GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

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: MULTIPLE AWARD SCHEDULE

FSC GROUP: INFORMATION TECHNOLOGY

CONTRACT NUMBER: 47QTCA19D006G

CONTRACT PERIOD: February 25, 2019 through February 24, 2024

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

CONTRACTOR:
Technical and Engineering Support Alliance, LLC
Doing Business As: TESA
15850 Crabbs Branch Way Ste. 380
Rockville, MD 20855-2816
http://www.techglobalinc.com
Phone: 800-517-1138

CONTRACTOR’S ADMINISTRATION SOURCE:
Steven Momon
smomon@fedgeek.com
15850 Crabbs Branch Way Ste. 380
Rockville, MD 20855-2816
http://www.techglobalinc.com
Phone: 800-517-1137

BUSINESS SIZE:
CUSTOMER INFORMATION:

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</td>
</tr>
<tr>
<td>OLM</td>
<td>Order Level Materials</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Ancillary Supplies and/or Services</td>
</tr>
</tbody>
</table>

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN: n/a

1c. HOURLY AND SERVICE RATES: See pricelist

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: United States

5. POINT(S) OF PRODUCTION: 15850 Crabbs Branch Way Ste. 380 Rockville, MD 20855-2816
6. **DISCOUNT FROM LIST PRICES:** Discounts already taken off of pricelist. See pricelist below.

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

8. **PROMPT PAYMENT TERMS:** Net 30

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

10. **TIME OF DELIVERY:** To be negotiated at Task Order Level.

10b. **EXPEDITED DELIVERY:** Negotiated between contractor and ordering activity

10c. **OVERNIGHT AND 2-DAY DELIVERY:** Negotiated between contractor and ordering activity

10d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to

11. **FOB POINT:** Destination

12a. **ORDERING ADDRESS:** 15850 Crabbs Branch Way Ste. 380 Rockville, MD 20855-2816

12b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements

13. **PAYMENT ADDRESS:** 15850 Crabbs Branch Way Ste. 380 Rockville, MD 20855-2816

