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

**SCHEDULE TITLE:** MULTIPLE AWARD SCHEDULE

**LARGE CATEGORY:** INFORMATION TECHNOLOGY

**SUBCATEGORY:** IT SERVICES

**PSC:** DA01

**CONTRACT NUMBER:** 47QTCA19D00FC

**CONTRACT PERIOD:** JULY 15, 2019 – JULY 14, 2024

**CONTRACTOR:** CGH TECHNOLOGIES, INC.

600 MARYLAND AVENUE SW
SUITE 800W
WASHINGTON, DC 20024
202-554-7774
WWW.CGHTECH.COM

**CONTRACT ADMINISTRATOR:** CINDY TROUTMAN

c troutman@cghtech.com
Tel: 202-580-7401
Fax: 202-554-5263

**BUSINESS SIZE:** SMALL, WOMAN-OWNED

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov

Price List current as of Modification PS-A824 effective September 2, 2020

**About the Company:**

CGH Technologies, Inc. is an information engineering and management support company located in Washington, DC. We have over 25 years of experience with federal and international government agencies. CGH Technologies, Inc. was founded in 1989 as a woman-owned small business. We pride ourselves on our dedication to meeting each client’s unique requirements with personalized and innovative solutions, focusing on services and solutions that add value to the decision management chain. We provide comprehensive solutions to improve operational efficiency across your organization. This includes, but is not limited to management and organizational consulting, data fusion, cloud computing, custom web and mobile applications, software-as-a-service solutions, GIS and spatial technologies, physical and cyber security, facilities management and engineering and modernization and standards integration.
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<tr>
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<tbody>
<tr>
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<tr>
<td></td>
<td>54151S</td>
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<tr>
<td></td>
<td>OLM</td>
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<td>1c</td>
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<tr>
<td></td>
<td>See below</td>
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<tr>
<td>2</td>
<td><strong>Maximum Order:</strong></td>
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<td>3</td>
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<td>$100</td>
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<td>48 Contiguous States</td>
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<td>6</td>
<td><strong>Discount:</strong></td>
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<td><strong>Quantity Discounts:</strong></td>
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<td>8</td>
<td><strong>Prompt Payment Terms:</strong></td>
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<tr>
<td></td>
<td>2% - 10 days, 1% - 20 days, Net 30</td>
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<td></td>
<td>Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.</td>
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<tr>
<td>9a</td>
<td><strong>Government Purchase Cards</strong></td>
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<td>Government Purchase Cards are accepted at or below the micro-purchase threshold.</td>
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<td>9b</td>
<td><strong>Contract</strong> will accept the Government Commercial Credit Card above the micro-purchase threshold.</td>
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<td>10</td>
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<td>As negotiated between CGH and each User Activity</td>
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<td></td>
<td>b. Expedited</td>
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<tr>
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<td>As negotiated between CGH and each User Activity</td>
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<td></td>
<td>c. Overnight &amp; 2-day delivery</td>
</tr>
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<td></td>
<td>As negotiated between CGH and each User Activity</td>
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<td>d. Urgent Requirements</td>
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<td></td>
<td>As negotiated between CGH and each User Activity</td>
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<td>12</td>
<td><strong>FOB Point(s):</strong></td>
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<td>Destination</td>
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<tr>
<td>13b</td>
<td><strong>Ordering procedures:</strong></td>
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<td>For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), are found in Federal Acquisition Regulation (FAR) 8.405-3.</td>
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<tr>
<td>15</td>
<td><strong>Warranty Provision:</strong></td>
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<tr>
<td></td>
<td>SCW</td>
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<tr>
<td></td>
<td>Description</td>
</tr>
<tr>
<td>---</td>
<td>-------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>16</td>
<td>Export packing charges, if applicable:</td>
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<td>17</td>
<td>Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):</td>
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<tr>
<td>18</td>
<td>Terms and conditions of rental, maintenance, and repair (if applicable):</td>
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<td>19</td>
<td>Terms and conditions of installation (if applicable):</td>
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<td>20</td>
<td>Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):</td>
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<tr>
<td>20a</td>
<td>Terms and conditions for any other services (if applicable):</td>
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<td>21</td>
<td>List of service and distribution points (if applicable):</td>
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<td>22</td>
<td>List of participating dealers (if applicable):</td>
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<td>23</td>
<td>Preventive maintenance (if applicable):</td>
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<tr>
<td>24a</td>
<td>Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):</td>
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<tr>
<td>24b</td>
<td>Section 508 Compliance for EIT:</td>
</tr>
<tr>
<td>25</td>
<td>DUNS Number:</td>
</tr>
<tr>
<td>26</td>
<td>Notification regarding registration in SAM database:</td>
</tr>
</tbody>
</table>
1. **SCOPE**
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services and OLM apply exclusively to IT Professional Services within the scope of the Multiple Award 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 Number 54151S, IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

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
<table>
<thead>
<tr>
<th>Labor Code</th>
<th>Description</th>
<th>CGH Rates</th>
<th>Gov't Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Information Architect / Planner</td>
<td>226.35</td>
<td>192.41</td>
</tr>
<tr>
<td>20</td>
<td>Subject Expert</td>
<td>169.67</td>
<td>144.23</td>
</tr>
<tr>
<td>30</td>
<td>Program Manager</td>
<td>156.53</td>
<td>133.05</td>
</tr>
<tr>
<td>40</td>
<td>Data/Info Business Specialist</td>
<td>128.01</td>
<td>108.81</td>
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<tr>
<td>50</td>
<td>Management Analyst I</td>
<td>106.58</td>
<td>90.60</td>
</tr>
<tr>
<td>60</td>
<td>Management Specialist II</td>
<td>77.30</td>
<td>65.71</td>
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<tr>
<td>70</td>
<td>Technology Engineer/Analyst</td>
<td>91.29</td>
<td>77.60</td>
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<tr>
<td>80</td>
<td>Document/Program Coordinator</td>
<td>55.38</td>
<td>47.06</td>
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<td>90</td>
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<td>198.17</td>
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<td>110</td>
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<td>200</td>
<td>Computer Security System Spec.</td>
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<td>210</td>
<td>Database Management Spec.</td>
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<td>280</td>
<td>Telecommunication Specialist</td>
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</table>
The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (** SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

<table>
<thead>
<tr>
<th>SCA Eligible Contract Labor Category/Service**</th>
<th>SCA Equivalent Code Title</th>
<th>WD Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant</td>
<td>01020 - Administrative Assistant</td>
<td>2015-4281</td>
</tr>
<tr>
<td>Help Desk Support**</td>
<td>14170 – System Support Specialist</td>
<td>2015-4281</td>
</tr>
</tbody>
</table>

LABOR CATEGORY DESCRIPTIONS FOR SIN 54151S

Note: Experience may be substituted for education as outlined in Table 1 below.

Table 1 – Equivalent Substitution Table (Applicable to All Proposed LCATs)

**Associates Degree** = HS Diploma/GED + 2 additional years of experience OR a Bachelor's Degree may be substituted for 2 years of experience OR a Master's Degree may be substituted for 4 years of experience OR a Doctorate's Degree may be substituted for 6 years of experience

**Bachelor's Degree** = HS Diploma/GED + 4 additional years of experience OR Associates Degree + 2 additional years of experience OR a Master's Degree may be substituted for 2 years of experience OR a Doctorate's Degree may be substituted for 4 years of experience
General Experience: This individual must have demonstrated conceptualization and program strategy skill and technical performance and possess visionary leadership in the conceptualization of design and development of large complex information and decision support along with the aggregation of vast amounts of information to support integrated intelligence about situations or conditions that may affect the accomplishment of mission related needs. Examples of specialty areas might include (but are not limited to) program strategies, concept formulation, and the design and development and integration of:

- Large scale transportation and logistics systems
- Command/control/communications and computer systems
- Decision support and "What-If" systems
- Data warehousing and data refinery systems
- Large scale, secure communications systems
- Information systems in a LAN/WAN/telecommunications environment
- Asset mapping and resource statusing systems using GIS and other COTS/GOTS visualization application packages that relate spatial and tabular data as objects
- Requirements tracking capabilities based on component utilization, availability, capacity, trend and performance analysis and interpretation of metrics and measures.
- Information systems using web based and Internet technologies that coordinate regional, national and global perspectives.

