Authorized Information Technology Schedule Pricelist

General Purpose Commercial Information Technology Services

Category F03: Information Technology 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D302  IT Systems Development Services
FPDS Code D306  IT Systems Analysis Services
FPDS Code D307  Automated Information Systems Design and Integration Services
FPDS Code D308  Programming Services
FPDS Code D311  IT Data Conversion Services
FPDS Code D317  Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services
FPDS Code D399  Other Information Technology Services, Not Elsewhere Classified

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

Note 2: Offerors and Agencies are advised that the Multiple Award Schedule (Old IT Schedule 70 – Information Technology Schedule) is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

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

ShadowObjects, LLC  SDVOSB
41650 Courthouse Drive
Leonardtown, MD 20650
(P) 240-925-3385
(F) 301-475-3610
http://shadowobjects.com/

Contract Number: 47QTCA19D005Q
Period Covered by Contract: February 12, 2019 through February 11, 2024

General Services Administration
Federal Acquisition Service
Pricelist current through Modification #A812, dated 19 March 2020.

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (http://www.gsaadvantage.gov).
CUSTOMER INFORMATION:

1. **Awarded Special Item Number(s) (prior 132-51 Professional Information Technology Services):**

<table>
<thead>
<tr>
<th>MAS SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>541519</td>
<td>Other Computer Related Services</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See page 8.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 9.

2. **Maximum Order:** $500,000.00

3. **Minimum Order:** $100

4. **Geographic Coverage:** Domestic and Overseas

5. **Point of Production:** N/A

6. **Prices Shown Herein are Net** (discount deducted)

7. **Quantity Discount:** Additional 1% on all single orders over $300,000

8. **Prompt Payment Terms:** Net 30

9. **Government Purchase Cards** Will be accepted below the micro-purchase threshold, but not above.

10. **Foreign Items:** None

11. **Time of Delivery:** ShadowObjects, LLC shall deliver or perform services in accordance with the terms negotiated in an agency’s order.

11b. **Expedited Delivery:** Consult with Contractor

11c. **Overnight/2-Day Delivery:** Consult with Contractor

11d. **Urgent Requirements:** Consult with Contractor

12. **FOB Point:** Destination
13. **Ordering Address:**
   Corporate HQ
   ATTN: William M. McAloon
   41650 Courthouse Drive, Ste 201
   P.O. Box 1359
   Leonardtown, MD 20650

14. **Payment Address:**
   Accounting
   Attn: William M. McAloon
   P.O. Box 1359
   Leonardtown, MD
   20650

15. **Warranty Provisions:** Contractor’s Standard Warranty

16. **Export Packing charges:** Not applicable

17. **Terms and conditions of Government Purchase Card Acceptance:** Contact ShadowObjects, LLC for terms and conditions of Government Purchase Card acceptance.

18. **Terms and conditions of rental, maintenance, and repair:** Not applicable

19. **Terms and conditions of installation:** Not applicable

20. **Terms and conditions of repair parts:** Not applicable

20a. **Terms and conditions for any other services:** Not applicable

21. **List of service and distribution points:** Not applicable

22. **List of participating dealers:** Not applicable

23. **Preventive maintenance:** Not applicable

24a. **Environmental attributes,** e.g., recycled content, energy efficiency, and/or reduced pollutants: Not applicable

24b. Contact ShadowObjects, LLC for Section 508 compliance information. The EIT standards can be found at: http://www.section508.gov

25. **DUNS Number:** 627306017

26. ShadowObjects, LLC is registered in the System for Award Management (SAM) database.
1. **SCOPE**
   a. The prices, terms and conditions stated under 54151S NAICS - 541519 Other Computer Related Services (OLD: Special Item Number 132-51 Information Technology Professional Services) apply exclusively to IT Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

3. **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 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
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 – 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 (JAN 1986) (Deviation – 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 – May 2003) Rights in Data – General, may apply.

8. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.
9. INDEPENDENT CONTRACTOR
All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

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

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

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

11. INVOICES
The Contractor, upon completion of the work ordered, shall submit invoices for IT 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 SUBCONTACTS**
   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.

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**54151S GSA HOURLY RATES**
(OLD: SIN 132-51)

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<thead>
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<th>Labor Category</th>
<th>02/12/19 - 02/11/20</th>
<th>02/12/20 - 02/11/21</th>
<th>02/12/21 - 02/11/22</th>
<th>02/12/22 - 02/11/23</th>
<th>02/12/23 - 02/11/24</th>
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<td>Analyst</td>
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<td>$93.75</td>
<td>$95.91</td>
<td>$98.11</td>
<td>$100.37</td>
</tr>
</tbody>
</table>
**Labor Category Descriptions**

**Analyst**

**Functional Responsibilities:** Analyst (A) possesses and applies expertise in one or more professional and or technical specialty areas on multiple complex work assignments. Assignments are broad, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. The A reports to a Senior Analyst or PM in support of the assigned project(s).

