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

**SCHEDULE TITLE:** GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE, AND SERVICES

**CONTRACT NUMBER:** 47QTCA19D002V

**CONTRACT PERIOD:** December 4, 2018 through December 3, 2023

For more information on ordering from Federal Supply Schedules click on the GSA Schedules link at www.gsa.gov

**CONTRACTOR:**
Netvision Resources Inc.
2201 Cooperative Way Ste 600
Herndon, VA, 20171
Phone number: 703-342-4280
Fax number: 703-579-6938

**CONTRACTOR’S ADMINISTRATION SOURCE:**
Ramakanth Peechara

**BUSINESS SIZE:**
DOT Certified Disadvantaged Business Enterprise; Minority Owned Small Business [Subcontinent Asian (Asian-Indian) American Owned]
NetVision Resources, Inc. (NVR) is a trusted provider of comprehensive IT solutions and services to leading businesses and government agencies. Based in the Washington, DC metropolitan area (offices in Herndon, VA and Baltimore, MD), we have worked with several Federal government agencies since our inception in 1999. NetVision Resources Inc. (NVR) recognizes that in today’s global marketplace, government agencies face unprecedented challenges to deliver more with less, while serving as the stewards to the core mission of public services and custodians of taxpayers’ money.

With more than 19 years of public sector contracting experience, NVR is well versed in these challenges, and has a proven record of delivering solutions helping our clients overcome them.

NVR is uniquely qualified in improving processes, reducing costs, and achieving results by leveraging technology, through the Prototype–Pilot–Implementation model developed and honed in the NVR Labs.

NVR continues to deliver comprehensive IT Services and Solutions in mission-critical projects in the areas of project management, custom application development, QA/QC, operations and maintenance, skills on-demand services and many SDLC projects of various magnitudes across Civilian and Defense agencies.

A snap-shot of our services includes:

- Application Development
- Software Development
- Systems Development
- Systems implementation
- Project / Program Management
- Database Design
- Database Development
- Database Administration
- Sustainment
- O&M
- Web design
- Quality Assurance
- Quality Control
- Testing
- Skills on-demand

NVR has an ongoing commitment to innovation through investment.

- Investments apply emerging technologies to the burning issues of the day developing solutions, in our own cloud-based lab.
- Advisory Board of SME’s drawn from the Industry, Technology, Academia and the Public Sector
- Modernization solutions leveraging the Cloud, Mobile, Cognitive and Data utilization technologies throughout the Public, Private and Healthcare Sectors.

Our mission is to be the leading provider of best-value IT solutions. Our commitment is to our customers and our employees. Our success is measured by Your Performance Improvement.
1a. **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 - SUBJECT TO COOPERATIVE PURCHASING</td>
</tr>
</tbody>
</table>

1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:** N/A

1c. **HOURLY RATES:**

<table>
<thead>
<tr>
<th>SIN</th>
<th>SERVICE PROPOSED (e.g. Job Title/Task)</th>
<th>UNIT OF ISSUE</th>
<th>GSA PRICE (including IFF)</th>
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<tbody>
<tr>
<td>54151S</td>
<td>Architect I</td>
<td>Hourly</td>
<td>$101.56</td>
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<tr>
<td>54151S</td>
<td>Architect II</td>
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<td>Architect III</td>
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<td>Database Administrator III</td>
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<td>Network Engineer</td>
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<td>54151S</td>
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<tr>
<td>54151S</td>
<td>Usability Specialist</td>
<td>Hourly</td>
<td>$64.51</td>
</tr>
</tbody>
</table>

2. **MAXIMUM ORDER**: $500,000

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

3. **MINIMUM ORDER:** $100.00

4. **GEOGRAPHIC COVERAGE:** 48 contiguous states, Alaska, Hawaii, Washington D.C., Puerto Rico, U.S. Territories, and to a port or consolidation point within the aforementioned locations for orders that are received from overseas activities.

5. **POINT(S) OF PRODUCTION:** USA

6. **DISCOUNT FROM LIST PRICES:** 10%

7. **QUANTITY DISCOUNT(S):** None

8. **PROMPT PAYMENT TERMS:** None

9a. Government Purchase Cards must be accepted at or below the micro-purchase threshold.

9b. Government Purchase Cards are accepted above the micro-purchase threshold.