Provide planning, visionary and leadership capabilities to customer decision-makers and client program managers from an information technology conceptualization standpoint. Provide alternative information technology solutions that would best support the management needs of a particular agency or organization that will ensure efficient, cost effective and timely collection, dissemination and transfer of data to assist corporate, management and organizational initiatives. At least two of the most recent four years of experience must have involved working with the application of evolving, and proven technologies such as geographical relational systems, multimedia, along with the application of innovative approaches, methodologies and techniques for using disparate legacy data and COTS and GOTS products.

Functional Responsibility: A person who will interact at a highly conceptual level with senior federal managers and program officials. A widely recognized expert/consultant/troubleshooter with specialized expertise in all aspects of information systems and Resources Management. Experience and expertise will include system design, implementation, test, and evaluation.

Education/Minimum Experience: A master’s degree and at least twenty years of progressive experience as an executive decision maker in either federal or commercial organizations requiring program and operational familiarity with discriminating requirements indicators of performance and cooperating automation process to provide integrated administration to support strategic, tactical and operational management of mission critical environments.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.
General Experience: An individual must have a reputation with the academic or business community as an expert in a particular technical or operational domain. Relevant additional experience is a key factor in determining an individual’s qualifications; emphasis must be placed on actual competencies and capabilities to perform all aspects of the job.

Functional Responsibility: Provide expert advice on technical matters. Conduct expert, highly intensive studies to address a significant complex technical or operational issue. Maintain contact with business, industry, government and academia to ensure understanding of current technology and its application to program products. Manage the technical performance of projects. Conduct quality assurance reviews on all deliverables. Evaluate the use of new technology. Identify resource shortfalls against requirements and make recommendations to the Program Manager. Oversee and support program activities in all environments (classroom, field, office) and development of operational phases. Conduct performance program status. This person may also be an expert or be well versed in the area of Human Factors engineering. A Human Factors engineer will have experience in one or all of the following areas: Human Centered Automation; Information Management and Displays; Human Performance; and Selection and Training. This person will be responsible for developing processes for dealing with error mitigation, situation awareness, anthropometric evaluations and organizational effectiveness evaluations. This person will also identify pre-hire selection tools, advanced training concepts and virtual learning methodologies.

Education/Minimum Experience: Master’s degree (or equivalent*) in Math, Physics, Engineering, Computer Science, Economics or Management and a minimum of ten years of relevant experience required. Six years of supervisory/management experience required. The Human Factors expert requires a Master’s degree or above with five years or more of applied research/statistical research/laboratory research in the behavioral sciences or directly in Human Factors.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

### Job Title: GSA Code 0030  
Program Manager

**General Experience:** This individual must have supervisory and technical experience and able to direct multiple complex projects. Must be familiar with the principals of exercising independent judgement as well as high level analytical skills in solving complex and unusual technical administrative and managerial problems. Serves as the contractor’s authorized interface with the Contracting Officers (COs) and Contracting Officer’s Representatives (CORs), government management personnel and customer agency representatives. The Program Manager will provide management and technical insight, as directed by the customer or as deemed necessary from a corporate standpoint, to the technical personnel of CGH Technologies, Inc. in relation to the successful performance of related tasks to the specific initiative.

**Functional Responsibility:** The Program Manager provides programmatic, policy and requirements support to the customer and is responsible for overall contract performance. The Program Manager may support a customer Program Management Office or serve as the authorized interface and primary point of contact between CGH and the customer. The Program Manager ensures conformity of contractual requirements, maintains financial reports and oversees project completion and is the primary POC with government for reporting project/contract/task order status/administration.

**Education/Minimum Experience:** A bachelor’s degree (or equivalent*) and/or advanced degree in Business Management, Computer Science, Engineering or in an area of study that can be clearly related to the requirements of the position and a minimum of seven years of progressive program management experience is required.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

### Job Title: GSA Code 0040  
Data/Info/Business Specialist

**General Experience:** A person who is skilled at work processes who identifies positive and negative forces related to a desired change or outcome with a particular emphasis on the data, information, and intelligence necessary to support decision makers at all levels to influence that change. Factors to be considered include organizational, technical, procedural, cultural, political,
and data. Each area may be used to inhibit or act to interfere with the accomplishment of desired change/outcome or can be used to support and facilitate the accomplishment of change.

**Functional Responsibility:** This person will develop action plans to enhance positive factors and provide recommendations for mitigating or diminishing the influence of negative factors. This person is also knowledgeable in identifying influential "change agents" who can help promote desired changes and develop intelligence strategies to minimize negative influence. This person reviews and evaluates the use of technology capabilities to support the flow of information concerning the execution of organizational functions as well as continuous process improvement.

**Education/Minimum Experience:** A Bachelor’s degree (or equivalent*) in Business Management, Computer Science or in an area of study that can be clearly related to the requirements of the position and a minimum of five years of progressively more complex business processes and/or data/information analysis is required.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

<table>
<thead>
<tr>
<th>Job Title: GSA Code 0050 Management Analyst I</th>
</tr>
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<tbody>
<tr>
<td><strong>General Experience:</strong> A person who will provide an independent assessment and analysis of how an organization produces and manages its processes, how production processes operate and why they operate as they do. Performs management analysis as the starting point for management improvement. Designs and implements analytical studies in a variety of areas related to workforce management. Designs, develops and implements approaches, plans and management methodologies for analytical investigations.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong> Under general direction, plans, oversees, and provides administrative, budgetary, grant, and workflow support to an assigned department; analyzes departmental practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements; conducts needs analysis, feasibility studies, and program evaluation for assigned projects and programs; develops, summarizes, and maintains administrative and fiscal records; fosters cooperative working relationships among departments and acts as liaison with various community, public, and regulatory agencies; and performs related work as required.</td>
</tr>
<tr>
<td><strong>Education/Minimum Experience:</strong> A Bachelor’s degree (or equivalent*) in business, quantitative or in an area of study that can be clearly related to the requirement of the position and a minimum of five years of experience with mid-sized organizations or supervising junior analysts in a commercial/federal environment must possess excellent written and interpersonal skills.</td>
</tr>
</tbody>
</table>

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

<table>
<thead>
<tr>
<th>Job Title: GSA Code 0060 Management Specialist II</th>
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<tbody>
<tr>
<td><strong>General Experience:</strong> A person who will provide an independent assessment and analysis of how an organization produces and manages its processes, how production processes operate and why they operate as they do. Performs management analysis as the starting point for management improvement. Designs and implements analytical studies in a variety of areas related to workforce management. Designs, develops and implements approaches, plans and management methodologies for analytical investigations.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong> A person who analyzes the management processes within the organization and determines how well activities are performed, determines where there are gaps, overlaps or opportunities for continuous improvement. During this analysis the management specialist reviews procedures, training, documentation, measurements, controls, and verifies that checks and balances are in place to ensure that the management process can produce high-quality output even under stress conditions. This person will also develop implementation plans to bring about effective over all implementation of new</td>
</tr>
</tbody>
</table>
management processes. Management processes are also analyzed to ensure that it is in line with the corporate (organizational) mission and strategy. This person ensures that the management processes reinforce the organization’s core capabilities and competencies.