14. **WARRANTY PROVISION:** STANDARD COMMERCIAL

15. **EXPORT PACKAGING CHARGES:** N/A

16. **TERMS AND CONDITIONS OF RENTAL MAINTENANCE AND REPAIR:** N/A

17. **TERMS AND CONDITIONS OF INSTALLATION:** N/A

18a. **TERMS AND CONDITION SO FREPAIR PARTS:** N/A

18b. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES:** N/A

19. **LIST OF SERVICE AND DISTRIBUTION POINT:** N/A

20. **LIST OF PARTICIPATING DEALIERS:** N/A
21. PREVENTATIVE MAINTENANCE: N/A

22a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES: N/A

22b. SECTION 508 COMPLIANCE: N/A

23. UNIQUE ENTITY IDENTIFIER (UEI): GNBBRTSJCM3

24. NOTIFICATION REGARDING SAM: REGISTERED
<table>
<thead>
<tr>
<th>Labor Category</th>
<th>02/25/2019 - 02/24/2020</th>
<th>02/25/2020 - 02/24/2021</th>
<th>02/25/2021 - 02/24/2022</th>
<th>02/25/2022 - 02/24/2023</th>
<th>02/25/2023 - 02/24/2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Analyst I</td>
<td>$102.98</td>
<td>$105.10</td>
<td>$107.26</td>
<td>$109.47</td>
<td>$111.73</td>
</tr>
<tr>
<td>Business Analyst II</td>
<td>$141.59</td>
<td>$144.51</td>
<td>$147.49</td>
<td>$150.53</td>
<td>$153.63</td>
</tr>
<tr>
<td>Business Analyst III</td>
<td>$180.21</td>
<td>$183.92</td>
<td>$187.71</td>
<td>$191.58</td>
<td>$195.53</td>
</tr>
<tr>
<td>Business Analyst IV</td>
<td>$218.83</td>
<td>$223.34</td>
<td>$227.94</td>
<td>$232.63</td>
<td>$237.43</td>
</tr>
<tr>
<td>Business Analyst V</td>
<td>$257.44</td>
<td>$262.74</td>
<td>$268.15</td>
<td>$273.68</td>
<td>$279.31</td>
</tr>
<tr>
<td>Program Manager I</td>
<td>$132.89</td>
<td>$135.62</td>
<td>$138.42</td>
<td>$141.27</td>
<td>$144.18</td>
</tr>
<tr>
<td>Program Manager II</td>
<td>$150.41</td>
<td>$153.51</td>
<td>$156.67</td>
<td>$159.90</td>
<td>$163.19</td>
</tr>
<tr>
<td>Program Manager III</td>
<td>$182.29</td>
<td>$186.05</td>
<td>$189.88</td>
<td>$193.79</td>
<td>$197.79</td>
</tr>
<tr>
<td>Project Manager I</td>
<td>$107.90</td>
<td>$110.13</td>
<td>$112.40</td>
<td>$114.71</td>
<td>$117.07</td>
</tr>
<tr>
<td>Project Manager II</td>
<td>$125.35</td>
<td>$127.93</td>
<td>$130.57</td>
<td>$133.26</td>
<td>$136.00</td>
</tr>
<tr>
<td>Project Manager III</td>
<td>$128.74</td>
<td>$131.39</td>
<td>$134.10</td>
<td>$136.86</td>
<td>$139.68</td>
</tr>
<tr>
<td>Project Manager IV</td>
<td>$160.89</td>
<td>$164.20</td>
<td>$167.58</td>
<td>$171.04</td>
<td>$174.56</td>
</tr>
<tr>
<td>Project Manager V</td>
<td>$189.74</td>
<td>$193.65</td>
<td>$197.64</td>
<td>$201.71</td>
<td>$205.86</td>
</tr>
<tr>
<td>Quality Assurance Specialist I</td>
<td>$80.53</td>
<td>$82.19</td>
<td>$83.88</td>
<td>$85.61</td>
<td>$87.38</td>
</tr>
<tr>
<td>Quality Assurance Specialist II</td>
<td>$94.51</td>
<td>$96.46</td>
<td>$98.45</td>
<td>$100.48</td>
<td>$102.55</td>
</tr>
<tr>
<td>Quality Assurance Specialist III</td>
<td>$115.27</td>
<td>$117.64</td>
<td>$120.07</td>
<td>$122.54</td>
<td>$125.07</td>
</tr>
<tr>
<td>Quality Assurance Specialist IV</td>
<td>$150.58</td>
<td>$153.68</td>
<td>$156.85</td>
<td>$160.08</td>
<td>$163.38</td>
</tr>
<tr>
<td>Quality Assurance Specialist V</td>
<td>$176.55</td>
<td>$180.19</td>
<td>$183.90</td>
<td>$187.69</td>
<td>$191.55</td>
</tr>
<tr>
<td>Media Specialist I</td>
<td>$55.89</td>
<td>$57.04</td>
<td>$58.21</td>
<td>$59.41</td>
<td>$60.64</td>
</tr>
<tr>
<td>Media Specialist II</td>
<td>$62.29</td>
<td>$63.57</td>
<td>$64.88</td>
<td>$66.21</td>
<td>$67.58</td>
</tr>
<tr>
<td>Media Specialist III</td>
<td>$68.27</td>
<td>$69.68</td>
<td>$71.11</td>
<td>$72.58</td>
<td>$74.07</td>
</tr>
<tr>
<td>Media Specialist IV</td>
<td>$81.97</td>
<td>$83.66</td>
<td>$85.39</td>
<td>$87.15</td>
<td>$88.94</td>
</tr>
<tr>
<td>Media Specialist V</td>
<td>$98.63</td>
<td>$100.66</td>
<td>$102.74</td>
<td>$104.85</td>
<td>$107.01</td>
</tr>
<tr>
<td>Technical Writer I</td>
<td>$62.04</td>
<td>$63.32</td>
<td>$64.62</td>
<td>$65.95</td>
<td>$67.31</td>
</tr>
<tr>
<td>Technical Writer II</td>
<td>$68.73</td>
<td>$70.15</td>
<td>$71.59</td>
<td>$73.07</td>
<td>$74.57</td>
</tr>
<tr>
<td>Technical Writer III</td>
<td>$75.08</td>
<td>$76.63</td>
<td>$78.21</td>
<td>$79.82</td>
<td>$81.46</td>
</tr>
<tr>
<td>Technical Writer IV</td>
<td>$98.66</td>
<td>$100.69</td>
<td>$102.77</td>
<td>$104.89</td>
<td>$107.05</td>
</tr>
<tr>
<td>Technical Writer V</td>
<td>$114.78</td>
<td>$117.14</td>
<td>$119.55</td>
<td>$122.02</td>
<td>$124.53</td>
</tr>
<tr>
<td>IT Subject Matter Expert</td>
<td>$249.26</td>
<td>$254.40</td>
<td>$259.64</td>
<td>$264.98</td>
<td>$270.44</td>
</tr>
<tr>
<td>Software Engineer I</td>
<td>$93.80</td>
<td>$95.74</td>
<td>$97.71</td>
<td>$99.72</td>
<td>$101.78</td>
</tr>
<tr>
<td>Software Engineer II</td>
<td>$115.85</td>
<td>$118.24</td>
<td>$120.67</td>
<td>$123.16</td>
<td>$125.70</td>
</tr>
<tr>
<td>Software Engineer III</td>
<td>$141.59</td>
<td>$144.51</td>
<td>$147.49</td>
<td>$150.53</td>
<td>$153.63</td>
</tr>
<tr>
<td>Software Engineer IV</td>
<td>$167.34</td>
<td>$170.78</td>
<td>$174.30</td>
<td>$177.89</td>
<td>$181.56</td>
</tr>
<tr>
<td>Software Engineer V</td>
<td>$193.08</td>
<td>$197.05</td>
<td>$201.11</td>
<td>$205.26</td>
<td>$209.49</td>
</tr>
<tr>
<td>Position</td>
<td>Salary 2021</td>
<td>Salary 2022</td>
<td>Salary 2023</td>
<td>Salary 2024</td>
<td>Salary 2025</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-------------</td>
<td>-------------</td>
<td>-------------</td>
<td>-------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Database Administrator I</td>
<td>$91.51</td>
<td>$93.40</td>
<td>$95.32</td>
<td>$97.29</td>
<td>$99.29</td>
</tr>
<tr>
<td>Database Administrator II</td>
<td>$102.35</td>
<td>$104.46</td>
<td>$106.61</td>
<td>$108.81</td>
<td>$111.05</td>
</tr>
<tr>
<td>Database Administrator III</td>
<td>$135.97</td>
<td>$138.77</td>
<td>$141.63</td>
<td>$144.54</td>
<td>$147.52</td>
</tr>
<tr>
<td>Database Administrator IV</td>
<td>$144.65</td>
<td>$147.63</td>
<td>$150.68</td>
<td>$153.78</td>
<td>$156.95</td>
</tr>
<tr>
<td>Database Administrator V</td>
<td>$145.78</td>
<td>$148.78</td>
<td>$151.85</td>
<td>$154.98</td>
<td>$158.17</td>
</tr>
<tr>
<td>Database Specialist I</td>
<td>$84.55</td>
<td>$86.29</td>
<td>$88.07</td>
<td>$89.89</td>
<td>$91.74</td>
</tr>
<tr>
<td>Database Specialist II</td>
<td>$94.21</td>
<td>$96.15</td>
<td>$98.13</td>
<td>$100.15</td>
<td>$102.21</td>
</tr>
<tr>
<td>Database Specialist III</td>
<td>$103.25</td>
<td>$105.38</td>
<td>$107.55</td>
<td>$109.77</td>
<td>$112.03</td>
</tr>
<tr>
<td>Database Specialist IV</td>
<td>$114.23</td>
<td>$116.59</td>
<td>$118.99</td>
<td>$121.44</td>
<td>$123.94</td>
</tr>
<tr>
<td>Database Specialist V</td>
<td>$124.61</td>
<td>$127.18</td>
<td>$129.80</td>
<td>$132.47</td>
<td>$135.20</td>
</tr>
<tr>
<td>Database Architect/Engineer</td>
<td>$257.44</td>
<td>$262.74</td>
<td>$268.15</td>
<td>$273.68</td>
<td>$279.31</td>
</tr>
<tr>
<td>Helpdesk Specialist I</td>
<td>$51.62</td>
<td>$52.68</td>
<td>$53.77</td>
<td>$54.88</td>
<td>$56.01</td>
</tr>
<tr>
<td>Helpdesk Specialist II</td>
<td>$61.82</td>
<td>$63.09</td>
<td>$64.39</td>
<td>$65.72</td>
<td>$67.08</td>
</tr>
<tr>
<td>Helpdesk Specialist III</td>
<td>$90.33</td>
<td>$92.19</td>
<td>$94.09</td>
<td>$96.03</td>
<td>$98.00</td>
</tr>
<tr>
<td>Helpdesk Specialist IV</td>
<td>$119.04</td>
<td>$121.49</td>
<td>$124.00</td>
<td>$126.55</td>
<td>$129.16</td>
</tr>
<tr>
<td>IT Security Specialist I</td>
<td>$103.87</td>
<td>$106.00</td>
<td>$108.19</td>
<td>$110.42</td>
<td>$112.69</td>
</tr>
<tr>
<td>IT Security Specialist II</td>
<td>$124.61</td>
<td>$127.18</td>
<td>$129.80</td>
<td>$132.47</td>
<td>$135.20</td>
</tr>
<tr>
<td>IT Security Specialist III</td>
<td>$166.16</td>
<td>$169.58</td>
<td>$173.08</td>
<td>$176.64</td>
<td>$180.28</td>
</tr>
<tr>
<td>IT Security Specialist IV</td>
<td>$197.33</td>
<td>$201.40</td>
<td>$205.55</td>
<td>$209.78</td>
<td>$214.10</td>
</tr>
<tr>
<td>IT Security Specialist V</td>
<td>$238.86</td>
<td>$243.78</td>
<td>$248.81</td>
<td>$253.93</td>
<td>$259.16</td>
</tr>
<tr>
<td>Network Engineer I</td>
<td>$99.80</td>
<td>$101.85</td>
<td>$103.95</td>
<td>$106.09</td>
<td>$108.28</td>
</tr>
<tr>
<td>Network Engineer II</td>
<td>$108.89</td>
<td>$111.13</td>
<td>$113.42</td>
<td>$115.76</td>
<td>$118.14</td>
</tr>
<tr>
<td>Network Engineer III</td>
<td>$131.34</td>
<td>$134.05</td>
<td>$136.81</td>
<td>$139.63</td>
<td>$142.51</td>
</tr>
<tr>
<td>Network Engineer IV</td>
<td>$154.46</td>
<td>$157.64</td>
<td>$160.89</td>
<td>$164.20</td>
<td>$167.59</td>
</tr>
<tr>
<td>Network Engineer V</td>
<td>$200.36</td>
<td>$204.49</td>
<td>$208.70</td>
<td>$213.00</td>
<td>$217.39</td>
</tr>
<tr>
<td>Software Developer I</td>
<td>$83.80</td>
<td>$85.53</td>
<td>$87.29</td>
<td>$89.09</td>
<td>$90.92</td>
</tr>
<tr>
<td>Software Developer II</td>
<td>$94.10</td>
<td>$96.04</td>
<td>$98.02</td>
<td>$100.04</td>
<td>$102.10</td>
</tr>
<tr>
<td>Software Developer III</td>
<td>$99.52</td>
<td>$101.57</td>
<td>$103.66</td>
<td>$105.80</td>
<td>$107.98</td>
</tr>
<tr>
<td>Software Developer IV</td>
<td>$125.43</td>
<td>$128.01</td>
<td>$130.65</td>
<td>$133.34</td>
<td>$136.09</td>
</tr>
<tr>
<td>Software Developer V</td>
<td>$145.40</td>
<td>$148.39</td>
<td>$151.45</td>
<td>$154.57</td>
<td>$157.75</td>
</tr>
<tr>
<td>System Administrator I</td>
<td>$81.27</td>
<td>$82.95</td>
<td>$84.66</td>
<td>$86.40</td>
<td>$88.18</td>
</tr>
<tr>
<td>System Administrator II</td>
<td>$89.10</td>
<td>$90.94</td>
<td>$92.81</td>
<td>$94.72</td>
<td>$96.68</td>
</tr>
<tr>
<td>System Administrator III</td>
<td>$103.87</td>
<td>$106.00</td>
<td>$108.19</td>
<td>$110.42</td>
<td>$112.69</td>
</tr>
<tr>
<td>System Administrator IV</td>
<td>$129.81</td>
<td>$132.49</td>
<td>$135.22</td>
<td>$138.00</td>
<td>$140.85</td>
</tr>
<tr>
<td>System Administrator V</td>
<td>$155.76</td>
<td>$158.97</td>
<td>$162.25</td>
<td>$165.59</td>
<td>$169.00</td>
</tr>
<tr>
<td>Position</td>
<td>I</td>
<td>II</td>
<td>III</td>
<td>IV</td>
<td>V</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-------</td>
<td>-------</td>
<td>-------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>System Engineer I</td>
<td>$96.38</td>
<td>$98.37</td>
<td>$100.39</td>
<td>$102.46</td>
<td>$104.57</td>
</tr>
<tr>
<td>System Engineer II</td>
<td>$98.79</td>
<td>$100.82</td>
<td>$102.90</td>
<td>$105.02</td>
<td>$107.19</td>
</tr>
<tr>
<td>System Engineer III</td>
<td>$109.05</td>
<td>$111.30</td>
<td>$113.59</td>
<td>$115.93</td>
<td>$118.32</td>
</tr>
<tr>
<td>System Engineer IV</td>
<td>$140.19</td>
<td>$143.08</td>
<td>$146.03</td>
<td>$149.04</td>
<td>$152.11</td>
</tr>
<tr>
<td>System Engineer V</td>
<td>$166.16</td>
<td>$169.58</td>
<td>$173.08</td>
<td>$176.64</td>
<td>$180.28</td>
</tr>
<tr>
<td>Web Design/Developer I</td>
<td>$90.11</td>
<td>$91.97</td>
<td>$93.86</td>
<td>$95.79</td>
<td>$97.77</td>
</tr>
<tr>
<td>Web Design/Developer II</td>
<td>$109.43</td>
<td>$111.69</td>
<td>$113.99</td>
<td>$116.34</td>
<td>$118.73</td>
</tr>
<tr>
<td>Web Design/Developer III</td>
<td>$122.30</td>
<td>$124.82</td>
<td>$127.39</td>
<td>$130.01</td>
<td>$132.69</td>
</tr>
<tr>
<td>Web Design/Developer IV</td>
<td>$148.02</td>
<td>$151.07</td>
<td>$154.18</td>
<td>$157.36</td>
<td>$160.60</td>
</tr>
<tr>
<td>Web Design/Developer V</td>
<td>$167.34</td>
<td>$170.78</td>
<td>$174.30</td>
<td>$177.89</td>
<td>$181.56</td>
</tr>
<tr>
<td>GIS Specialist I</td>
<td>$67.51</td>
<td>$68.90</td>
<td>$70.32</td>
<td>$71.77</td>
<td>$73.25</td>
</tr>
<tr>
<td>GIS Specialist II</td>
<td>$72.71</td>
<td>$74.21</td>
<td>$75.74</td>
<td>$77.30</td>
<td>$78.89</td>
</tr>
<tr>
<td>GIS Specialist III</td>
<td>$83.10</td>
<td>$84.81</td>
<td>$86.56</td>
<td>$88.34</td>
<td>$90.16</td>
</tr>
<tr>
<td>GIS Specialist IV</td>
<td>$98.66</td>
<td>$100.69</td>
<td>$102.77</td>
<td>$104.89</td>
<td>$107.05</td>
</tr>
<tr>
<td>GIS Specialist V</td>
<td>$119.44</td>
<td>$121.90</td>
<td>$124.41</td>
<td>$126.97</td>
<td>$129.59</td>
</tr>
<tr>
<td>Scientific Programmer I</td>
<td>$88.48</td>
<td>$90.30</td>
<td>$92.16</td>
<td>$94.06</td>
<td>$96.00</td>
</tr>
<tr>
<td>Scientific Programmer II</td>
<td>$105.92</td>
<td>$108.10</td>
<td>$110.33</td>
<td>$112.60</td>
<td>$114.92</td>
</tr>
<tr>
<td>Scientific Programmer III</td>
<td>$128.74</td>
<td>$131.39</td>
<td>$134.10</td>
<td>$136.86</td>
<td>$139.68</td>
</tr>
<tr>
<td>Scientific Programmer IV</td>
<td>$154.46</td>
<td>$157.64</td>
<td>$160.89</td>
<td>$164.20</td>
<td>$167.59</td>
</tr>
<tr>
<td>Scientific Programmer V</td>
<td>$180.21</td>
<td>$183.92</td>
<td>$187.71</td>
<td>$191.58</td>
<td>$195.53</td>
</tr>
<tr>
<td>Administrative Specialist</td>
<td>$56.09</td>
<td>$57.25</td>
<td>$58.43</td>
<td>$59.63</td>
<td>$60.86</td>
</tr>
<tr>
<td>Outreach &amp; Education Specialist II</td>
<td>$69.43</td>
<td>$70.86</td>
<td>$72.32</td>
<td>$73.81</td>
<td>$75.33</td>
</tr>
<tr>
<td>Outreach &amp; Education Specialist III</td>
<td>$82.15</td>
<td>$83.84</td>
<td>$85.57</td>
<td>$87.33</td>
<td>$89.13</td>
</tr>
<tr>
<td>Outreach &amp; Education Specialist IV</td>
<td>$86.99</td>
<td>$88.78</td>
<td>$90.61</td>
<td>$92.48</td>
<td>$94.38</td>
</tr>
</tbody>
</table>