10. **FOREIGN ITEMS:** N/A

11a. **TIME OF DELIVERY:** TBD

11b. **EXPEDITED DELIVERY:** TBD

11c. **OVERNIGHT AND 2-DAY DELIVERY:** TBD

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

13a. **ORDERING ADDRESS:** 2201 Cooperative Way Ste 600 Herndon, VA, 20171

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:** 2201 Cooperative Way Ste 600 Herndon, VA, 20171

15. **WARRANTY PROVISION:** Standard

16. **EXPORT PACKING CHARGES:** N/A

17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** N/A

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

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

20a. 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: 163637627

26. Contractor has an active registration in the SAM database
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 132-51 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.
   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 SERVICES
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
   b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
   c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
   d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

NetVision Resources Inc.
www.netvisionresources.com

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(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

The Inspection of Services–Fixed Price (AUG 1996) (Deviation 1 – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (May 2001) (Deviation 1 – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – 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 (OCT 2008) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (OCT 2008) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

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

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 132-51 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.
**Architect I**

**Minimum/General Experience:** 5 years direct related experience

**Functional Responsibility:** Drives the translation and construction of complex business problems into innovative technology solutions within a multidisciplinary environment. Supervises the development, design, user interface, and technology integration direction, and site architecture management from definition phase through implementation. Owns the technical vision of the project; ensuring that the vision is achieved with a high level of quality. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimates software development costs and schedule. Reviews existing systems and assists in making enhancements, reducing operating time, and improving current techniques. The candidate will supervise software configuration management and have extensive experience designing and integrating COTS solutions and managing complex system interfaces. Has knowledge of information systems development, such as, SEMS-SEERS modeling, waterfall and agile system development life cycle, and large scale systems deployment.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Architect II**

**Minimum/General Experience:** 10 years direct related experience

**Functional Responsibility:** Drives the translation and construction of complex business problems into innovative technology solutions within a multidisciplinary environment. Supervises the development, design, user interface, and technology integration direction, and site architecture management from definition phase through implementation. Owns the technical vision of the project; ensuring that the vision is achieved with a high level of quality. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimates software development costs and schedule. Reviews existing systems and assists in making enhancements, reducing operating time, and improving current techniques. The candidate will supervise software configuration management and have extensive experience designing and integrating COTS solutions and managing complex system interfaces. Has knowledge of information systems development, such as, SEMS-SEERS modeling, waterfall and agile system development life cycle, and large scale systems deployment.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Architect III**

**Minimum/General Experience:** 15 years direct related experience

**Functional Responsibility:** Drives the translation and construction of complex business problems into innovative technology solutions within a multidisciplinary environment. Supervises the development, design, user interface, and technology integration direction, and site architecture management from definition phase through implementation. Owns the technical vision of the project; ensuring that the vision is achieved with a high level of quality. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimates software development costs and schedule. Reviews existing systems and assists in making
enhancements, reducing operating time, and improving current techniques. The candidate will supervise software configuration management and have extensive experience designing and integrating COTS solutions and managing complex system interfaces. Has knowledge of information systems development, such as, SEMS-SEERS modeling, waterfall and agile system development life cycle, and large scale systems deployment.

**Minimum Education**: Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Big Data Specialist**

**Minimum/General Experience**: 15 years direct related experience

**Functional Responsibility**: Big Data Specialists are responsible for designing and implementing strategies, architectures, ingestion, storage, consumption and delivery processes for complex, large-volume, multi-variate, batch and real time data sets used for modeling, data mining, and research purposes. They develop new concepts, propositions, technologies and demonstrators that bring new insights from a combination of multiple data sources. They design and implement data ingestion techniques for real time and batch processes for video, voice, weblog, sensor, machine and social media data into big data ecosystems such as Hadoop and HDFS clusters. They perform data studies and data discovery routines for video, voice, weblog, sensor, machine and social media data sources or mash ups of new and existing data sources. They visualize and report data findings creatively in a variety of visual formats that appropriately provides insights to the organization. They will work with structured, semi-structured and unstructured data sets and reverse engineer existing data flows and source to target mappings. The big data specialist will have demonstrated experience with variety of tools and technologies: Java, Shell Scripting, Python, SQL, Hadoop, Mahout, Pig, Hive, HBase, Sqoop, Zookeeper, Ambari, MapReduce and R including commercial distributions of HDFS (Hortonworks, Cloudera, Pivotal HD, MapR), Information delivery, Analytics and Business Intelligence based on data from hybrid of Hadoop Distributed File System (HDFS)