**Education/Minimum Experience:** A Bachelor’s degree in Management sciences, political science, industrial engineering (or equivalent*) and a minimum of five years of increasing responsibility for design of analyses of management processes.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

| Job Title: GSA Code 0070 | Technology Engineer/Analyst |

**General Experience:** A person who is responsible for assessing, implementing and disseminating the manipulation and application of data in their respective expertise. The range of expertise includes but is not limited to web developers, databases specialists, systems engineers, and GIS specialists.

**Functional Responsibility:** Responsibilities within each area of expertise include data manipulation, design, programming, relational association, evaluation and assessment of individual capabilities of their particular expertise as it relates to the specific requirement. This person will provide technical solutions, evaluations and designs as they relate to their respective background. Experience includes but is not limited to technology planning, programming capabilities, COTS interoperability to particular customer needs, and system design, development and implementation.

**Education/Minimum Experience:** Bachelor’s degree or higher in one’s specific field of expertise (or equivalent). These may include but is not limited to: Computer Science, Geography, Information Systems, Graphics Design, or Data System Programming. Certifications (MCSE, Web Design, etc.). A minimum three years of experience related to the specific applicable field of expertise.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

| Job Title: GSA Code 0080 | Document/Program Coordinator |

**General Experience:** A person must have experience in performing administrative functions for multiple personnel. This person will also be fluent and skilled in the use of word and document processing applications as related to the individual customer needs.

**Functional Responsibility:** This person will assemble and review all deliverables and correspondence to a program or project office. The person will ensure that all such materials are complete and accounted for, are syntactically appropriate and understandable presented. The person will also establish and maintain records and files in hard as well as electronic soft copy format to timely support research by the program office or others authorized by the program office or higher authority. Assist in marketing and packaging of ARS programs by such means as assembling graphics in the form of brochures and videos, and preparing and performing information dissemination using kiosks/exhibits.

**Education/Minimum Experience:** A certificate in document management, office management or college level coursework in English language study or Business (or equivalent*) and a minimum of two years of relevant experience is required.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

| Job Title: GSA Code 0090 | Information Technician/Architect Planner |

**General Experience:** Experience and expertise will include system design, implementation, test and evaluation. This
individual must have demonstrated conceptualization and program strategy skill and technical performance and possess visionary leadership in the conceptualization of design and development of large complex information, decision support along with the aggregation of vast amounts of information to support integrated intelligence about situations or conditions that may affect the accomplishment of mission related needs. Example of specialty areas might include (but are not limited to) program strategies, concept formulation and the design and development and integration of:

- large-scale transportation and logistics systems
- command/control/communications and computer systems.
- decision-support and "What-If" systems
- data-warehousing and data refinery systems
- large-scale, secure communications systems
- information systems in a LAN/WAN/telecommunications environment
- asset-mapping and resource-statusing systems using GIS and other COTS/GOTS visualization application packages that relate spatial and tabular data as objects
- of requirements tracking capabilities based on component utilization, availability, capacity; trend and performance analysis and interpretation of metrics and measures.

**Functional Responsibility:** A person who will interact at a highly conceptual level with senior federal managers and program officials. A widely recognized expert/consultant/troubleshooter with specialized expertise in all aspects of information systems and Resources Management.

**Education/Minimum Experience:** A Master’s degree and at least twenty years of progressive experience as an executive decision maker in either federal or commercial organizations requiring program and operational familiarity with discriminating requirements indicators of performance and cooperating automation process to provide integrated administration to support strategic, tactical and operational management of mission-critical environments.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.*

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**Job Title: GSA Code 00100  Process/Transition Engineer**

**General Experience:** An individual skilled at work flow and process analysis to include the specific consideration of transition requirements who shall assess those areas of the operations that will most be effected by a program implementation strategy or multiple program transitions.

**Functional Responsibility:** This person shall assess process and work flow relationships to determine internal and external relationships, consistency, variability, defect rates, overlaps, conflicts and other gaps. These areas will be analyzed to determine transition requirements, impacts and risk mitigation strategies for successful implementation. This person may also be involved in the development of transition plans, policy formulation, and the development of standard operating procedures which include the depiction of processes, activities and roles and responsibilities.

**Education/Minimum Experience:** A Bachelor’s degree (or equivalent*) from an accredited university in an area of study that can be clearly related to the requirements of the position and must have a minimum of five years of experience in engineering processes that support transition, implementation and organizational requirements.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.*

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**Job Title: GSA Code 00110  Cultural/Change Management Engineer**

**General Experience:** An individual who is skilled at work/business processes and/or work force field analyses who identifies positive and negative influences related to a desired change or desired outcome. Positive forces are those factors which are/will
act to support and facilitate the accomplishment of change. Negative forces are factors (organizational, technical, procedural, cultural, political) which will inhibit or act to interfere with the accomplishment of desired change/outcome.

**Functional Responsibility:** This person will develop action plans to enhance positive factors and provide recommendations for mitigating or diminishing the influence of negative factors. This person is also knowledgeable in identifying influential (change agents) who can help promote changes and develop strategies to maximize their influence. This individual also assesses concerns which may result in individual or organizational resistance to change and develop strategies which address concerns. Develop communications strategies, vehicles, and media for explaining the genesis, rationale, schedule and impacts of proposed change.

**Education/Minimum Experience:** A Bachelor’s degree (or equivalent*) in Organizational/Change/ Business Management or in an area of study that can be clearly related to the requirements of the position and a minimum of five years of progressively more complex process and/or organizational operations analysis.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

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**Job Title: GSA Code 00120 AT/AF Domain Expert**

**General Experience:** An individual who has management and subject area expertise in areas of air traffic control, airspace management, facility maintenance, certification, restoration, or automation of NAS systems. This individual shall demonstrate sound technical and management approaches, sensitivity and awareness to headquarters and field activity operations, program office, budget and political environments.

**Functional Responsibility:** This individual will have applied operational and or management expertise that can be applied to the development of information and knowledge for decision-makers within the aviation community.

**Education/Minimum Experience:** A Bachelor’s degree (or equivalent*) from an accredited university in an area of study that is clearly related to the requirements of the position with a minimum of ten years of relevant experience, including at least five years of hands-on experience in engineering processes that support transition, implementation and organizational requirements. Additional training at the FAA Academy and the FAA Aeronautical Center are also highly desirable.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

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**Job Title: GSA Code 00130 Human Factors Engineer**

**General Experience:** A person who has expertise in all or one of the following four areas: Human Centered Automation; Information Management and Displays; Human Performance; and Selection and Training. Human Centered Automation activities include studies, designs and implementation of artificial intelligence, human-computer interface, advanced automation work aids, ergo-dynamics, and expert systems. Work related to Information Management and Computer Human Interfaces (CHI) include the development and establishment of standardized or accepted symbology and recognition response.

**Functional Responsibility:** This person will as a part of the Human Performance Assessment area, be responsible for developing processes for dealing with error mitigation, situation awareness, anthropometric evaluations, and organizational effectiveness evaluations: This person will also identify pre-hire selection tools, advanced training concepts and virtual learning methodologies. This person will provide technical, analytical, evaluation and development assistance to support the RE&D Human Factors Program Research Program Directives (RPD) and management effort.