*Offeror has read and acknowledges the requirements pertaining to the Service Contract Act (SCA) pursuant to clauses 52.222-41, 52.222-42, 52.222-43, and 52.222-49, but is not offering any labor categories/services that are covered by the Department of Labor Directory of Service Occupations. The offeror understands its obligations to compensate its employees in accordance with the prevailing wage determination for any work performed by any of its employees under a resultant contract or task order placed against the contract for services covered by the Service Contract Act.
LABOR CATEGORY TITLE: BUSINESS ANALYST I

Minimum/General Experience: Two (2) years of experience

Functional Responsibility: Assists to review, analyze, and evaluate business systems and user needs. Assists in formulating IT processes, IT system workflows, computer systems, etc. to parallel overall business strategies. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer systems management related discipline (or equivalent).

LABOR CATEGORY TITLE: BUSINESS ANALYST II

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Reviews, analyzes, and evaluates business systems and user needs. Assists in formulating IT processes, IT system workflows, computer systems, etc. to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Familiar with relational database concepts, and client-server concepts. Works under general supervision; typically reports to a project leader or manager.

Minimum Education: Bachelor of Science (B.S) or Bachelor of Arts (B.A.) Degree in computer systems management related discipline (or equivalent).

LABOR CATEGORY TITLE: BUSINESS ANALYST III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibilities: Reviews, analyzes, and evaluates business systems and user needs. Formulates IT processes, IT system workflows, computer systems, etc. to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Assists with developing the business cases associated with developing IT systems. Familiar with relational database concepts, and client-server concepts. Relies on experience and judgment to plan and accomplish goals.

Minimum Education: Bachelor of Science (B.S) or Bachelor of Arts (B.A.) Degree in computer systems management related discipline (or equivalent).

LABOR CATEGORY TITLE: BUSINESS ANALYST IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibilities: Reviews, analyzes, and evaluates business systems and user needs. Formulates IT processes, IT system workflows, computer systems, etc. to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Writes business cases associated with developing IT systems and may present findings to high-level managers/executives/stakeholders. Familiar with related computer software/programs used to perform job functions. Relies on experience and judgment to plan and accomplish goals. May lead and direct the work of others.

Minimum Education: Bachelor of Science (B.S) or Bachelor of Arts (B.A.) Degree in computer systems management related discipline (or equivalent).
LABOR CATEGORY TITLE: BUSINESS ANALYST V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibilities: Reviews, analyzes, and evaluates business systems and user needs. Formulates IT processes, IT system workflows, computer systems, etc. to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Writes business cases associated with developing IT systems and is responsible for present findings to high-level managers/executives/stakeholders. Familiar with related computer software/programs used to perform job functions. Relies on experience and judgment to plan and accomplish goals. Very likely will lead and direct the work of others.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer systems management related discipline (or equivalent).

LABOR CATEGORY TITLE: IT PROGRAM MANAGER I

Minimum/General Experience: Eight (8) years of experience and four (4) of which must be in a supervisory role.

Functional Responsibilities: This individual will work under very broad supervision in providing management and technical direction to program personnel on IT services task orders such as service desk, software engineering and systems engineering. Will regularly exercise independent judgment, as well as a high-level of analytical skill in solving complex technical, administrative and managerial problems. Will be responsible for all aspects of program performance. The individual will: (1) Be responsible for all aspects of program performance (i.e., technical, contractual, administrative, financial); (2) Manage all aspects of program activity; (3) Provide technical and financial reports in order to show progress to Corporate management and customers; (4) Maintain customer contacts to ensure conformity to all contractual obligations; (5) Assume the initiative and provide support to Corporate management in identifying future requirements; (6) Develop, maintain, and implement a Program Management Plan that guides the performance of all functional activities performed on the Program.