**Minimum Education**: Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Business Analyst I**

**Minimum/General Experience**: Minimum: 3 years of direct related experience

**Functional Responsibility**: The Business Analyst interacts with stakeholders and conducts Joint Application Development (JAD) sessions to solicit user and business requirements. They develop Software Development Lifecycle (SDLC) documents including As-Is and To-Be business processes, screen mock-ups, and use cases. They develop functional, design requirements documents, presentations in MS PowerPoint and conduct briefings to project stakeholders. They document meeting minutes. The business analyst demonstrate strong oral and written communication skills, with the ability to communicate technical topics to management and non-technical audiences, as well as interface with the customer on a daily basis. They show proficiency in tools and technologies such as: MS Office, MS Visio, SharePoint, Rational RequisitePro, HP Application Lifecycle Management (ALM)

**Minimum Education**: Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)
**Business Analyst II**

**Minimum/General Experience:** 5 years direct related experience

**Functional Responsibility:** The Business Analyst interacts with stakeholders and conducts Joint Application Development (JAD) sessions to solicit user and business requirements. They develop Software Development Lifecycle (SDLC) documents including As-Is and To-Be business processes, screen mock-ups, and use cases. They also conduct research and analysis to gather, document, and validate requirements. Business analyst effectively identify, document, and adapt functional business processes and requirements. They develop functional, design requirements documents, presentations in MS PowerPoint and conduct briefings to project stakeholders. They document meeting minutes. The business analyst demonstrate strong oral and written communication skills, with the ability to communicate technical topics to management and non-technical audiences, as well as interface with the customer on a daily basis. They show proficiency in tools and technologies such as: MS Office, MS Visio, SharePoint, Rational RequisitePro, HP Application Lifecycle Management (ALM)

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Business Analyst III**

**Minimum/General Experience:** 10 years direct related experience

**Functional Responsibility:** The Business Analyst interacts with stakeholders and conducts Joint Application Development (JAD) sessions to solicit user and business requirements. They develop Software Development Lifecycle (SDLC) documents including As-Is and To-Be business processes, screen mock-ups, and use cases. They also conduct research and analysis to gather, document, and validate requirements. Business analyst effectively identify, document, and adapt functional business processes and requirements. They develop functional, design requirements documents, presentations in MS PowerPoint and conduct briefings to project stakeholders. They document meeting minutes. The business analyst demonstrates strong oral and written communication skills, with the ability to communicate technical topics to management and non-technical audiences, as well as interface with the customer on a daily basis. They show proficiency in tools and technologies such as: MS Office, MS Visio, SharePoint, Rational RequisitePro, HP Application Lifecycle Management (ALM)

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Database Administrator I**

**Minimum/General Experience:** Minimum: 3 years of direct related experience

**Functional Responsibility:** Provides operational support of computer hardware, system software, applications software, and system and user data files as configured within the associated database system. Provides maintenance for the integrity of all user/system data files, data verification following system restoration/recovery procedures, and data format conversion procedures during the import and/or export of data. Provides database reporting/printout support. Supports development of operating procedures and user technical manuals. Support is provided to a variety of database systems (e.g., Oracle, Sybase, and/or Informix).
Minimum Education: Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Database Administrator II**

Minimum/General Experience: 5 years direct related experience

**Functional Responsibility:** Provides operational support of computer hardware, system software, applications software, and system and user data files as configured within the associated database system. Strong experience with leading, managing, designing and developing large database systems. Identifies best practices for standardization of data names, definitions, usage, and structures. Strong Technical Management skills with Database Management Systems, Data Architecture and System Architecture. Experience with Technical planning, Performance Analysis, Backup & Recovery planning. Proven experience in developing scalable architectures including on web platforms. Ability to analyze problems, develop solutions, and provide support to application analysis, development, and validation teams. Proven experience with configuration management and environment setups. Proven knowledge in solutions for complex problems throughout all phases of the SDLC. Provides maintenance for the integrity of all user/system data files, data verification following system restoration/recovery procedures, and data format conversion procedures during the import and/or export of data. Provides database reporting/printout support. Supports development of operating procedures and user technical manuals. Support is provided to a variety of database systems (e.g., Oracle, Sybase, and/or Informix).