**Education/Minimum Experience:** A Master’s degree or above (or equivalent*) with a minimum of 5 years applied research/statistical research/laboratory research in the behavior sciences or directly in Human Factors.
**Equivalent** – The rules for substitution contained in Table 1 applies to this labor category.

<table>
<thead>
<tr>
<th>Job Title: GSA Code 00140</th>
<th>Business Process Engineer</th>
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<tbody>
<tr>
<td><strong>General Experience:</strong></td>
<td>A person skilled at work and work flow process analysis and who conducts assessments of horizontal and vertical organizational functions and their internal and external relationships in terms of processes consistency, variability, defect rates, overlaps, conflicts and other influencing factors.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong></td>
<td>The individuals will establish and formulate focused objective criteria for integrating and harmonizing processes to yield information outputs required by organization to resolve continuity issues and process/data gaps.</td>
</tr>
<tr>
<td><strong>Education/Minimum Experience:</strong></td>
<td>A Bachelor’s degree (or equivalent*) in one of the following disciplines: Computer Science, Information Systems and Technology, Business Process Engineering, or Business Systems Management and a minimum of five years of relevant experience.</td>
</tr>
<tr>
<td><em>Equivalent</em> – The rules for substitution contained in Table 1 applies to this labor category.</td>
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<tr>
<th>Job Title: GSA Code 00150</th>
<th>Systems/Data Specialists</th>
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</thead>
<tbody>
<tr>
<td><strong>General Experience:</strong></td>
<td>The person will have extensive knowledge of business practices and be able to identify information solutions and will be familiar with utilization of off-the-shelf (GOTS/COTS) technologies and geographical relational spatial data systems to synthesize such solutions.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong></td>
<td>A person who shall analyze relationships between work activities and data records reflecting those activities for the purpose of determining what information may be synthesized from multiple data sources. The person will interact with FAA producers and end-users of data to create logical and physical models to trace the migration of data among databases. Will aid in development of a data element dictionary to reduce duplication and to establish an authoritative source of factual data and will be focused on elimination of redundancy. Technical assistance and support shall consist of collection, evaluation and analysis of program data and information.</td>
</tr>
<tr>
<td><strong>Education/Minimum Experience:</strong></td>
<td>A Bachelor’s degree (or equivalent*) in Computer Science/ Information Science or in an area of study that can be clearly related to the requirements of the position and a minimum of two years of relevant experience.</td>
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<tr>
<td><em>Equivalent</em> – The rules for substitution contained in Table 1 applies to this labor category.</td>
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<tr>
<th>Job Title: GSA Code 00160</th>
<th>Graphics Specialist</th>
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<tbody>
<tr>
<td><strong>General Experience:</strong></td>
<td>The Graphic Specialist will utilize their knowledge of current graphic design software to produce graphic and visual materials for to meet various client’s needs.</td>
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<tr>
<td><strong>Functional Responsibility:</strong></td>
<td>This person will provide assessments of various high-end information management, slide shows, slide presentations, development of geographic displays utilizing ArcView products or similar products and geographical information systems (GIS) to determine the level of integration required to integrate off-the-shelf technology into information and asset and resource statusing capabilities.</td>
</tr>
<tr>
<td><strong>Education/Minimum Experience:</strong></td>
<td>A Bachelor’s degree (or equivalent*) in one of the following disciplines: Computer Science, Information Systems, Geography, Graphics Design or Data System Programming and a minimum of two years of intensive involvement in areas directly relating to this field.</td>
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</table>
*Equivalent* – The rules for substitution contained in Table 1 applies to this labor category.

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<tr>
<th>Job Title: Job Code 00170</th>
<th>Cost/Performance Analyst</th>
</tr>
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**General Experience:** This individual must be able to develop performance indicators associated with results-management and performance-based budgeting.

**Functional Responsibility:** This person will provide assistance for Cost and Performance trend analysis for mission services; identify metrics for critical operational performance parameters; establish operational performance parameters, facility indexing thresholds, and establish cost thresholds; and prepare and issue cost and performance status reports. This person may also support activity-based costing and simulation of current and redesigned cost and performance functions. Provide input to the development of quantifiable measurements for overall performance for meeting ATS strategic goals and objectives, including such parameters as budget, efficient and effective resource allocation, operating cost reductions, and return on capital investment.

**Education/Minimum Experience:** A Bachelor’s degree (or equivalent*) in business, quantitative or in an area of study that can be clearly related to the requirements of the position and a minimum of five years of experience in the development of cost parameters associated with facility and/or system performance.

*Equivalent* – The rules for substitution contained in Table 1 applies to this labor category.

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<tr>
<th>Job Title: Job Code 00180</th>
<th>GIS Specialist</th>
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**General Experience:** A person skilled at presentation of complex technical geography-based information on a computer video monitor in a format and style that is easy to comprehend and is supportive of intuitive exploration by program officials and managers whose principal expertise is not with computers or geographical information system technology.

**Functional Responsibility:** This person will provide assessments of various high-end information management and geographical information systems (GIS) to determine the level of integration required to integrate off-the-shelf technology into information and asset and resource statusing capabilities. This person will also develop GIS capabilities to assist in the collection, evaluation and analysis of program, operational, performance and user data, and processes and information necessary to validate requirements.

**Education/Minimum Experience:** A Bachelor’s degree (or equivalent*) in one of the following disciplines: Computer Science, Information Systems, Geography, Graphics Design or Data System Programming and a minimum of five years of relevant experience.

*Equivalent* – The rules for substitution contained in Table 1 applies to this labor category.

<table>
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<tr>
<th>Job Title: Job Code 00190</th>
<th>Program Analyst</th>
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**General Experience:** A person versed in the preparation of Mission Need Determination; review and evaluation AT/AF requirements to determine effectiveness and efficiency of scale.

**Functional Responsibility:** This person will provide analytical support to the organization in reviewing and coordinating requirements associated with programs, projects, systems, sites, and facilities. This support will consist of coordinating requirements associated with specific changes and deviations from standards, policy, and the service mission. This person will evaluate and track product/program schedules, budgets, funding, justifications, issues and performance associated with each
project/product life cycle for research and development, capital investment plan acquisition program, sustainment program and operations support requirements.

**Education/Minimum Experience:** A Bachelor’s degree (or equivalent*) in business, quantitative analysis or in an area of study that can be clearly related to the requirements of the position and a minimum of five years of experience with mid-sized organizations in the area of finance, cost benefit analysis, budget justification and/or mission need analysis.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

### Job Title: GSA Code 00200 Computer Security Systems Specialist

**General Experience:** The Computer Security Systems Specialist position will define computer security requirements for high level applications, evaluation of approved security product capabilities, and developing solutions to MLS problems.

**Functional Responsibility:** The Computer Security Systems Specialist analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an organization’s mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment.

**Education/Minimum Experience:** A Bachelor’s degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related discipline with a minimum of eight years of experience, three of which shall be within the last five years.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

### Job Title: GSA Code 00210 Data Base Management Specialist

**General Experience:** Specialized experience includes: demonstrated experience using current DBMS’ technologies, application design utilizing various DBMS and experience with DBMS internals. General experience includes increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to work independently or under only general direction.

**Functional Responsibility:** The Data Base Management Specialist provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.