**Minimum Education:** Bachelor’s

**Minimum Experience:** 4 years

**Analyst II**

**Functional Responsibilities:** The Analyst II (AII) possesses and applies comprehensive knowledge across multiple functional task areas and environments. The AII has leadership qualities in strategizing approaches and managing project objectives. The AII develops, plans, and leads segments of a project. They evaluate results and recommend changes in development and execution of project phases, milestones, and meeting schedules. The AII operates across multiple tasks and works independently, contributing to deliverables and performance metrics. The AII reports to a Senior Analyst or PM in support of the assigned project(s). May supervise Junior Analysts.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**Analyst III**

**Functional Responsibilities:** The Analyst III (AIII) possesses and applies comprehensive knowledge across multiple fields, key tasks components, and high impact assignments. Has well-developed leadership skills in building staff and executing projects. They develop, plan, and lead major consulting assignments. The AIII evaluates performance results and recommends major changes affecting short-term and long-term project growth and success. In addition, the AIII functions as a technical expert across multiple project and or task assignments. The AII reports to a Senior Analyst or PM in support of the assigned project(s). May supervise Junior Analysts.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 6 years
Analyst IV

Functional Responsibilities: The Analyst IV (AIV) possesses and applies advanced knowledge across mission-critical tasks and or projects including responsibility for deliverables and performance metrics. Has recognized standing as a practice leader in professional or technical disciplines. Plans, conducts, and manages research and development work on projects of major complexity with the origination and application of new and unique techniques. The AIV leads key technical areas and is responsible for meeting project milestones and deliverables. The AIV reports to a Senior Analyst or PM in support of the assigned project(s). May supervise Junior Analysts.

Minimum Education: Bachelor’s

Minimum Experience: 7 years

Analyst V

Functional Responsibilities: The Analyst V (AV) possesses and applies expert technical knowledge in multiple professional fields with direct responsibility for the completion of projects of major complexity and importance. They recognize thought and strategy leadership in professional and technical disciplines. Establishes goals, plans, and practices, and manages the technical development work on complex projects with the application of new and unique technologies. The AV provides technical leadership and expert consultation to customers and clients. They operate independently with responsibility for major contract tasks and deliverables. The AV reports to a Senior Analyst or PM in support of the assigned project(s). May supervise Junior Analysts.

Minimum Education: Bachelor’s

Minimum Experience: 8 years

Analyst VI

Functional Responsibilities: The Analyst VI (AVI) provides technical and management leadership on major tasks or consulting assignments. Establishes practice goals, plans, methods, techniques, and policies for obtaining results and meeting project objectives. The AVI ensures budgets, schedules, and performance requirements meet technical and or business requirements. Directs and controls the activities of broad functional areas for customers and clients, having overall responsibilities for financial management, methods, and staffing. Interactions involve client negotiations and interfacing with senior management. The AVI reports to a Senior Analyst or PM in support of the assigned project(s). May supervise Junior Analysts.

Minimum Education: Bachelor’s

Minimum Experience: 9 years
**Analyst VII**

**Functional Responsibilities:** The Analyst VII (AVII) manages mission-critical tasks across multiple functional task areas. Responsible for providing leadership for key tasks and resolves problems for major functional areas through assessment of complex and technically challenging situations. Has domain and expert technical knowledge of functional areas and programmatic knowledge practice-wide. Manages, controls, and directs the activities of multiple functional areas through program and PMs/Task Managers (TMs) with overall responsibility for the implementation of project phases. Is responsible for decision-making that has long-term impact on meeting major project performance objectives. The AVII reports directly to a PM in support of the assigned project(s). May supervise Junior Analysts.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

**Applications Analyst**

**Functional Responsibilities:** The Applications Analyst (AA) translates applications requirements into web-based solutions using available technology. Applies cutting-edge, new, and emerging technologies to the software development process. The AA reports to the PM or Program Manager.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**Computer Specialist**

**Functional Responsibilities:** The Computer Specialist (CS) develops, manages, maintains, and evaluates cutting-edge technologies such as; computer hardware, software, and software development tools. The CS evaluates their ability to support specific requirements and interface with other equipment and systems; determines potential and actual bottlenecks and proposes recommendations for their elimination; and makes recommendations for system improvements that will result in optimal hardware and software use. CS must be able to determine costs for converting computer systems from one language or machine to another by using compilers, simulators, emulators, and/or language translators and to recommend better utilization of operating systems capabilities for improving system efficiency. Reports to the PM or Program Manager.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years
**Database Administrator**

**Functional Responsibilities:** The Database Administrator (DBA) provides technical expertise and support in the use of Database Management Systems (DBMS). The DBA evaluates and recommends available DBMS products to support validated user requirements. Provides basic file organization, indexing methods, and security procedures for specific user applications. Implements and maintains database backup and recovery procedures for the processing environments and ensures that data integrity, security, and recoverability are built into the DBMS applications. The DBA works under the supervision of a DBA II or Database Manager (DBM).