Minimum Education: Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Database Administrator III**

Minimum/General Experience: 10 Years direct related Experience

**Functional Responsibility:** Designs, manages and maintains the company database of medium to high complexity. Evaluates and optimizes database configuration and access. Resolves database performance and capacity issues. Performs database recovery and back-up and recovery Planning. Typically reports to a manager or head of a unit/department. Contributes to moderately complex aspects of a project. Proven experience in developing scalable architectures including on web platforms. Ability to analyze problems, develop solutions, and provide support to application analysis, development, and validation teams. Proven experience with configuration management and environment setups. Proven knowledge in solutions for complex problems throughout all phases of the SDLC. Provides maintenance for the integrity of all user/system data files, data verification following system restoration/recovery procedures, and data format conversion procedures during the import and/or export of data. Provides database reporting/printout support. Supports development of operating procedures and user technical manuals. Support is provided to a variety of database systems (e.g., Oracle, Sybase, and/or Informix). Work is generally independent and collaborative in nature.

Minimum Education: Bachelor’s Or Master’s Degree (Preferably in Computer Science, Information Systems, Engineering or Business)

**Helpdesk Technician**

Minimum/General Experience: 2 Years direct related Experience

**Functional Responsibility:** Provides support in an ATHD IT user Call Center environment. Experience with Windows Operating System workstation/server, Microsoft Systems Management
Server (SMS), Microsoft Exchange/Outlook, client/server applications, Transmission Control Protocol/Internet Protocol (TCP/IP), very high speed Backbone Network Service (vBNS), Multi-Protocol Label Switching (MPLS), VoIP and Cisco routers. Should do advanced troubleshooting. should have experience with batch files, remote access, and registry modifications; at least one-year experience with assistive hardware such as braille devices and software such as JAWS and MAGIC. The candidate shall be required to become proficient in the use of CAPRS that is used by the agency to detail reported incidents. Proficiency in the CAPRS application is required within 2-4 weeks of assignment. Should be able to handle large call volumes approximately 300 calls per month.

Provides a high degree of customer satisfaction in terms of technical expertise, accuracy, and timeliness. Work directly with EWD related inquires, dedicating focus on difficult issues, and resolving problems at the ATHD level. Work directly with Site LAN Coordinators (SLC) on PC internal components, replacements and hardware configuration. The Contractor shall verify physical connections, power and hardware functionality and run hardware diagnostics. Isolate hardware and software faults to single components. Work directly with end users and SLCs to isolate software configuration problems to the current platform and build, individual application configurations or drivers and installed components, and when necessary reconfigure and reinstall software.

**Minimum Education:** High School Diploma

**ETL Developer**

**Minimum/General Experience:** 5 years direct related experience

**Functional Responsibility:** The ETL Developer is responsible for the delivery of quality ETL code including, but not limited to Informatica jobs, Unix scripts, Oracle based pl/sql code, SQL server development and expertise in SQL. They are responsible for understanding the technical requirements to capture data from source systems, any transformation logic involved, develop Source-to-Target Mapping documents, develop ETL code adhering to ETL leading practices and performing testing including unit, integration, performance and regression testing. Additional responsibilities also include peer reviews, collaborating with other technical teams and providing support for post-production issues. The EL developer will have experience with tools and technologies such as: Enterprise Data Warehouses, Data Marts, Operational Data Stores or related Business intelligence solutions, Business Intelligence and Reporting solutions and experience architecting an ETL solution for complex BI Reporting and Analytics solutions, RDBMS such as Oracle, SQL server, Teradata and possessing expert knowledge of SQL.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Network Engineer**

**Minimum/General Experience:** 5 years direct related experience

**Functional Responsibility:** The Network Engineer provides technical analysis in data center network planning, engineering, design and offers the most efficient solution to network problems. They maintain technical expertise in all areas of network and computer hardware and software interconnection and interfacing, such as routers, multiplexes, hubs, bridges, gateways, etc. They also coordinate with third-party maintenance for network equipment and troubleshoots problems with department users and department network administrators. Evaluates potential networking products, technical solutions, and capacity requirements to meet business needs. Validate enterprise-level network design, newly released equipment software and operating system for vulnerabilities and deficiencies. Makes changes to mitigate the risk. Reviews the customer’s network looking
for opportunities to enhance network functionality, performance, and reliability by utilizing the proven industry best-practices and architectures. Develops Standard Operating Procedures (SOPs) for administering the monitoring and performance measurement system.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**IT Program Manager**