**Education/Minimum Experience:** This position requires a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. The position requires a minimum of six years of experience, of which at least four years must be specialized and three of which shall be within the last five years.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

### Job Title: GSA Code 00220 Functional Analyst

**General Experience:** The Functional Analyst analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Functional analysis may include analysis of business flows, information flows, and security support functions to name a few. Functional analysis may will support program management, project/financial management, management analysis, information systems, security analysis, and administrative support services in the areas of resource management, policy,
business management, program reporting, operations and integration, and management analysis. If functional analysis performed in software development projects, individuals may be responsible for supporting management in documenting and managing requirements for the program. In software development projects, will assist in drafting the functional requirements document (FRD) for delivery to the vendors and requirements traceability matrix (RTM) for testing purposes. May participate in JAD sessions. Performs complex data analysis for software development projects. Will review vendor contractual requirements. Interfaces with customers, vendors, and various company departments to resolve data quality problems and provide information. May conduct system testing to validate requirements. Will assist in developing and improving business flows related to requirements management.

**Functional Responsibility:** The Functional Analyst analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Must demonstrate the ability to work independently or under only general direction.

**Education/Minimum Experience:** This position requires a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline and a minimum of six years of experience, three of which shall be within the last five years and at least three years must be specialized. Specialized experience includes developing functional requirements for complex integrated ADP systems.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.*

<table>
<thead>
<tr>
<th>Job Title: GSA Code 00230</th>
<th>Information Engineer</th>
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**General Experience:** The IE is an active participant in planning, analysis, design, and construction phases of information engineering. Has hands-on experience using Information Engineering CASE tools, developing and implementing large systems, is considered to be an expert in several phases of Information Engineering Methodology including engineering process re-engineering.

**Functional Responsibility:** Develops deliverables and presents result for a client review. Facilitates JRP, JAD, and RAD. Additional responsibilities may include but are not limited to: leading or assisting in the preparation of presentation of client briefings and workshops; performing as instructor educating in information engineering and CASE tools.

**Education/Minimum Experience:** A Bachelor’s degree in a related field and a minimum of eight years of direct experience, three of which shall be within the last five years in the areas outlined below, including working with upper-level management is required.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.*

<table>
<thead>
<tr>
<th>Job Title: GSA Code 00240</th>
<th>Lead Analyst</th>
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**General Experience:** The Lead Systems Analyst must have demonstrated experience in program and business management and related software, and deliverables.

**Functional Responsibility:** The Lead Analyst provides a variety of support, including analysis of system requirements and development of methods for solving problems. Under the direction of a Senior Analyst, produces flowcharts and associated documentation, as required. Assists in the development of task-level specification based on system-level requirements using flowcharts, milestone charts and associated documents. Participates in the testing of analytical methods, revising and refining the documents used throughout the program as required. Participates in the review of existing processing systems in order to suggest refinements, reduce operating time and improve present techniques.

**Education/Minimum Experience:** A Bachelor’s degree in Computer Sciences, Systems Analysis, Information Systems, or
other related field and a minimum of eight years of direct experience, three of which shall be within the last five years in systems analysis, including all of the areas outlined above is required.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

<table>
<thead>
<tr>
<th>Job Title: GSA Code 00250</th>
<th>Lead Business Analyst</th>
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**General Experience:** The Lead Business Analyst plans, designs, develops, and launches efficient business, financial, and operations systems in support of core organizational functions and business processes. This includes gathering and analyzing data in support of business cases, proposed projects, and systems requirements.

**Functional Responsibility:** The Lead Business Analyst analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action. Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with the configuration information management guiding principles, cost savings, and open architecture objectives. The Lead Business Analyst may responsible for coordinating the efforts of multiple business analysts on a project.

**Education/Minimum Experience:** A Bachelor’s degree in Computer Science, Information Systems, Business, or related field and a minimum of eight years of demonstrated experience, three of which shall be within the last five years in the business of information resources management, which must include five years of experience in business process improvement is required.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

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<thead>
<tr>
<th>Job Title: GSA Code 00260</th>
<th>Programmer</th>
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**General Experience:** The programmer performs routine systems programming duties. Assists in the design, development of specifications for, and implementation of, computerized information systems. Assists in building software development tools. Measures software performance through design, implementation, and evaluation of results. Assists in the publication of comprehensive analysis of software, such as database management systems, program productivity techniques, operating systems, compilers, and other items. Produces highly technical programs, such as cross-compilers and communications software operating systems.

**Functional Responsibility:** As a member of a systems team, examines overall system design to determine the applicability of a proposed or developed subsystem. Assists in the design of routine information systems describing the flow of information among users, interfaces between programs, interactions, and key data structures. Assists in the design of detailed input and output records layouts, documenting the functions of programs. Codes programs in applicable languages using detailed flow diagrams and input/output descriptions as guidelines. Makes and documents decisions concerning design characteristics and utilization of new system hardware. Assists in the establishment and design of software necessary in order to integrate new hardware. Maintains existing system software by detecting and correcting systems failures and by implementing system enhancements. Develops manuals and user guides for programmers and the operating staff. Assists in the conduct of system feasibility studies and cost/benefit analyses.

**Education/Minimum Experience:** A Bachelor’s degree in Computer Science or a related field and a minimum of six years of diverse programming experience, three of which shall be within the last five years is required.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.
### Job Title: GSA Code 00270 Senior Programmer

**General Experience:** An Individual must have demonstrated program, deliverables and staff management experience. All Senior staff are expected to be experts in their own fields, and knowledgeable about other related areas. Senior Staff must be able to work with top level government management, and to work as team and field leads. Senior Staff are expected to assist in policy formulation and decisions, and be knowledgeable about client’s mission and policies.

**Functional Responsibility:** The Senior programmer performs advanced specialized systems programming duties including design, specifications development, and computerized information systems implementation. Directs the activities of several programmers and/or analysts. Builds software development tools. Measures software performance through design, implementation, and evaluation of results. Publishes comprehensive analysis of software, such as database management systems, program productivity techniques, operating systems, compilers, and other items. Produces highly technical programs, such as cross-compilers and communications software operating systems. Examines overall system design to determine the applicability of a proposed or developed subsystem. Designs complex information systems describing the flow of information among users, interfaces between programs, interactions, and key data structures. Designs detailed input and output records layouts, documenting the functions of programs. Codes programs in applicable languages using detailed flow diagrams and input/output descriptions as guidelines. Makes and documents decisions concerning design characteristics and utilization of new system hardware. Establishes and designs software necessary in order to integrate new hardware. Maintains existing system software by detecting and correcting systems failures and by implementing system enhancements. Develops manuals and user guides for programmers and the operating staff. Conducts system feasibility studies and cost/benefit analyses.

**Education/Minimum Experience:** A Bachelor’s degree in an appropriate discipline and a minimum of twelve years of direct experience, three of which shall be within the last five years in programming and systems analysis, including all of the areas outlined above.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.*

### Job Title: GSA Code 00280 Telecommunications Specialist

**General Experience:** The Telecommunications Specialist must be technically current in telecommunications systems design functions and project planning relating to large scale distributed computer systems and equivalent design work related to medium and smaller scale "stand-alone" systems. The Telecommunications Specialist must have demonstrated experience in program and staff management, business practice, and system evaluation.

**Functional Responsibility:** Provides senior level technical staff functions regarding new systems design efforts. Provides high-level expertise in design decisions relating to hardware systems configurations, software design and database, user interface design, and display features for operational display systems. Serves as a senior level manager of large multi-disciplined department of telecommunication engineers, human factors, and specialty technical personnel involved in the design and development of the advanced automation systems.

