintenance engineering analysis. Possesses requisite knowledge and expertise recognized in the professional community and is considered an authority in domain area of expertise.
Minimum Experience: 2-7 years of relevant experience
Minimum Education: Bachelor’s degree or equivalent
Minimum Education: Bachelor’s Degree or equivalent

Business Systems Analyst I
Functional Responsibilities: Analyzes user needs and identifies resources required for each task to determine functional requirements; codes applications and tests to software requirements; assists in design and development of new systems or modifies existing systems that meet the user’s needs; assists higher-level analysts in analyzing alternative systems, cost aspects and feasibility factors; writes or updates software specifications; records all inputs and outputs of systems, including file sizes, data bank requirements, variability of information and appropriate statistical measures such as frequency, volume, peaking, etc; prepares appropriate documentation for new or existing systems; troubleshoots and provides technical support and solutions to users.
Minimum Experience: 0-2 years of relevant experience
Minimum Education: Associates Degree or equivalent

J. Security
Security/IA Specialist III

Functional Responsibilities: Serves as senior member and/or leader of project teams in providing information security expertise, identifying security risks/vulnerabilities, and making and/or implementing recommendations to minimize and/or prevent security exposures for applications, systems, and networks, having an effect across the entire enterprise. Trains information security analysts on problem resolution and conformance requirements, and may develop and conduct courses and/or develop reference manuals. Assists technical support groups in the design and testing of information security products to provide solutions for information security issues and ensure conformance to requirements. Senior member of incident response teams.

Minimum Experience: 10 or more years of relevant experience
Minimum Education: Master’s Degree or equivalent

Security/IA Specialist II

Functional Responsibilities: Leads or plays key role on project teams in system consolidation, information security software upgrades, and contingency management planning and execution. Trains information security analysts on problem resolution and conformance requirements by developing and conducting courses, and explaining reference manuals. Assists technical support groups in the design and testing of information security products to provide solutions for information security issues and ensure conformance to requirements. Identifies and recommends solutions such as program or system modifications to prevent security exposures.

Minimum Experience: 6-9 years of relevant experience
Minimum Education: Bachelor’s Degree or equivalent

Security/IA Specialist I

Functional Responsibilities: Under general direction, analyzes basic customer security requirements and makes recommendations for improvement to information security data bases or platforms. Provides information security support, such as violation reports, PC security policies, and maintenance to customers. Promotes customer information security compliance, according to corporate and local security standards, by verifying data from preexisting audit programs. Investigates information security logging and violation reports and contacts managers as appropriate. Assists in system consolidations, software upgrades and internal information security investigations. Assists contingency management groups in planning and executing disaster recovery procedures.

Minimum Experience: 3-5 years of relevant experience
Minimum Education: Bachelor’s Degree or equivalent

K. Help Desk

Help Desk & Support Specialist IV

Functional Responsibilities: Has overall responsibility for help desk operations 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.

Minimum Experience: 4 or more years of relevant experience
Minimum Education: Bachelor’s Degree or equivalent

Help Desk & Support Specialist III
Functional Responsibilities: Performs installation, configuration, and upgrade of computer hardware and software; provides end-user software troubleshooting and support; applies advanced diagnostic techniques to identify problems, investigate causes, and recommend solutions; provides network troubleshooting and support; may participate in the administration and design of websites; participates in the administration of email systems; provides phone and help-desk support for local and off-site users; assists lower level technicians with complex problems.

Minimum Experience: 2-3 years of relevant experience
Minimum Education: Associate’s Degree or equivalent

Help Desk & Support Specialist II
Functional Responsibilities: Participates in the installation, configuration, and upgrade of computer hardware and software; provides end-user software troubleshooting and support; applies diagnostic techniques to identify problems, investigate causes, and recommend solutions; provides network troubleshooting and support; assists in the administration of email systems; provides phone and help-desk support for local and off-site users.

Minimum Experience: 2-3 years of relevant experience
Minimum Education: Associate’s Degree or equivalent

Help Desk & Support Specialist I
Functional Responsibilities: Assists with the installation, configuration, and upgrade of computer hardware and software; provides end-user software troubleshooting and support; applies basic diagnostic techniques to identify problems, investigate causes, and recommend solutions; provides network troubleshooting and support; assists in the administration of email systems; provides phone and help-desk support for local and off-site users.

Minimum Experience: 0-1 year of relevant experience
Minimum Education: Associate’s Degree or equivalent

L. Miscellaneous

Data Entry I *
Functional Responsibilities: Enters data into pre-defined input screens and databases. Relies on instructions and pre-established guidelines to perform the functions of the job.

Minimum Experience: 0-1 year of relevant experience
Minimum Education: Associates Degree or equivalent

Computer Graphics Specialist
Functional Responsibilities: Provides computer graphics design and development support to projects and designs user interface screens. Work is performed using graphic design software, user interface layout, publishing software, and other tools. Items produced include software users’ manuals, software user interfaces and icons.

Minimum Experience: 0-1 year of relevant experience
Minimum Education: Associates Degree or equivalent
ALLOWABLE SUBSTITUTION OF EDUCATION AND EXPERIENCE

Due to the availability or limitation of education, occasionally substitution of experience as referenced below for a professional labor type with additional years of experience will be provided per the approval of the federal agency acquiring the services. The minimum education & experience will be met when considering educational equivalencies in the tables below.

<table>
<thead>
<tr>
<th>Minimal Education Requirement</th>
<th>Individual’s Actual Education Achievement</th>
<th>Additional Years of Experience Credited the Employee</th>
</tr>
</thead>
<tbody>
<tr>
<td>MA/MS</td>
<td>PhD.</td>
<td>4</td>
</tr>
<tr>
<td>BA/BS</td>
<td>PhD.</td>
<td>6</td>
</tr>
<tr>
<td>BA/BS</td>
<td>MA/MS</td>
<td>2</td>
</tr>
<tr>
<td>HS/GED</td>
<td>BA/BS</td>
<td>4</td>
</tr>
</tbody>
</table>

* These labor categories can be ordered only in conjunction with the other labor categories.*