**Minimum/General Experience:** 5 years direct related experience

**Functional Responsibility:** The Program Manager organizes resources to support multiple Task Orders simultaneously and manages the execution of those Task Orders. They plan, direct and coordinate the activities of assigned personnel and provides technical area leadership. They also conduct oral and written communications on status and issues with the Program Director for planning and control of the multiple Task Orders. The Program Manager also anticipates issues or problems and works to mitigate or negate the anticipated effects of the problems. Ensures events and meetings are accurately documented and recorded. Responsible for the technical performance of tasks within technical area(s) and/or component(s), the coordination of travel and training requirements, and the estimation of required resources for the completion of existing and new statements of work.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Programmer I**

**Minimum/General Experience:** Minimum: 3 years of direct related experience

**Functional Responsibility** Applications Programmer designs, develops, codes and tests application programs using automated tools and prescribed methodology. Assists in developing design specifications, prepares program and systems documentation and report layouts, generates program test data and tests and debugs programs. Provides input to user documentation.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Programmer II**

**Minimum/General Experience:** 5 years direct related experience

**Functional Responsibility** Participates in the analysis of functional business/technical applications and design specifications for functional activities. Assists in the development of block diagram and logic flow charts. Translates detailed design into computer application software. Tests, debugs, and refines the computer software to produce the required product. Helps to prepare required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Programmer III**

**Minimum/General Experience:** 10 years direct related experience
**Functional Responsibility:** Analyzes functional business/technical applications and design specifications for functional activities. Develops block diagram and logic flow charts. Translates detailed design into computer application software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**IT Project Manager**

**Minimum/General Experience:** Minimum: 5 years of direct related experience

**Functional Responsibility:** Coordinate internal resources and third parties/vendors for the flawless execution of projects. Ensure that all projects are delivered on-time, within scope and within budget. Developing project scopes and objectives, involving all relevant stakeholders, and ensuring technical feasibility. Ensure resource availability and allocation. Develop a detailed project plan to track progress. Use appropriate verification techniques to manage changes in project scope, schedule and costs. Measure project performance using appropriate systems, tools and techniques. Report and escalate to management as needed. Manage the relationship with the client and all stakeholders. Perform risk management to minimize project risks. Establish and maintain relationships with third parties/vendors. Create and maintain comprehensive project documentation.

**Minimum Education:** Bachelor’s Degree or Master’s (preferably in Computer Science, Information Systems, Engineering, or Business)

**Quality Analyst (QA) / Tester I**

**Minimum/General Experience:** Minimum: 3 years of direct related experience

**Functional Responsibility:** Assists technical personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure application standards/requirements are adhered to, and for progress in accordance with schedules.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Quality Analyst (QA) / Tester II**

**Minimum/General Experience:** 5 years of direct related experience

**Functional Responsibility:** Prepare test plans for assigned projects; ensure appropriate test coverage and lead the execution and reporting of the testing. Assist in the preparation of specifications for new applications. Code and configure test cases using automation techniques to improve productivity. Develop documentation for new development efforts, COTS applications and business process for users and/or operators, or corporate wide. Work closely with technical team leads to develop technical standard operating procedures to improve service.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Quality Analyst (QA) / Tester III**

**Minimum/General Experience:** 10 years direct related experience
**Functional Responsibility:** Responsible for development of project Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Responsible for verifying that each functional component / software of the project follows a defined process which is in conformance with contractual requirements. Reports findings to project staff, line management of the organization, and the customer, as appropriate. Provides an independent assessment of how the project's processes are being implemented relative to the defined process and recommends methods to optimize the organization's process.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Software Engineer I**

**Minimum/General Experience:** Minimum: 3 years of direct related experience

**Functional Responsibility:** Assist in the design and coding of software product components, units and modules according to contract specifications. Participates as a technical resource in design, development, testing, and debugging new system modules or enhancements to existing application Tests assigned components and units. Provides test results and recommends corrections to senior developers. Troubleshoots existing bugs and provides resolution Uses tools, technologies and languages such as Java, .Net, C, C++, UNIX, Windows, SQL, JavaScript, J2EE, Oracle 9i/10g/11g, Eclipse, TOAD, OC4J, WebLogic application server, Oracle SQL, C#, XML, HTML, ASP.NET, JavaScript, CSS and other web development technologies