**Education/Minimum Experience:** A Bachelor’s degree in a related field and a minimum of eight years of experience, three of which shall be within the last five years of direct experience in telecommunications system design and management.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.*

### Job Title: GSA Code 00290 Lead Information Engineer

**General Experience:** An individual who applies the concept of operations set of disciplines for the planning, analysis, design and construction of information systems across a major sector of the organization. Develops analytical and computational techniques and methodology for problem solutions. Performs strategic systems planning, business information planning,
business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop strategic and planning documents. Provides technical guidance in software engineering techniques and automated support tools. Specialized experience includes: experience in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Generalized experience includes: demonstrated experience in managing the implementation of information engineering projects and experience in systems analysis, design and programming using CASE and IE tools and methods, proven managerial and supervisory skills. Demonstrated exceptional written and oral communications skills, including giving formal presentations to different audiences. Must demonstrate the ability to work independently or under only general direction.

**Functional Responsibility:** Provides senior level technical staff functions regarding new information systems design efforts. Provides high-level expertise in design decisions relating to hardware systems configurations, software design and database, user interface design, and display features for automated systems. Serves as a senior level manager of large multi-disciplined department of information specialists that may include engineers, human factors, and specialty technical personnel involved in the design and development of the advanced automation systems.

**Education/Minimum Experience:** Requires bachelor's degree (in Computer Science or related field) or equivalent and a minimum of twelve years of related (progressively responsible network systems engineering) experience. Supervisory/Management experience may be required. A Master's degree in Computer Science preferred.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.*

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<tr>
<th>Job Title: GSA Code 00300</th>
<th>CAD/GIS Database and Application Developer</th>
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**General Experience:** Under limited supervision, the CAD/GIS Database and Application Developer, will be proficient in custom GIS application development utilizing systematic development processes, to scope, design, and develop custom GIS applications. In addition, the candidate will be responsible for assisting in the implementation of an Enterprise GIS. The candidate will provide expertise for the successful design and deployment of custom spatial analysis tools, applications, and GIS solutions in support of client initiatives. Must have hands-on experience incorporating mapping functionality into web-based solutions using ArcIMS and ArcSDE. Responsibilities include server configuration, installation, and management on Windows, Linux or UNIX platforms; code generation to develop and maintain custom ArcIMS applications using Java, JavaScript, ArcXML, SQL, and/or HTML; client-side implementation using custom Java client viewers. Candidate must have experience with integrating web solutions with Oracle databases. Additionally, the candidate will provide custom ArcGIS development utilizing ArcObjects. Requires working knowledge of ESRI software products.

**Functional Responsibility:** Assist in the implementation of enterprise GIS architecture and solutions (GEOID). Develop custom GIS applications ensuring alignment within the GIS strategic plan. Develop system documentation and training materials for GIS tools and applications. The candidate will assist in providing GIS for the entire organization (client/server and internet-based), direct access to one standardized spatial data source, and integration with other systems.

**Education/Minimum Experience:** A Bachelor’s degree in Geography, Computer Science, or Related field and a minimum of four years of experience in GIS application development is required. A minimum of three years of experience with strong knowledge of computer hardware, operating systems and CAD/CAM Systems, hands-on, working knowledge of Windows and UNIX operating systems, a minimum of three years of experience with ArcGIS, ArcView, ArcInfo, CAD and MS Access and familiarity with AutoCad and graphics applications, are all a plus.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.*

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<tr>
<th>Job Title: GSA Code 00310</th>
<th>Web Interface Developer</th>
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Minimum/General Experience: This individual will be experienced with documenting and automating the business process and building the various user interfaces that the customer personnel would require to input data, analyze data, create reports, etc. The Web Interface Developer designs and develops graphical user interfaces and the corresponding functionality between the users/analysts and the business process software being developed. Must have experience with non-proprietary web standards and languages. Must be able to develop administrative screens that provide designated users the ability to modify menus, restrict access by user, office or function. The Web Interface Developer provides web interface design, deployment, and maintenance of forms and page flows that support the system, programs and cross-departmental web initiatives. This position is responsible for the user interface, graphical layout and overall usability of page buildouts and flows.

Functional Responsibility: Strong analytical and organization skills required. Excellent planning, organizing, problem solving, and verbal and written communication skills are necessary. Also required: ability to work effectively and with a diverse group of personalities as a team player and to juggle multiple deadline-driven projects.

Education/Minimum Experience: Bachelors of Science in Computer Science, Information Systems, Programming or equivalent major and a minimum of five years of relevant experience are required.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

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<tr>
<th>Job Title: GSA Code 00320</th>
<th>Automation Systems Engineer</th>
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General Experience: This individual develops technical solutions; proposes solutions for software issues; writes, modifies, and maintains software documentation and specifications; performs integration testing; installs, configures, and troubleshoots various software programs, prepares reports on analysis and findings. Background in software and solutions architecture. Roles performed will include requirements analysis, software design activities, software development, complete testing, implementation to integration test, readiness activities for production, troubleshooting and problem resolution. The individual must be involved with customer to ensure correct requirements and design realization, participate in peer reviews, status reporting, configuration management activities, and support quality assurance audits and attend technical meetings and support customer briefings.

Functional Responsibility: Job duties may include requirements analysis, architectural support, systems analysis, software design, software development, software integration, unit testing, integration testing, and documentation. Software development efforts may be performed in Java, .NET, or other object-oriented development languages. Supervision is limited to guidance and discussions covering basic requirements for tasks assigned and weekly review of progress.

Education/Minimum Experience: A Bachelor’s degree in Math, Computer Science, Information Systems or equivalent/related field and a minimum of one year of experience with software development in Web page design using Java and/or Servlets/JSP, HTML/JavaScript, and SQL is required.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

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<tr>
<th>Job Title: GSA Code 00330</th>
<th>Task Order Manager</th>
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GENERAL EXPERIENCE: HAVE A COMPREHENSIVE UNDERSTANDING OF THE COMPANY’S MISSION, POLICIES AND EMPLOYEE HANDBOOK AND BE SPECIFICALLY KNOWLEDGEABLE IN THE DOMAIN REPRESENTED BY THE WORK IN THE TASK ORDER.

This individual is responsible for the following areas:
• **Details Capabilities/Services:** Creates an additional level of detail associated with the offered capabilities/services. Manages multi-functional disciplines within the scope of the assigned project.

• **Project Status Reporting:** Creates and maintains an ongoing analysis of a project’s status.

• **Task/Work Assignments:** Directs task and task work assignments for all Staff and activity leads within his/her task area.

• **Sign off authority:** Shall provide sign off on all timesheets, PRs, travel, staff reimbursement, etc.

• **Track usage of contract labor hours**

• **Performance Management:** Perform for the Staff he/she oversees.
  - Merit Reviews.
  - Coaching and personal effectiveness appraisals.
  - Personnel acquisition and dismissal recommendations.
  - Application of continual improvement processes.
  - Provide inputs in writing to first tier reviews for evaluations of personnel in your task area. Conduct first tier reviews as assigned. Follow up on objectives agreed to during evaluations.
  - Set the example regarding work ethics, quality of products, and compliance with corporate policy.
  - Sets the example of cooperation for Staff and encourage the same from them
  - Insists on punctuality from Staff (meetings, deadlines, etc.).

• **Monitoring:** Interacts with customers in order to ensure that all aspects of the task requirements are being met.

• **Proposals:** Participate as required.

• **Capture:** Advise the Program Director of the opportunity for follow-on and additional tasks. Advise CEO of opportunities outside of the task/contract.

• **Marketing:** Supports Program Director in marketing and sales activities.