Minimum Education: Bachelor of Science (B.S.) Degree in computer science, other related discipline (or equivalent).

LABOR CATEGORY TITLE: IT PROGRAM MANAGER II

Minimum/General Experience: Ten (10) years of experience and five (5) of which must be in a supervisory role.

Functional Responsibilities: This individual will work under very broad supervision in providing management and technical direction to program personnel on IT services task orders such as service desk, software engineering and systems engineering. Will regularly exercise independent judgment, as well as a high-level of analytical skill in solving complex technical, administrative and managerial problems. Will be responsible for all aspects of program performance. The individual will: (1) Be responsible for all aspects of program performance (i.e., technical, contractual, administrative, financial); (2) Manage all aspects of program activity; (3) Provide technical and financial reports in order to show progress to Corporate management and customers; (4) Maintain customer contacts to ensure conformity to all contractual obligations; (5) Assume the initiative and provide support to Corporate management in identifying future requirements; (6) Develop, maintain, and implement a Program Management Plan that guides the performance of all functional activities performed on the Program.

Minimum Education: Bachelor of Science (B.S.) in computer science, other related discipline (or equivalent).
LABORY CATEGORY TITLE: IT PROGRAM MANAGER III

Minimum/General Experience: Twelve (12) years of related experience and seven (7) of which must be in a supervisory role.

Functional Responsibilities: This individual will work under very broad supervision in providing management and technical direction to program personnel on IT services task orders such as service desk, software engineering and systems engineering. Will regularly exercise independent judgment, as well as a high-level of analytical skill in solving complex technical, administrative and managerial problems. Will be responsible for all aspects of program performance. The individual will: (1) Be responsible for all aspects of program performance (i.e., technical, contractual, administrative, financial); (2) Manage all aspects of program activity; (3) Provide technical and financial reports in order to show progress to Corporate management and customers; (4) Maintain customer contacts to ensure conformity to all contractual obligations; (5) Assume the initiative and provide support to Corporate management in identifying future requirements; (6) Develop, maintain, and implement a Program Management Plan that guides the performance of all functional activities performed on the Program.

Minimum Education: Bachelor of Science (B.S.) Degree in computer science, other related discipline (or equivalent).

LABOR CATEGORY TITLE: IT PROJECT MANAGER I

Minimum/General Experience: Four (4) years of related experience.

Functional Responsibilities: Under general supervision, is responsible for assisting with all aspects of field and/or task-level project performance (i.e., technical, contractual, administrative, financial). Supervises personnel involved in all aspects of technical project activity (i.e., IT administration, software engineering, systems engineering, etc.), organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, and maintains customer contacts to ensure conformity to all contractual obligations. Exercises independent judgment, as well as a high level of analytical skill, in solving non-routine technical, administrative, and managerial problems.

Minimum Education: Bachelor of Science (B.S) Degree in computer science, other related discipline (or equivalent).

LABOR CATEGORY TITLE: IT PROJECT MANAGER II

Minimum/General Experience: Six (6) years of related experience and two (2) of which must be in a supervisory role.

Functional Responsibilities: Under general supervision, is responsible for all aspects of field and/or task-level project performance (i.e., technical, contractual, administrative, financial). Supervises personnel involved in all aspects of project technical activity (i.e., IT administration, software engineering, systems engineering, etc.), organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, and maintains customer contacts to ensure conformity to all contractual obligations. Exercises independent judgment, as well as a high-level of analytical skill, in solving non-routine technical, administrative, and managerial problems.

Minimum Education: Bachelor of Science (B.S.) Degree in computer science, other related discipline (or equivalent).

LABOR CATEGORY TITLE: IT PROJECT MANAGER III

Minimum/General Experience: Eight (8) years of related experience and four (4) of which must be in a supervisory role.
Functional Responsibilities: Is responsible for all aspects of field and/or task-level project performance (i.e., technical, contractual, administrative, financial). May work on multiple projects simultaneously. Supervises personnel involved in all aspects of technical project activity (i.e., IT administration, software engineering, systems engineering, etc.), organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, and maintains customer contacts to ensure conformity to all contractual obligations. Exercises independent judgment, as well as a high-level of analytical skill, in solving non-routine technical, administrative, and managerial problems.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, other related discipline (or equivalent).

**LABOR CATEGORY TITLE: IT PROJECT MANAGER IV**

Minimum/General Experience: Ten (10) years of related experience and four (4) of which must be in a supervisory role.

Functional Responsibilities: Is responsible for all aspects of field and/or task-level project performance (i.e., technical, contractual, administrative, financial). Will probably work on multiple projects simultaneously. Supervises personnel involved in all aspects of technical project activity (i.e., IT administration, software engineering, systems engineering, etc.), organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, and maintains customer contacts to ensure conformity to all contractual obligations. Exercises independent judgment, as well as a high-level of analytical skill, in solving non-routine technical, administrative, and managerial problems.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, other related discipline (or equivalent).

**LABOR CATEGORY TITLE: IT PROJECT MANAGER V**

Minimum/General Experience: Twelve (12) years of related experience and four (4) of which must be in a supervisory role.

Functional Responsibility: Is responsible for all aspects of field and/or task-level project performance (i.e., technical, contractual, administrative, financial). Will work on multiple projects simultaneously. Supervises personnel involved in all aspects of technical project activity (i.e., IT administration, software engineering, systems engineering, etc.), organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, and maintains customer contacts to ensure conformity to all contractual obligations. Exercises independent judgment, as well as a high-level of analytical skill, in solving non-routine technical, administrative, and managerial problems.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, other related discipline (or equivalent).

**LABOR CATEGORY TITLE: QUALITY ASSURANCE SPECIALIST I**

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Responsible for assisting with quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Has knowledge of commonly-used concepts, practices, and procedures, such as software testing, IT system audits, CMMI, ISO, etc. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer systems management, area of specialty (or equivalent).
LABOR CATEGORY TITLE: QUALITY ASSURANCE SPECIALIST II

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Responsible for assisting with all activities involving quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Has knowledge of commonly-used concepts, practices, and procedures, such as software testing, IT system audits, CMMI, ISO, etc. Relies on experience and judgment to plan and accomplish goals. Works under general supervision. Relies on instructions and pre-established guidelines to perform the functions of the job. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer systems management, area of specialty (or equivalent).

LABOR CATEGORY TITLE: QUALITY ASSURANCE SPECIALIST III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Responsible for quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Familiar with a variety of the field's concepts, practices, and procedures, such as software testing, IT system audits, CMMI, ISO, etc. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks rather than a single assignment. May lead and direct the work of others and is able to work independently. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer systems management, area of specialty (or equivalent).

LABOR CATEGORY TITLE: QUALITY ASSURANCE SPECIALIST IV

Minimum/General Responsibility: Eight (8) years of experience.

Functional Responsibility: Responsible for quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Familiar with a variety of the field's concepts, practices, and procedures, such as software testing, IT system audits, CMMI, ISO, etc. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks rather than a single assignment. May lead and direct the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer systems management, area of specialty (or equivalent).

LABOR CATEGORY TITLE: QUALITY ASSURANCE SPECIALIST V

Minimum/General Responsibility: Ten (10) years of experience.

Functional Responsibility: Responsible for all aspects of quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Familiar with a variety of the field's concepts, practices, and procedures, such as software testing, IT system audits,
CMMI, ISO, etc. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks rather than a single assignment. Will very likely lead and direct the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer systems management, area of specialty (or equivalent).

LABOR CATEGORY TITLE: MEDIA SPECIALIST I

Minimum/General Responsibility: Two (2) years of experience in the field or in a related area.

Functional Responsibility: Assists with the design, editing, implementation, and/or maintenance of one or more technical media tools such as web and film. Works with single or multiple forms of media to help develop a pleasant user experience while imparting precise and accurate information. Works under immediate supervision. May rely on instructions and/or pre-established guidelines or structures to perform the functions of the job.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a web design, related discipline (or equivalent).

LABOR CATEGORY TITLE: MEDIA SPECIALIST II

Minimum/General Responsibility: Four (4) years of experience.

Functional Responsibility: Assists with the design, editing, implementation, and/or maintenance of one or more technical media tools such as web and film. Will likely use some programming skills to accomplish assigned tasks. Works with single or multiple forms of media to help develop a pleasant user experience while imparting precise and accurate information. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in web design, related discipline (or equivalent).

LABOR CATEGORY TITLE: MEDIA SPECIALIST III

Minimum/General Responsibility: Six (6) years of experience.