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Software Engineer II**

**Minimum/General Experience:** Minimum: 5 years of direct related experience

**Functional Responsibility:** Designs and develops software applications. Performs coding, debugging, testing and troubleshooting throughout the application development process. Gaining exposure to some of the complex tasks within the job function. Participates as a technical resource in design, development, testing, and debugging new system modules or enhancements to existing application Tests assigned components and units. Provides test results and recommends corrections to senior developers. Troubleshoots existing bugs and provides resolution Uses tools, technologies and languages such as Java, .Net, C, C++, UNIX, Windows, SQL, JavaScript, J2EE, Oracle 9i/10g/11g, Eclipse, TOAD, OC4J, WebLogic application server, Oracle SQL, C#, XML, HTML, ASP.NET, JavaScript, CSS and other web development technologies. Occasionally directed in several aspects of the work.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Software Engineer III**

**Minimum/General Experience:** 10 years direct related experience

**Functional Responsibility:** Designs and codes software components, units, web based applications, web services and modules that meet product specification and development schedules. Participates in large systems and subsystem planning. Adheres to product build and release schedules and strategies. Acts as a technical resource for lower-level developers. Participates as a technical resource in design, development, testing, and debugging new system modules or enhancements to existing application Tests assigned components and units.
Provides test results and recommends corrections to senior developers. Troubleshoots existing bugs and provides resolution. Uses tools, technologies and languages such as Java, .Net, C, C++, UNIX, Windows, SQL, JavaScript, J2EE, Oracle 9i/10g/11g, Eclipse, TOAD, OC4J, WebLogic application server, Oracle SQL, C#, XML, HTML, ASP.NET, JavaScript, CSS and other web development technologies.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Subject Matter Expert I**

**Minimum/General Experience:** 10 years direct related experience

**Functional Responsibility:** Provides unique and/or in-depth technical or business analyses and technical/business report development support within subject-matter areas requiring leading-edge or state-of-the-art technical and business expertise. May support a wide variety of technical and business assignments based on the specific needs of the task’s requirements. Applies subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. Resolves problems which require an intimate knowledge of the related technical subject matter. Applies principals and methods of the subject matter to specialized solutions. Includes but not limited to, identity management, health IT, scientific encoding, environmental, scientific, maintenance and repair processes, business processes, and logistical support activities.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Subject Matter Expert II**

**Minimum/General Experience:** 15 years direct related experience

**Functional Responsibility:** Provides unique and/or in-depth technical or business analyses and technical/business report development support within subject-matter areas requiring leading-edge or state-of-the-art technical and business expertise. May support a wide variety of technical and business assignments based on the specific needs of the task’s requirements. Applies subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. Resolves problems which require an intimate knowledge of the related technical subject matter. Applies principals and methods of the subject matter to specialized solutions. Includes but not limited to, identity management, health IT, scientific encoding, environmental, scientific, maintenance and repair processes, business processes, and logistical support activities.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Subject Matter Expert III**

**Minimum/General Experience:** 20 years direct related experience

**Functional Responsibility:** Provides unique and/or in-depth technical or business analyses and technical/business report development support within subject-matter areas requiring leading-edge or state-of-the-art technical and business expertise. May support a wide variety of technical and business assignments based on the specific needs of the task’s requirements. Applies subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. Resolves problems which require an intimate knowledge of the related technical subject matter. Applies principals and methods of the subject matter to specialized solutions. Includes but not limited to, identity management, health IT, scientific encoding, environmental, scientific, maintenance and repair processes, business processes, and logistical support activities.
to identity management, health IT, scientific encoding, environmental, scientific, maintenance and repair processes, business processes, and logistical support activities.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**System Administrator I**

**Minimum/General Experience:** Minimum: 3 years of direct related experience

**Functional Responsibility:** Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems. Performs systems installation and integration of computer operating system software, network software, application software, computer hardware, and supporting network or telecommunications systems. Investigates and resolves operational problems in conjunction with other engineering and technical personnel. Uses tools, technologies, and operating systems such as UNIX, LINUX, Windows Server and many more.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**System Administrator II**