• **Administrative:**
  - Supports the Performance Management/Review procedures as required by the the corporation.
  - Applies a comprehensive understanding of the administrative procedures, technical knowledge, equipment and systems of the project.
  - Develops solution(s) to issues and provides Program Director status at bi-monthly TO status meetings. As appropriate meet with Program Director to brief on solution prior to implementation based on the size and magnitude of the issue.
  - Supports the Staff in all administrative activities.
  - Provides input to the staff qualification repository.
  - Provides Program Director with staff utilization projections.
  - Ensures a thorough, structured orientation for new personnel assigned to the project
  - Collects time sheets for personnel assigned to the project, reviews for accuracy and completeness, and provides them to the Program Director in a timely manner.
  - Manages the leave balances of employees in the project area.
  - Ensures that the monthly status report is to the Program Director on appropriate time intervals depending on the particular contract being managed.

• **Project Management:**
  - Assigns and monitors work assignments to Staff.
  - Participates in corporate strategic planning activities, communicates objectives and goals, establishes priorities and monitors progress.
  - Assures progress against task plans and milestones.
  - Reports progress toward plans and milestones to the Program Director as required.
  - Works with client task manager regarding task objectives and issues. Advises Program Director of all client concerns, issues, and other items as appropriate.
  - Reviews all deliverables for the project area to ensure quality products are delivered to the clients.
● Provides the presence of Staff to the client as required.
● Coordinates and supervises the efforts of all assigned Staff in the project area.
● Ensures that subordinates are gainfully employed.
● Provides guidance on all tasks to personnel in the project area.
● ‘Point of contact’ for project status.
● Performs as the subject matter expert with advanced knowledge of the operations or processes of the organization/product/application.
● Leads, coordinates and directs staff in performing team activities and work assignments.
● Monitors/analyzes the team’s daily work performance and task activities.
● Responsible for staff’s recording of time and attendance.
● Provides mentoring and guidance to junior members of the team.

• Participates in the development of new policies and procedures.
• Responsible for training staff in the implementation of new policies and procedures.
• Provides training to new employees.

**Functional Responsibility:** Duties will include establishing and monitoring schedule and cost plans, participating in strategy sessions and status meetings, producing white papers, proposals, cost estimates, and status reports, overseeing activities of onsite support staff and development and reach-back support, coordinating project resources to meet customer requirements, managing subcontracts and other vendor relationships as required, reviewing staff timekeeping and expenses, and participating in performance evaluation process. In addition, provides expertise in functional or technical areas to provide surge capacity to project team as needed.

**Education/Minimum Experience:** Requires a Bachelor's degree and a minimum of seven years of related (technical environment) experience including seven or more years progressively responsible IT project experience, with experience as Team Lead or higher. Expertise in at least one of the following disciplines: Financial Systems Implementation (COTS systems preferred, Momentum Financials strongly preferred), Government budget execution and/or budget formulation processes, or technical architecture and integration. Strong analytical skills and attention to detail. Excellent oral and written communication skills and a focus on customer satisfaction.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

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<th>Job Title: GSA Code 00340</th>
<th>Help Desk Support</th>
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**General Experience:** This individual provides support to end users for computer, application, system, device, access and hardware issues.

**Functional Responsibility:** Provide support to end users for computer, applications, systems, device, access and hardware issues. Identify, research and resolve technical problems of moderate complexity. Responds to telephone, email and online requests for technical support. Document, track, and monitor the problem using applicable systems and tools. May coordinate with other teams or departments to resolve user problems. Typically reports to a supervisor or manager. Gaining or has attained full proficiency in a specific area of discipline. Works under moderate supervision.

**Education/Minimum Experience:** A high school diploma and a minimum of two years of relevant experience are required. A certificate in office/document management or College level coursework in English language study or Business (or equivalent*), would be a plus.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

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<th>Job Title: GSA Code 00350</th>
<th>Sr. Functional Analyst</th>
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**General Experience:** Functional analyses may include analysis of business flows, information flows, data flows, and security support functions to name a few. Functional analysis will support program management, project/financial management, management analysis, information systems security analysis, and administrative support services in the areas of resource management, policy, business management, program reporting, operations and integration, and management analysis. If functional analysis performed in software development projects, individual may be responsible for supporting managers in documenting and managing requirements for the program. In software development projects, will assist in drafting the functional requirements document (FRD) for delivery to vendors and requirements traceability matrix (RTM) for testing purposes. May participate in JAD sessions. Performs complex data analysis for software development projects. Will review vendor deliverables and provide management with feedback on their performance and compliance with contractual requirements. Interfaces with customers, vendors, and various company departments to resolve data quality problems and provide information. May conduct system testing to validate requirements. Will assist in developing and improving business flows related to requirements management

**Functional Responsibility:** Provides senior level technical staff functions regarding new systems design efforts. Provides high-level expertise in design decisions relating to hardware systems configurations, software design and database, user interface design, and display features for operational display systems. In information security environments, responsibility may include analysis of security policies, procedures, standards, certification and accreditation packages, and support remediation recommendations.

**Education/Minimum Experience:** A Bachelor's degree or equivalent and a minimum of seven years of related experience is required. Strong oral and written communication skills. Excellent customer relationship skills. Knowledgeable of software testing processes, applicable rules and regulations and procedures. Experienced in business process improvement.

*Equivalent* – The rules for substitution contained in Table 1 applies to this labor category.

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**Job Title: GSA Code 00360 Analyst**

**General Experience:** Excellent analytical skills with close attention to detail, strong critical thinking/logic skills, and be solution-oriented with the ability to learn/adapt quickly. Writing/verbal communication skills are a must. Lead functional requirements gathering sessions with the business. Document and validate functionality requirements with the business. Lead and participate in activities related to business process modeling, system requirements gathering and analysis, “System Use Case”: development, and functional design documents, collect and model business architecture material, such as business strategy, business process, common strategic business requirements, and associated metadata. Translate functional requirements into detailed system requirements. Assist review of functional requirements with business and IT architects and software developers. Strong analytical and communication skills. Strong interpersonal skills. Exceptional written and oral communications skills. Strong qualitative and quantitative abilities. Proven and proficient Excel and PowerPoint skills

**Functional Responsibility:** Developing requirements gathering tools. Conducting interviews and other requirements gathering activities. Leading Meetings. Assembling, analyzing and summarizing results. Preparing effective reports and presentations. Developing business models, business cases and business plans

**Education/Minimum Experience:** A Bachelor’s degree in a related field and a minimum of three years of relevant business analyst experience is required.

*Equivalent* – The rules for substitution contained in Table 1 applies to this labor category.

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**Job Title: GSA Code 00370 Administrative Assistant**

**General Experience:** The Administrative Assistant will be responsible for appointment arrangement and calendar
maintenance, travel arrangements, intercepting and prioritizing visitors and phone calls, faxing, filing, presentation preparation, and other duties or projects. Consolidate and edit Weekly Activity Reports from staff for submission to management. Organize and maintain personnel and consultant databases, organizational charts, and contact lists. Conduct time sheet collection, obtain review and approval. Process various corporate forms, researching when required, submitting for appropriate signature as necessary, tracking, filing copies, and routing to appropriate department for final processing and implementation. Conduct research for various projects including travel expense reconciliation and personnel data. Order supplies/materials and company products. Plan meetings; coordinate venue, attendees, presentation and corporate gifts. Support and back up other Executive Assistants when needed.

**Functional Responsibility**: Provides administrative support to managers and staff support in all aspects including various staff coordination issues and task management issues. Answering office phones, (directing calls), placing outgoing calls, greeting visitors, and ordering office supplies. Performs filing and other record keeping duties, as required. Provides office clerical and data entry support.