Functional Responsibility: Designs, edits, implements, and/or maintains one or more technical media tools such as web and film. Will use some programming skills to accomplish assigned tasks. Works with single or multiple forms of media to develop a pleasant user experience while imparting precise and accurate information. May work independently. Relies on experience and judgment to plan and accomplish goals. Works under general supervision. May direct and lead the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in web design, related discipline (or equivalent).

LABOR CATEGORY TITLE: MEDIA SPECIALIST IV

Minimum/General Responsibility: Eight (8) years of experience.
Functional Responsibility: Designs, edits, implements, and/or maintains one or more technical media tools such as web and film. Will use programming skills to accomplish assigned tasks. Works with single or multiple forms of media to develop a pleasant user experience while imparting precise and accurate information. Relies on experience and judgment to plan and accomplish goals. Works under general supervision. May direct and lead the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in web design, related discipline (or equivalent).

**LABOR CATEGORY TITLE: MEDIA SPECIALIST V**

Minimum/General Responsibility: Ten (10) years of experience.

Functional Responsibility: Designs, plans, edits, implements, and/or maintains one or more technical media tools such as web or film. May perform extensive programming in order to accomplish goals. Works with single or multiple forms of media to plan and develop a pleasant user experience while imparting precise and accurate information. Relies on experience and judgment to plan and accomplish goals. Will very likely direct and lead the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in web design/development, related discipline (or equivalent).

**LABOR CATEGORY TITLE: TECHNICAL WRITER I**

Minimum/General Responsibility: Two (2) years of experience.

Functional Responsibility: Writes a variety of articles, reports, and/or manuals for documentation for a wide range of technical uses such as software documentation/manuals, IT security assessment reports, etc. May assist with subject matter research, document formatting and/or editing. Has knowledge of commonly-used concepts, practices, and procedures, such as structural writing formats (*i.e.*, MLA). Works under immediate supervision to complete assigned tasks.

Functional Responsibility: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in technical writing, related discipline (or equivalent).

**LABOR CATEGORY TITLE: TECHNICAL WRITER II**

Minimum/General Responsibility: Four (4) years of experience.

Functional Responsibility: Researches subject matter and writes a variety of articles, reports, and/or manuals for documentation for a wide range of technical uses such as software documentation/manuals, IT security assessment reports, etc. May performs document formatting and/or editing. Familiar with standard concepts, practices, and procedures, such as structural writing formats (*i.e.*, MLA). Works under general supervision.

Minimum Education Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in technical writing, related discipline (or equivalent).

**LABOR CATEGORY TITLE: TECHNICAL WRITER III**

Minimum/General Experience: Six (6) years of experience.
Functional Responsibility: Researches subject matter and writes a variety of articles, reports, and/or manuals for documentation for a wide range of technical uses such as software documentation/manuals, IT security assessment reports, etc. May be responsible for document formatting and/or editing. Familiar with standard concepts, practices, and procedures, such as structural writing formats (i.e., MLA). May work independently. Works under general supervision. May direct and lead the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in technical writing, related discipline (or equivalent).

**LABOR CATEGORY TITLE: TECHNICAL WRITER IV**

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Researches subject matter and writes and edits material for reports, manuals, proposals, instructional material, catalogs, technical and outreach publications, and software and hardware documentations, IT security assessment reports, etc. Tasks may also include obtaining technical data from independent observation, reviews with staff members, and/or studies of published materials and existing documentation. Coordinate document formatting efforts in preparing reports, articles, and publications. Obtain background information on technologies, methods, and standards. Revise/edit text and recommend changes in scope, format, and content to ensure conformance with established standards. Works under general supervision. May direct and lead the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in technical writing, related discipline (or equivalent).

**LABOR CATEGORY TITLE: TECHNICAL WRITER V**

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Researches subject matter and writes and edits material for reports, manuals, proposals, instructional material, catalogs, technical and outreach publications, and software and hardware documentations, IT security assessment reports, etc. Tasks may also include obtaining technical data from independent observation, reviews with staff members, and/or studies of published materials and existing documentation. Responsible for coordinating or performing document formatting efforts in preparing reports, articles, and publications. Obtain background information on technologies, methods, and standards. Revise/edit text and recommend changes in scope, format, and content to ensure conformance with established standards. Works under general supervision. Will very likely direct and lead the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in technical writing, related discipline (or equivalent).

**LABOR CATEGORY TITLE: IT SUBJECT MATTER EXPERT**

Minimum/General Experience: Fifteen (15) years of experience.

Functional Responsibility: Establishes the overall objectives and initiatives of an IT department, program, and/or project. Develops ideas for new products or product/system enhancements and oversees the creation and improvement of products and/or systems. Provides IT expertise to other departments where needed. Demonstrates expertise in a variety of the field's concepts, practices, and procedures, such as IT systems, data management, software engineering, etc. Relies on extensive experience and judgment to plan and accomplish goals. Leads and directs the work of others. A wide degree of creativity and latitude is expected to accomplish goals and communicate ideas. Typically reports to CEO or top management.
Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related specialty discipline (or equivalent).

**LABOR CATEGORY TITLE: SOFTWARE ENGINEER I**

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Assists in design and coding of software product components, units, and modules according to detailed specifications. Participates in analysis and development of test plans. Tests assigned components and units. Provides test results and recommends corrections to senior developers. Requires practical knowledge of one or more platforms and operating systems, and of programming languages. Typically requires knowledge of one or more systems architectures. Has knowledge of commonly-used concepts, practices, and procedures, such as SDLC, agile methodology, frameworks, etc. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

**LABOR CATEGORY TITLE: SOFTWARE ENGINEER II**

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Assist in the design and coding of software products. Prepares comprehensive test plans. Conducts tests. Identifies and debugs relatively simple problems. Provides test results and recommends more complex corrections to senior developers. Codes enhancements and supports features. Participates in writing product and user documentation. Requires extensive knowledge of one or more platforms and operating systems, and of programming languages. Typically requires knowledge of one or more systems architectures. Familiar with standard concepts, practices, and procedures, such as SDLC, agile methodology, frameworks, etc. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

**LABOR CATEGORY TITLE: SOFTWARE ENGINEER III**

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Designs and codes software components, units, and modules that meet product specification and development schedules. Tests and debugs assigned components and units. Participated in large system and subsystem planning. Adheres to product build and release schedules and strategies. May assist to develop technical designs and specifications for software products. May assist with research and design integration strategies, product specifications, developing schedules, and converting user expectations into product capabilities. Acts as a technical resource for lower-level developers. Requires comprehensive knowledge of one or more platforms and operating systems, and of programming languages. Typically requires knowledge of one or more systems architectures. Familiar with a variety of the field's concepts, practices, and procedures, such as SDLC, agile methodology, frameworks, etc. Relies on experience and judgment to plan and accomplish goals. Works under general supervision. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).
LABOR CATEGORY TITLE: SOFTWARE ENGINEER IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Develops technical designs and specifications for software products. Researches and integrates design strategies, product specifications, development schedules, and user expectations into product capabilities. Uses software development technologies and tools to build, test, and maintain product modules, components, and subsystems. Provides technical leadership to lower-level developers and may lead task-level projects. May require interaction with customers, vendors and external development partners. Familiar with a variety of the field's concepts, practices, and procedures, such as SDLC, agile methodology, frameworks, etc. Relies on experience and judgment to plan and accomplish goals... Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: SOFTWARE ENGINEER V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Oversees technical design, development, and implementation of large projects and/or major software products and systems. Assists in defining architecture requirements and establishing standards for design and development. Consults with management and customers regarding product feasibility and viability of product plans and designs. Factors emerging technologies and product supportability into design and implementation. Serves as primary technical resource to development team. May act as team leader in prioritizing group tasks, determining individual assignments, and reviewing work of lower-level developers. Provides product demonstrations at user group meetings. Interacts with customers regarding strategies, requirements, problem solving, and support. Will likely lead and direct the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE ADMINISTRATOR I

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Assists with planning and coordinated administration of one or more large, centralized databases. Reviews database design and integration of host systems and makes recommendations for enhancements and improvements. Ensures accurate, appropriated, and effective use of data, including database structure, documentation, and operational guidelines. Performs audits to ensure accuracy and proper use of data in tables, applications, and supporting dictionaries. Has knowledge of commonly-used concepts, practices, and procedures such as database structures, configuration, security, etc. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE ADMINISTRATOR II