**Minimum/General Experience:** 5 years direct related experience

**Functional Responsibility:** Serves as systems administrator for computer center and/or network and data communications systems. Provides hardware and software troubleshooting for the Local Area or Wide Area Networks. Submits written evaluation and recommendations regarding the implementation of client-server/network systems. Responsible for providing suggestions in design and implementation of quality metric disciplines for operation of the management information systems. Provides technical services in the installation of computing facilities, including installation planning and site preparation. Analyzes, evaluates, and tests software/hardware problems and submits findings and recommendations in writing to appropriate management officials. Provides troubleshooting services for intra-system communications. Monitors multiple systems and suggests solutions for effective system performance. Provides technical services regarding the operation and management of electronic mail capability. Assists management in developing computer center and/or data communications guidelines and procedures. Serves as the office automation technical advisor, making recommendations on the type and amount of automation equipment needed. Schedules or provides training in the use of automation equipment for the office. Maintains inventory of all computer system and/or data systems equipment and supplies. Submits recommendations for supplies, equipment and furniture as well as the repair and/or replacement of defective computer/telecommunications equipment.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**System Administrator III**

**Minimum/General Experience:** 10 years direct related experience

**Functional Responsibility:** Performs administrative and operational duties on DOS, UNIX, Windows, and other micro-computer, mini-, and mainframe computer-based systems. Creates and maintains user profiles as required by the vendor or application software. Analyzes, evaluates and tests software/hardware problems.
Works with and troubleshoots intra-system telecommunications. Monitors multiple systems and networking between the systems. Presents recommended solutions for effective system performance. Assists in the installation planning of computer facilities, evaluation of COTS application software (and upgrades) proposed for use on the network(s). Troublesheets existing networks and assists programmers in software design, development and testing of Local and Wide Area Networks. Participates in system feasibility studies concerning computer performance, and hardware/software evaluations. Evaluates communications systems with regard to technological and regulatory issues. Participates in the design and development of integrated communications systems. Assists in configuration management of micro-computer systems and networking between the systems.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Technical Writer**

**Minimum/General Experience:** 5 Years of Proposal writing Experience, Shipley Method preferred.

**Functional Responsibility:** Review, analyze, and interpret technical and administrative requirements provided in Sources Sought, RFIs and RFPs to gain a thorough understanding of the objectives of each solicitation. Disseminate and create Requirements and Compliance matrices. Develop and integrate win themes, discriminators, and key success factors for responses. Make recommendations on how best to respond to the RFP meeting or exceeding the customer's requirements. Write edit and rewrite technical sections; maintains document configuration management and control. Conceptualize clear, informative technical graphics. Meet tight deadlines, while maintaining a high level of quality. Ensure RFP uniformity and that all format specifications have been followed and meets all proposal deadlines. Improve the readability and clarity of text and minimize clichés. Minimize style differences from multiple authors and contributors. Consolidate multiple inputs to assure “one voice” consistency. Works collaboratively with Proposal Management for feedback on design standards. Creates style manuals and acronym lists that are customized for each proposal effort. Ensure the proper contextual integrity of each completed proposal section by reviewing edits with the respective SME/contributor. Proven track record of collaborating in a team environment to get the job done under all circumstances. Assist in the creation of marketing materials, handouts, presentations, and white papers.

**Minimum Education:** Bachelor’s Degree (preferably in Computer Science, Information Systems, Engineering, or Business)

**Usability Specialist**

**Minimum/General Experience:** 5 years direct related experience

**Functional Responsibility:** The Usability Specialist will utilize usability tools and research methods to provide actionable insights that drive future design improvements. The qualified applicant will work to improve the usability, usefulness, and desirability of web sites and applications in collaboration with User Interface Designers, Project Managers, Product Owners and Content Strategists. Has familiarity and working knowledge of Section 508 compliance, web analytics platforms, adobe analytics, Opinion Lab, Medalia and the like. Responsibilities include developing usability test plans and scripts, conducting tests, test analysis and reporting of the results. Uses tools and technologies such as: usability software tools (eg: MORAE), web development languages (JavaScript, HTML, CSS, and browsers), multivariate testing software (e.g., Optimizely),

**Minimum Education:** Bachelor’s Degree in a related field