**Education/Minimum Experience**: A High School diploma (college degree preferred) and a minimum of two years of experience in administrative support is required. Must be highly organized, be able to meet deadlines and have excellent interpersonal and communications skills. Must have strong office clerical skills and be a team player. Must be extremely well organized and able to multi-task efficiently and must be resourceful.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.*

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**Job Title: GSA Code 00380 \(\text{Research Analyst}\)**

**General Experience**: This individual prepares portions of complicated tasks for more experienced analysts. Performs research, collection and collation of the inputs to studies. Prepares the compilation of data and preparation of inputs into larger reports. Evaluates and interprets analytical findings. Prepares finished products for review by team leader or more experienced analysts. Interfaces with external entities to collect data. Uses and/or develops computer tools to facilitate analysis tasks. Prepares monthly status reports. May be assigned to customer site. May prepare and present technical briefings. Proficient in use of computer spreadsheets, databases and other related tools.

**Functional Responsibility**: Reviews project requirements with customer and higher-level management. Responsible for all technical details of a project from design through delivery. Develops unique methodology as required and trains others in its use. Performs research, collection and collation of technical studies. Performs assessments and projections as part of analysis process. Develops technical reports and briefings, project deliverables, monthly status reports and other finished products. Interfaces with external entities to collect data. Uses and/or develops computer tools to facilitate analysis tasks. Prepares monthly status reports. May be required to train customer personnel in analysis methods and/or findings.

**Education/Minimum Experience**: A Bachelor's degree and a minimum of seven years of related experience is required. Proficient in use of computer-spread sheets, databases and other related tools.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.*

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**Job Title: GSA Code 00390 \(\text{Sr. Application Engineer}\)**

**General Experience**: Developing technical solutions; proposes solutions for software issues; writes, modifies, and maintains software documentation and specifications; performs integration testing; installs, configures, and troubleshoots various software programs, prepares reports on analysis and findings. Complete testing, implementation to integration test, readiness activities for production, troubleshooting and problem resolution. This position includes a full range of activities associated with the analysis, design, development, test, and deployment phases of the software development lifecycle. Developing an approach, planning activities, estimating the level of effort and implementing activities that lead to meeting
project objectives. Designing the application architecture, lead development team members, identify issues and effectively address them to resolution. Maintain solid relationships with key internal and external clients. Set and meet critical dates within the design and execution process. Develop reports using tools such as MS-Access, Crystal Reports, etc. Configure development, test, demo, training and production environments.

**Functional Responsibility:** Analyzing requirements, developing designs, implementing/testing software/web applications. Participating in peer reviews, status reporting, configuration management activities, and supporting quality assurance audits. Attend technical meetings and support customer briefings.

**Education/Minimum Experience:** A Bachelor’s degree in computer science or a related field and a minimum of five years of related experience in application development is required.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

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**Job Title:** GSA Code 00400  **Sr. Network Engineer**

**General Experience:** This individual performs advanced network analysis, design, implementation, and maintenance; works under limited supervision; performs additional duties as assigned. Analyzes local and wide area network systems, application design and development including planning, evaluating, selecting, and upgrading operating systems and protocol suites and configuring communication media; Oracle Database Administration 9i or above Oracle Application Server 9i Release 1 or above (Administration & Configuration) UNIX System Administration Apache Web Server (Administration & Configuration) UNIX Network Administration; Supports the acquisition of hardware and software as well as subcontractor services as needed; Performs system administrator duties to include installation and configuration of hardware and installation of Security Patches. Resolves complex hardware/software compatibility and interface design considerations; Provides technical support and troubleshooting to users; May serve as technical team or task lead; Maintains current knowledge of relevant computer hardware/software applications; Maintains current knowledge of relevant network hardware and software applications as assigned; Works with Unix operating systems and Solaris workstations.

**Functional Responsibility:** Provides senior level network technical staff functions regarding new systems design efforts. Provides high-level expertise in design decisions relating to hardware systems configurations, and support to software design and database, user interface design, and display features for operational systems. May serve as a senior level manager of large multi-disciplined department of IT engineers, and specialty technical personnel involved in the design and development of infrastructure for advanced automation systems. Must have advanced knowledge of personal computer and network infrastructure with and advanced understanding of Microsoft, Unix, security, storage, routers, hubs and other IT products. Gathers technical requirements and assigns the correct engineering level of effort. Must possess good writing and communication skills. May be necessary to be available to work non-standard hours during peak times.

**Education/Minimum Experience:** A Bachelor’s degree in computer science or a related field and a minimum of eight years of related experience in telecommunications network development is required.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.

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**Job Title:** GSA Code 00410  **Sr. Database Analyst**

**General Experience:** Provide thorough metrics to measure progress and accuracy of data transfers Deploy data cleansing requirements in a fashion that can be enhanced over time and executed on demand Develop testing methods including stress testing and execute test plans, loads and validate loaded data Assist with design and implementation of data staging areas, data warehouse, Data Marts, OLAP cubes and other data stores. Assist with Meta Data repository management and reporting.
**Functional Responsibility:** Maintaining referential integrity of the database to ensure all of the tables are consistent when additions, deletions, and modifications are made. This involves optimizing the performance of the database when queries are requested. It involves development of tools to perform data mining functions and to process the data within the database. It involves working closely with government staff and may include supervising DBA staff working on the project. Specifically, the position: i) analyzes and documents data and information requirements including data dictionaries; ii) ensures data management systems conform to industry and IC standards to include appropriate data tagging, markup languages and system security requirements; iii) support of latest version of Oracle, SQL, DB2 or other related DBMS; and iv) development, testing, integration, and maintenance of SQL scripts and other database query languages.

**Education/Minimum Experience:** A Bachelor’s Degree in Computer Science, Information Systems, Engineering or other related scientific or technical disciplines and a minimum of eight years of experience. Advanced degree in related technical field is desired.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.*

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**Job Title: GSA Code 00420 Tech Writer/Editor**

**General Experience:** An individual must be a Microsoft office suite expert, possess reasonable editing, proof-reading skills, and be familiar with client/corporate document formats. Must be able to clearly communicate findings and developments. Specifically, document preparation for completion and review. Ability to quickly master new tools and technologies, consistently meet deadlines, and readily accommodate changing tasks and priorities. Solid working knowledge of documentation tools such as Microsoft Word, PowerPoint, and Excel. Strong motivation to seek and suggest better approaches, with an equally strong ability to adhere to existing standards, conventions, and procedures. Consistent “can-do” attitude toward all tasks, from necessary administrative assistance to new, highly visible projects. Develop presentations, website content/design, document templates, and status reports. Light public relations experience such as providing marketing materials to partners, the press, or trade show coordinators. Familiarity with Microsoft Office Suite; great communication and organizational skills. Experience with interfacing with external customers.

**Functional Responsibility:** Creating and enhancing corporate-wide documents, websites, templates, and processes for an established IT services and solutions provider. Research, write, and review material such as business documents, PowerPoint presentations, software development processes/flowcharts, Web pages for both Internet and intranet, progress reports, newsletters, and so forth. Edit documents to ensure high quality and adherence to standards. Participate in process improvement efforts. Editing, writing or rewriting technical material. technical writing such as “selling” ideas to gain buy-in, automating MS Office, and applying effective graphic design. Update internal and external websites with corporate news, technical solution profiles, job openings, announcements, etc. Maintain corporate library of online business forms and project management worksheets. Help design and implement new forms, Web pages, templates, and instructions. Assist with project planning, tracking, and reporting and take meeting minutes, as necessary.

**Education/Minimum Experience:** A Bachelor’s degree in Technical Communication or a related field and a minimum of four years of experience, including two years of experience in writing for both technical and non-technical audiences.

*Equivalent – The rules for substitution contained in Table 1 applies to this labor category.*