Minimum/General Experience: Four (4) years of experience.
Functional Responsibility: Assists with planning and coordinated administration of one or more large, centralized databases. Reviews database design and integration of host systems and makes recommendations for enhancements and improvements. Ensures accurate, appropriated, and effective use of data. Performs audits to ensure accuracy and proper use of data. Matches user requirements with system capabilities. Develops and formulates standards, procedures, and conventions for database use. Works with technical/programming staff to ensure database security. Determines file organization, indexing methods, and security procedures for specific user applications. Familiar with standard concepts, practices, and procedures, such as database structures, configuration, security, etc. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE ADMINISTRATOR III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Reviews, evaluates, designs, implements and maintains company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Develops and formulates standards, procedures, and conventions for database use. Works with technical/programming staff to ensure database security. Familiar with a variety of the field's concepts, practices, and procedures, such as database structures, configuration, security, etc. Relies on experience and judgment to plan and accomplish goals. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE ADMINISTRATOR IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Reviews, evaluates, designs, implements and maintains company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Develops and formulates standards, procedures, and conventions for database use. Works with technical/programming staff to ensure database security. Familiar with a variety of the field's concepts, practices, and procedures, such as database structures, configuration, security, etc. Relies on experience and judgment to plan and accomplish goals. May lead and direct the work of others. Typically reports to a project leader or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE ADMINISTRATOR V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Reviews, evaluates, designs, implements and maintains company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Develops and formulates standards, procedures, and conventions for database use. Works with technical/programming staff to ensure database security. Familiar with a variety of the field's concepts, practices, and procedures, such as database structures, configuration, security, etc. Relies on experience and judgment to plan
and accomplish goals. A wide degree of creativity and latitude is expected. Very likely directs and leads others. Works under general supervision. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE SPECIALIST I

Minimum/General Experience: Two (2) years of experience.
Functional Responsibility: Assists to design and build relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Has knowledge of commonly-used concepts, practices, and procedures, such as stored procedures, performance tuning, security, etc. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE SPECIALIST II

Minimum/General Experience: Four (4) years of experience.
Functional Responsibility: Assists to design and build relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Familiar with standard concepts, practices, and procedures, such as stored procedures, performance tuning, security, etc. Works under general supervision.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE SPECIALIST III

Minimum/General Experience: Six (6) years of experience.
Functional Responsibility: Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Familiar with a variety of the field's concepts, practices, and procedures, such as stored procedures, performance tuning, security, etc. Relies on experience and judgment to plan and accomplish goals. May lead and direct the work of others. Typically reports to a project leader or manager. Able to work independently.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area in computer science, related discipline (or equivalent).
LABOR CATEGORY TITLE: DATABASE SPECIALIST IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Familiar with a variety of the field's concepts, practices, and procedures, such as stored procedures, performance tuning, security, etc. Relies on experience and judgment to plan and accomplish goals. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE SPECIALIST V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. May provide consultation on complex projects and is considered to be the top level contributor/specialist. Familiar with a variety of the field's concepts, practices, and procedures, such as stored procedures, performance tuning, security, etc. Relies on experience and judgment to plan and accomplish goals. Very likely directs and leads others. Works under general supervision. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: DATABASE ARCHITECT ENGINEER

Minimum/General Experience: Fifteen (15) years of experience.

Functional Responsibility: Responsible for designing architecture for an organization on an enterprise level. Defines system and application architecture and provides vision, problem anticipation, and problem solving ability to organization. Demonstrates expertise in a variety of the field's concepts, practices, and procedures, such as enterprise system architecture, warehousing, ETL, etc. Recognized as technical leader and resource. Relies on experience and judgment to plan and accomplish goals. Works under general supervision. Will very likely direct and lead the work of others. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent). May require an advanced degree.

LABOR CATEGORY TITLE: HELP DESK SPECIALIST I

Minimum/General Experience: Two (2) years of experience.
Functional Responsibility: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Has knowledge of commonly-used concepts, practices, and procedures, such as trouble ticket systems, troubleshooting, active directory, etc. Relies on instructions and pre-established guidelines (SOPs) to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor.

Minimum Education: AA degree (or equivalent).

**LABOR CATEGORY TITLE: HELP DESK SPECIALIST II**

Minimum/General Experience: Four (4) years of experience.

Minimum Education: AA degree (or equivalent).

**LABOR CATEGORY TITLE: HELP DESK SPECIALIST III**

Minimum/General Experience: Six (6) years of experience.

Minimum Education: AA degree in a related area (or equivalent).

**LABOR CATEGORY TITLE: HELP DESK SPECIALIST IV**

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Helps supervise the day-to-day operations of the help desk. Identifies, researches, and resolves complex technical problems. Creates and manages escalation procedures and ensures service levels are maintained. Documents, tracks, and monitors problems to ensure resolution in a timely manner. A level I supervisor is considered a working supervisor with little authority for personnel actions. Familiar with a variety of the field's concepts, practices, and procedures, such as trouble ticket systems, troubleshooting, active directory, etc. Follows SOPs, but relies on extensive experience and judgment to resolve technical issues before escalating trouble tickets. May lead and direct the work of others. Typically reports to a project leader or manager.
Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

**LABOR CATEGORY TITLE: HELP DESK SPECIALIST V**

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Supervises the day-to-day operations of the help desk. Identifies, researches, and resolves complex technical problems. Creates and manages escalation procedures and ensures service levels are maintained. Documents, tracks, and monitors problems to ensure resolution in a timely manner. A level II supervisor has authority for personnel actions and oversees most day-to-day operations of group. Familiar with a variety of the field's concepts, practices, and procedures, such as trouble ticket systems, troubleshooting, active directory, etc. Relies on extensive experience and judgment to resolve escalated trouble tickets. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

**LABOR CATEGORY TITLE: IT SECURITY SPECIALIST I**

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Assists in the maintenance of systems to protect data and systems from unauthorized users. Identifies, reports, and resolves security violations. Has knowledge of commonly-used concepts, practices, and procedures, such as firewalls, vulnerability assessments, and NIST requirements. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

**LABOR CATEGORY TITLE: IT SECURITY SPECIALIST II**

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Assists in the maintenance of systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. Familiar with standard concepts, practices, and procedures, such as firewalls, vulnerability assessments, NIST requirements. Relies on instructions and pre-established guidelines, but also uses experience and judgment to plan and accomplish goals. Works under general supervision.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

**LABOR CATEGORY TITLE: IT SECURITY SPECIALIST III**

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Analyzes information security systems and applications and recommends and develops security measures to protect information against unauthorized modification or loss. Familiar with a variety of the field's concepts, practices, and procedures, such as firewalls, vulnerability assessments, NIST
requirements. Relies on experience and judgment to plan and accomplish goals. May lead and direct the work of others. Typically reports to a project leader or manager, but is able to work independently.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: IT SECURITY SPECIALIST IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Responsible for developing and managing Information Systems security, including disaster recovery, database protection and software development. Analyzes information security systems and applications and recommends and develops security measures to protect information against unauthorized modification or loss. Familiar with a variety of the field's concepts, practices, and procedures, such as firewalls, vulnerability assessments, NIST requirements. Relies on experience and judgment to plan and accomplish goals. May lead and direct the work of others. Typically reports to a project leader or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent).

LABOR CATEGORY TITLE: IT SECURITY SPECIALIST V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Ensures that all system platforms are functional and secure. Works with upper management to determine acceptable level of risk for enterprise computing platforms. Familiar with a variety of the field's concepts, practices, and procedures, such as firewalls, vulnerability assessments, NIST requirements. Relies on experience and judgment to plan and accomplish goals. Very likely directs and leads others. Works under general supervision. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in computer science, related discipline (or equivalent) plus 10 years of experience in related field.

LABOR CATEGORY TITLE: NETWORK ENGINEER I

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Provides technical support in the installation and maintenance of employer's or customer's Local Area Network (LAN). Assists in the evaluation of hardware and software, including peripheral, output, and telecommunications equipment. Installs network hardware and software, including network operating systems. Monitors data communications to ensure that network is available to all users. Troubleshoots and resolves routine problems. Generally responsible for maintaining a simple network of 25 or fewer nodes, or for a section of a larger network. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in related field (or equivalent).

LABOR CATEGORY TITLE: NETWORK ENGINEER II
Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Install, maintains, and coordinates the use of employer's or customer's Local Area or Wide Area Network (LANWAN). Evaluates hardware and software, including peripheral, output, and telecommunications equipment. Enforces security procedures, installs network software, and manages network performance. Troubleshoots and resolves complex problems. Implements and coordinated network policies, procedures, and standards. Trains users. Generally responsible for maintaining moderately complex networks of 25 to 100 nodes. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent). May require certification as a network engineer.