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

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**Database Administrator II**

**Functional Responsibilities:** The Database Administrator II (DBA II) provides highly technical expertise and support in the use of DBMS. The DBA II evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements, and maintains database backup and recovery procedures for the processing environments and ensures that data integrity, security, and recoverability are built into the DBMS applications. The DBA II works under the supervision of the DBM and may supervise DBAs.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 6 years

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**Database Manager**

**Functional Responsibilities:** The Database Manager (DBM) manages the development of database projects. The DBM plans and budgets staff and data resources. The DBM supports application developers in planning preparation, load analysis, and backup and recovery of data. When necessary, the DBM reallocates resources to maximize benefits. The DBM prepares and delivers presentations on DBMS concepts and provides daily supervision and direction to support staff. The DBM monitors performance and evaluates areas to improve efficiency. The DBM supervises DBAs and DBA IIs and reports to the PM or Program Manager.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 8 years
**Financial Analyst**

**Functional Responsibilities:** The Financial Analyst (FA) determines the feasibility of automating government financial business practices. The FA acts as the focal point for coordinating all disciplines in the recommended solution. The FA assist in applying sound accounting and data processing principles along with integration of government financial business practices. Identifies potential problems and solutions through analysis and recommends solutions. Works with functional specialists, vendors, and customers to effectively automate requirements. The FA works with functional specialists, automation specialists, contractors, vendors, and customers to effectively automate the customer's requirements into an automated application. The FA will apply cutting edge applications that will effectively automate financial applications in the most effective manner while adhering to the established accounting principles and practices. Reports to the PM or Program Manager.

**Minimum Education:** High School

**Minimum Experience:** 6 years

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**Functional Analyst**

**Functional Responsibilities:** The Functional Analyst (FA) provides task-unique functional expertise necessary to interpret requirements, ensure responsiveness, and achieve successful performance. The FA advises IT consultants with the analysis, evaluation, and implementation of systems and other IT tasks. This is a non-management position. Reports to the Program Manager

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

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**Help Desk Analyst**

**Functional Responsibilities:** The Help Desk Analyst (HDA) is familiar with fundamental concepts, processes, practices, and procedures of the specific professional assignment, technical assignment or specialty area. The HDA performs routine tasks and learns to put training into practice. The HDA follows standard practices and written instruction to accomplish duties and works under direct supervision of Help Desk Manager (HDM) in support of the assigned project(s).

**Minimum Education:** High School

**Minimum Experience:** 1 year
**Help Desk Analyst II**

**Functional Responsibilities:** The Help Desk Analyst II (HDAII) understands and is experienced with fundamental concepts, processes, practices, and procedures of the specific professional assignment, technical assignment, or specialty area. The HDAII performs routine tasks and learns to put training into practice. The HDAII follows established procedures and may provide input into improving practices. The HDAII works under close supervision of a Help Desk Manager (HDM) in support of the assigned project(s).

**Minimum Education:** Associate’s

**Minimum Experience:** 1 year

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**Help Desk Analyst III**

**Functional Responsibilities:** The Help Desk Analyst III (HDAIII) applies and is experienced with fundamental concepts, processes, practices, and procedures of the specific professional assignment, technical assignment, or specialty area. The HDAIII performs work that requires practical experience and training. Work is performed independently, with evaluation and innovation in analyzing and identifying data, processes, problems, and solutions. The HDAIII reports to a Help Desk Manager (HDM) in support of the assigned project(s). May supervise Junior Help Desk Analysts.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 2 years

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**Help Desk Manager**

**Functional Responsibilities:** The Help Desk Manager (HDM) manages the performance of Level 1 and Level 2 services & support to clients (internal and external) and ensure that service levels are achieved. The HDM ensures customer expectations are met or exceeded. Responsible for ensuring the staff are meeting and exceeding expectations in regard to performance; meeting defined metrics/benchmarks; and that standards and processes are followed to provide effective customer service and meet requirements. The HDM oversees 100% of the requests, incidents, and problems. Manages and coordinates urgent and complicated support issues. Act as escalation point for all requests and incidents. Develops and matures phone/ticket escalation processes to ensure free flowing escalation and information within the organization. Trains, coaches, and mentors Service Desk Specialists (Level 1/2) including career development. Provides data and reporting of KPI’s and trends to IT department and others in ad-hoc, weekly, monthly, and as needed. Will drive Ticket Deep Dive and develop strategies for improvement. The HDM oversees solutions repository and ensures top quality solutions are available to resources. Develops Service and Business Level Agreements to set expectations and measure performance. Manage process for communicating outage/emergency activities to the organization. Supervises the HDA, HDAII, HDAIII, HDS, and HDSII. Reports to the PM or Program Manager.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years
Help Desk Specialist