LABOR CATEGORY TITLE: NETWORK ENGINEER III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Installs and maintains complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software suitable for large, complex networks. Tests and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex problems to ensure minimal disruption of mission-critical applications. Maintains fault-tolerant systems and manages systems backups. Relies on experience and judgment to plan and accomplish goals. Simultaneously manages and performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. Able to work independently.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent). Typically requires certification as a network engineer and may require extensive expertise across hardware and systems supplies by multiple vendors.

LABOR CATEGORY TITLE: NETWORK ENGINEER IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Installs and maintains complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software suitable for large, complex networks. Tests and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex problems to ensure minimal disruption of mission-critical applications. Maintains fault-tolerant systems and manages systems backups. Relies on experience and judgment to plan and accomplish goals. Simultaneously performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent). Typically requires certification as a network engineer and may require extensive expertise across hardware and systems supplies by multiple vendors.

LABOR CATEGORY TITLE: NETWORK ENGINEER V
Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Installs and maintains complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software suitable for large, complex networks. Tests and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex problems to ensure minimal disruption of mission-critical applications. Maintains fault-tolerant systems and manages systems backups. Relies on experience and judgment to plan and accomplish goals. Simultaneously performs a variety of complicated tasks. Very likely directs and leads others. Works under general supervision. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent). Typically requires certification as a network engineer and may require extensive expertise across hardware and systems supplies by multiple vendors.

LABOR CATEGORY TITLE: SOFTWARE DEVELOPER I

Minimum/General Requirements: Two (2) years of experience.

Functional Responsibility: Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: SOFTWARE DEVELOPER II

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manuals for users to describe installation and operating procedures. Familiar with relational databases and client-server concepts. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision; typically reports to a project leader or manager. Requires proficiency in programming languages.

Minimum Education: BS/BA degree in a related area (or equivalent).

LABOR CATEGORY TITLE: SOFTWARE DEVELOPER III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections: Writes manuals for users to describe installation and operating procedures. Must have a working
knowledge of relational databases and client-server concepts. Able to work independently. Requires proficiency in programming languages. May lead and direct others.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).

LABOR CATEGORY TITLE: SOFTWARE DEVELOPER IV

Minimum/General Experience: Eight (8) years of related experience.

Functional Responsibility: Works with users to identify current operating procedures and clarify program objectives. Outlines steps required for program development, including diagrams and charts. Writes program documentation and operations guidelines. Provides technical guidance to lower-level analyst/programmers. Requires comprehensive knowledge of programming techniques, networked and centralized operating systems, and the capabilities of enterprise database products and development suites. May team with external consultants in the development of unique applications that meet employer's requirements. Requires detailed and comprehensive knowledge of employer's applications and systems. Requires proficiency in programming languages. May lead and direct others.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).

LABOR CATEGORY TITLE: SOFTWARE DEVELOPER V

Minimum/General Experience: Ten (10) years’ experience.

Functional Responsibility: Leads lower-level analyst/programmers and other technical staff on a large, complex internal development project or serves as lead analyst/programmer on numerous smaller projects and systems. Typically a senior internal technical consultant who directs program development in complex applications and systems where existing architectures and techniques provide little guidance. Consults with user management and technical staff as necessary to clarify program intent, identify problems, suggest changes, and determine required coding. Assigns, coordinates and reviews work of lower-level analyst/programmers in advanced techniques. Prescribes standard to simplify interpretation of programs and documentations. Supervises preparation of records and reports. Requires detailed and comprehensive knowledge of employer's applications and systems. Requires proficiency in programming languages.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).

LABOR CATEGORY TITLE: SYSTEMS ADMINISTRATOR I

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Maintains data files and control procedures for a simple system of networked personal computers or for a group of desktop computers linked to a host server. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Back up files as required. May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent management request for information. Requires extensive knowledge of an operating system suite such as Microsoft Office, Apple OS or Linux and similar suites of business applications. May be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise.
Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: SYSTEMS ADMINISTRATOR II

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Maintains data files and control procedures for a simple system of networked personal computers or for a group of desktop computers linked to a host server. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Back up files as required. May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent management request for information. Require extensive knowledge of an operating system suite such as Microsoft Office, Apple OS or Linux and similar suites of business applications. May be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: SYSTEMS ADMINISTRATOR III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision; typically reports to a project leader or manager. May work independently. May lead or direct others.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).

LABOR CATEGORY TITLE: SYSTEMS ADMINISTRATOR IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of concurrent tasks. Works under general supervision; typically reports to a project leader or manager. May lead or direct others. Works with a wide range of stakeholders and system owners to coordinate operating system patches and updates without impacting operations.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).

LABOR CATEGORY TITLE: SYSTEMS ADMINISTRATOR V

Minimum/General Experience: Ten (10) years of experience.
Functional Responsibility: Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of concurrent tasks. Works under general supervision; typically reports to a project leader or manager. Will likely will lead or direct others. Develops rules of engagement and coordinates interaction with stakeholders such as system owners.

Minimum Education: BS/BA degree in a related area (or equivalent).

**LABOR CATEGORY TITLE: SYSTEMS ENGINEER I**

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Assists more senior engineers with development, design, and analysis of work that may include logic design, circuit design, instrumentation design, firmware development, model formulation, manufacturing and development cost projections, computer architecture analysis and design, network structure design, and analog or binary systems engineering. Projects may include fabrication, modification, and evaluation of components or circuitry for use in electronic equipment. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

**LABOR CATEGORY TITLE: SYSTEMS ENGINEER II**

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Performs standard engineering development, design, and analysis of work such as logic design, circuit design, I/O design, instrumentation design, firmware development, model formulation, cost projection, computer architecture analysis and design, network structure design, and systems engineering. Projects may include fabrication, modification, and evaluation of components or circuitry for use in electronic equipment. May be assigned to interact with client engineers, respond to technical questions and requests from customers, and implement systems at customer sites.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in related field (or equivalent).

**LABOR CATEGORY TITLE: SYSTEMS ENGINEER III**

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Performs non-standard engineering analysis, development and design work that requires considerable engineering skill, creative ability, and independent judgment. May provide technical supervision to lower level engineers and technical staff. Relies on experience and judgment to plan and accomplish goals. Simultaneously plans and performs a variety of complicated tasks. Typically reports to a project leader or manager. May work independently.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).

**LABOR CATEGORY TITLE: SYSTEMS ENGINEER IV**
Minimum/General Experience: Eight (8) years of experience.

Functional Responsibly: Performs a full range of engineering tasks represented by the activities listed under less senior engineering positions. Work requires a high degree of creative ability and engineering and programming skills. May coordinate and lead the work of subordinate engineers on assigned projects. Relies on experience and judgment to plan and accomplish goals. Simultaneously plans and performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).

LABOR CATEGORY TITLE: SYSTEMS ENGINEER V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Performs engineering work in the research, development, analysis, and design of products and systems. Interacts at the highest levels with client engineers and customers. Work requires the highest degree of creative ability, engineering and programming skills, and independent judgment. Will likely coordinate and technically lead projects and subordinated engineers. Relies on experience and judgment to plan and accomplish goals. Simultaneously plans and performs a variety of complicated tasks. Works under general supervision. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE WEB DESIGNER/DEVELOPER I

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Assists with website design and creation. Helps plan, design, develop, test, edit, maintain, and document look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Requires knowledge of programming techniques and computer internet systems. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: WEB DESIGNER/DEVELOPER II

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Assists with website design and creation. Helps plan, design, develop, test, edit, maintain, and document look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Requires knowledge of programming techniques and computer internet systems. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).
LABOR CATEGORY TITLE: WEB DESIGNER/DEVELOPER III

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Performs website design and creation. Plans, designs, develops, tests, edits, maintains, and documents look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Requires knowledge of programming techniques and computer internet systems. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. May work independently. May lead or direct others.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).

LABOR CATEGORY TITLE: WEB DESIGNER/DEVELOPER IV

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Performs website design and creation. Plans, designs, develops, tests, edits, maintains, and documents look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Requires knowledge of programming techniques and computer internet systems. Performs a variety of concurrent tasks. Works under general supervision; typically reports to a project leader or manager. May lead or direct others.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree in a related area (or equivalent).

LABOR CATEGORY TITLE: WEB DESIGNER/DEVELOPER V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Controls all technical aspects of website, including performance issues, such as speed of access, and approving site content. May also have responsibilities for site design and creation. Plans, develops, tests, edits, maintains, documents and controls content, look, and flow of websites. Applies knowledge of programming techniques and computer internet systems. Relies on experience and judgment to plan and accomplish goals. Simultaneously plans and performs a variety of complicated tasks. Very likely directs and leads others. Works under general supervision. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: GIS SPECIALIST I

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Utilizes Geographic Information System techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis.
Provides maps and data sets to clients to supplement analysis. Able to perform simple GIS software programming. Works in conjunction with CADD drafters and technicians. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

**LABOR CATEGORY TITLE: GIS SPECIALIST II**

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Utilizes Geographic Information System techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis. Provides maps and data sets to clients to supplement analysis. Able to perform simple GIS software programming. Works in conjunction with CADD drafters and technicians. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

Minimum Education: BS/BA degree (or equivalent).

**LABOR CATEGORY TITLE: GIS SPECIALIST III**

Minimum/General Experience: Six (6) years of experience.

Functional Responsibility: Utilizes Geographic Information System techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis. Provides maps and data sets to clients to supplement analysis. Able to perform advanced GIS software and extension programming. Works in conjunction with CADD drafters and technicians. Relies on experience and judgment to plan and accomplish goals. Performs a variety of concurrent tasks. Works under general supervision. May lead and direct others. Able to work independently. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

**LABOR CATEGORY TITLE: GIS SPECIALIST IV**

Minimum/General Experience: Eight (8) years of experience.

Functional Responsibility: Utilizes Geographic Information System techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis. Provides maps and data sets to clients to supplement analysis. Able to perform advanced GIS software and extension programming. Works in conjunction with CADD drafters and technicians. Relies on experience and judgment to plan and accomplish goals. Performs a variety of concurrent tasks. Works under general supervision. May lead and direct others. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).
LABOR CATEGORY TITLE: GIS SPECIALIST V

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Utilizes Geographic Information System techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis. Provides maps and data sets to clients to supplement analysis. Able to perform advanced GIS software and extension programming. Works in conjunction with CADD drafters and technicians. Relies on experience and judgment to plan and accomplish goals. Performs a variety of concurrent tasks. Works under general supervision. Very likely will lead and direct others. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: SCIENTIFIC PROGRAMMER I

Minimum/General Experience: Two (2) years of experience.

Functional Responsibility: Converts scientific, engineering, and other technical problem formulations to formats that can be processed by computer. Resolves symbolic formulations, prepares flowcharts and block diagrams, and encodes resultant equations for processing by applying extensive knowledge of branch of science, engineering, or advanced mathematics, such as differential equations or numerical analysis, and understanding of capabilities and limitations of computer. Has knowledge of commonly-used concepts, practices, and procedures within a particular scientific field, such as atmospheric science, oceanography or fishery biology. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: SCIENTIFIC PROGRAMMER II

Minimum/General Experience: Four (4) years of experience.

Functional Responsibility: Converts scientific, engineering, and other technical problem formulations to formats that can be processed by computer. Resolves symbolic formulations, prepares flowcharts and block diagrams, and encodes resultant equations for processing by applying extensive knowledge of branch of science, engineering, or advanced mathematics, such as differential equations or numerical analysis, and understanding of capabilities and limitations of computer. Has knowledge of commonly-used concepts, practices, and procedures within a particular field, such as atmospheric science, oceanography or fishery biology. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

LABOR CATEGORY TITLE: SCIENTIFIC PROGRAMMER III

Minimum Education/Experience: Six (6) years of experience.
Functional Responsibility: Converts scientific, engineering, and other technical problem formulations to formats that can be processed by computer. Resolves symbolic formulations, prepares flowcharts and block diagrams, and encodes resultant equations for processing by applying extensive knowledge of branch of science, engineering, or advanced mathematics, such as differential equations or numerical analysis, and understanding of capabilities and limitations of computer. Familiar with standard concepts, practices, and procedures within a particular field, such as atmospheric science, oceanography or fishery biology. Relies on experience and judgment to plan and accomplish goals. Performs a variety of concurrent tasks. Works under general supervision. May lead and direct others. Able to work independently. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

**SCIENTIFIC PROGRAMMER IV**

Minimum Education/Experience: Eight (8) years of experience.

Functional Responsibility: Converts scientific, engineering, and other technical problem formulations to formats that can be processed by computer. Resolves symbolic formulations, prepares flowcharts and block diagrams, and encodes resultant equations for processing by applying extensive knowledge of branch of science, engineering, or advanced mathematics, such as differential equations or numerical analysis, and understanding of capabilities and limitations of computer. Familiar with standard concepts, practices, and procedures within a particular field, such as atmospheric science, oceanography or fishery biology. Relies on experience and judgment to plan and accomplish goals. Performs a variety of concurrent tasks. Works under general supervision. May lead and direct others. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

**SCIENTIFIC PROGRAMMER V**

Minimum/General Experience: Ten (10) years of experience.

Functional Responsibility: Converts scientific, engineering, and other technical problem formulations to formats that can be processed by computer. Resolves symbolic formulations, prepares flowcharts and block diagrams, and encodes resultant equations for processing by applying extensive knowledge of branch of science, engineering, or advanced mathematics, such as differential equations or numerical analysis, and understanding of capabilities and limitations of computer. Familiar with standard concepts, practices, and procedures within a particular field, such as atmospheric science, oceanography or fishery biology. Relies on experience and judgment to plan and accomplish goals. Performs a variety of concurrent tasks. Works under general supervision. Very likely will lead and direct others. Typically reports to a supervisor or manager.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

**ADMINISTRATIVE SPECIALIST III**

Minimum/General Experience: Four (4) years of experience.

Performs a variety of secretarial duties, such as typing correspondence, reports, and memos using a word processor, maintaining computer-based and paper files, answering and screening calls, and opening and distributing mail for a department or unit. Uses Microsoft Office automation software to
include word processing, forms handling, spreadsheet, and graphics support to prepare technical reports, presentations, and publications. Uses content management system we applications software to maintain internet and intranet websites. Advises and recommends policy and process efficiencies to Supervisors, as requested. Assists with planning, scheduling, and organizing program meetings and activities.

Minimum Education: High School Diploma (or equivalent).

OUTREACH & EDUCATION SPECIALIST II

Minimum/General Experience: Two (2) years of experience.

Creates and distributes educational materials and publications for the community and may be responsible for conducting staff training sessions. Promotes activities and services through various forms of media. Provides collection and sharing of information, coordinate professional development opportunities, manage products created by alumni, maintain on-line community tools (e.g. blogs), organize and coordinate events, evaluate alumni network operations and inform management of progress. Provides the design and implementation of one or more technical media tools such as film, web, audio, etc. to promote the organization and its services to the community and may be responsible for conducting staff training sessions. Plans exhibit concepts and designs and may perform fabrication and installation of components through various forms of media. Writes a variety of technical articles, reports, brochures and manuals for documentation for a wide range of uses. Responsible for coordinating graphics displays and production of necessary documentation. Submits content for organizations’ social media and web presence.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

OUTREACH & EDUCATION SPECIALIST III

Minimum/General Experience: Four (4) years of experience.

Creates and distributes educational materials and publications for the community and may be responsible for conducting staff training sessions. Promotes activities and services through various forms of media. Provides collection and sharing of information, coordinate professional development opportunities, manage products created by alumni, maintain on-line community tools (e.g. blogs), organize and coordinate events, evaluate alumni network operations and inform management of progress. Provides the design and implementation of one or more technical media tools such as film, web, audio, etc. to promote the organization and its services to the community and may be responsible for conducting staff training sessions. Plans exhibit concepts and designs and may perform fabrication and installation of components through various forms of media. Writes a variety of technical articles, reports, brochures and manuals for documentation for a wide range of uses. Responsible for coordinating graphics displays and production of necessary documentation. Submits content for organizations’ social media and web presence.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).

OUTREACH & EDUCATION SPECIALIST IV
Minimum/General Experience: Six (6) years of experience.

Creates and distributes educational materials and publications for the community and may be responsible for conducting staff training sessions. Promotes activities and services through various forms of media. Provides collection and sharing of information, coordinate professional development opportunities, manage products created by alumni, maintain on-line community tools (e.g. blogs), organize and coordinate events, evaluate alumni network operations and inform management of progress. Provides the design and implementation of one or more technical media tools such as film, web, audio, etc. to promote the organization and its services to the community and may be responsible for conducting staff training sessions. Plans exhibit concepts and designs and may perform fabrication and installation of components through various forms of media. Writes a variety of technical articles, reports, brochures and manuals for documentation for a wide range of uses. Responsible for coordinating graphics displays and production of necessary documentation. Submits content for organizations’ social media and web presence.

Minimum Education: Bachelor of Science (B.S.) or Bachelor of Arts (B.A.) Degree (or equivalent).
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.

   
a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

   c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent
practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF 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


7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (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 (MAR 2009) (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, minimum general experience and minimum education.

c. The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

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

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

Minimum Education: Bachelor’s Degree in Computer Science