Functional Responsibilities: The Help Desk Specialist (HDS) provides basic telephone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under the contract. Serves as the first Point-Of-Contact (POC) for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems. Reports to HDM or HDSII.

Minimum Education: High School

Minimum Experience: 1 year

Help Desk Specialist II

Functional Responsibilities: The Help Desk Specialist II (HDSII) provides more advanced telephone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under the contract. Serves as the first POC for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems. Reports to HDM and may supervise HDS.

Minimum Education: Bachelor’s

Minimum Experience: 2 years

Information Technologist

Functional Responsibilities: The Information Technologist develops, plans, organizes, and leads major segments of and/or tasks and projects. They determine technical objectives, define data requirements, methodologies, and recommends required resource levels and scheduling needs. They review and coordinate the progress of other team members, taking corrective action as appropriate. The Information Technologist is responsible for all and/or major segments of multiple project/task output and deliverables. Reports to the PM or Program Manager.

Minimum Education: Bachelor’s

Minimum Experience: 8 years
**Network Specialist**

**Functional Responsibilities:** The Network Specialist (NS) conducts setups, monitors, and maintains the computer network systems for the organization they work for. The NS organizes and directs network installation on-site surveys. Assesses and documents current site network configurations. The NS directs and leads preparation of engineering plans and site installation technical design packages. Develops installation schedules, mobilizes network installation team, and directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation, test reports, and coordinates post-installation operations and maintenance support. Reports to the PM or Program Manager.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

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**Program Manager**

**Functional Responsibilities:** The Program Manager (PM) provides all aspects of the development and implementation of assigned programs and provides a single POC for those projects that fall within their programs. Provides support to the PMs in order for them to successfully manage their projects. Interfaces with all areas affected by the programs including end users, computer services, and client services. Conducts program meetings and is responsible for program tracking and analysis. Ensures adherence to quality standards and reviews program deliverables. Provides technical and analytical guidance to PMs as needed. Directly interfaces and reports to the customer or stakeholders.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

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**Project Manager**

**Functional Responsibilities:** The Project Manager (PJM) is responsible for all aspects of the development and implementation of assigned projects and provides a single POC for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team and performs day-to-day management. Recommends and takes action to direct the analysis and solutions of problems. Provides supervisory duties and reports to the Program Manager.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years
Subject Matter Expert

Functional Responsibilities: The Subject Matter Expert (SME) provides the highest level of technical or business area expertise in one or more disciplines called upon to address a particular task or environment need. The SME functions as a practice leader developing, securing funding for, and managing, multiple consulting assignments and clients within one or more specialty areas. Responsible for financial management, developing business and strategic plans, proposals and presentations. Leads major projects working with senior staff members, interfaces with high-level government officials and develops responsive IT solutions.

Minimum Education: Master’s

Minimum Experience: 10 years

Systems Analyst

Functional Responsibilities: The Systems Analyst (SA) leverages technical knowledge to triage critical and non-critical system and tool issues to ensure operational readiness. The SA collaborates with the technical team to plan and facilitate technical, business, and other project management tasks. Perform requirements gathering, system documentation, training, testing, budgeting, and data gathering or analysis. May also uses third-and fourth-generation or current state-of-the-art Information Technology (IT) equipment and languages to analyze systems requirements and devise program logic for business, management, communication, tactical, and technical problems. Develops detailed flowcharts and instructions for programs, develops general run diagrams, and process flowcharts. Develops tape layouts and record formats and adds additional data items necessary to accomplish work products. Reports to the PM or Program Manager.

Minimum Education: Bachelor’s

Minimum Experience: 5 years

Experience & Degree Substitution Equivalencies

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Equivalent Degree</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td>1 year of relevant experience</td>
</tr>
<tr>
<td>Associate’s</td>
<td>2 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>Associate’s degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s plus 2 years relevant experience or Associate’s degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>PhD</td>
<td>Master’s + 2 years relevant experience, or Bachelor’s + 4 years relevant experience or Associate’s + 6 years relevant experience or 8 years relevant experience</td>
</tr>
</tbody>
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