Special Item No. 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

- FPDS CODE D302 IT Systems Development Services
- FPDS Code D306 IT Systems Analysis Services
- FPDS Code D307 Automated Information Systems Design and Integration Services
- FPDS Code D308 Programming Services
- FPDS Code D310 IT Backup and Security Services
- FPDS Code D311 IT Data Conversion Services

888 17th Street NW, Suite 215
Washington, DC 20006
202-296-7147
www.barquin.com

Contract Number: 47QTCA19D00HB

Period Covered by Contract: 08/13/2019 – 08/12/2024

General Services Administration
Federal Supply Service

Pricelist current through Modification # PS-A809, dated 06/08/2020

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

1a. Table of awarded special item number with appropriate cross-reference to item descriptions and awarded prices.

See Terms and Conditions for SIN 132-51

SIN 70-500 – Order Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item.

2. Maximum order. Special Item Number 132-51 - $500,000

3. Minimum order. $100.00

4. Geographic coverage (delivery area). CONUS

5. Point of production (city, county, and State or foreign country). N/A

6. Discount from list prices or statement of net price. None

7. Quantity discounts. 2% provided on sales over $500,000.00

8. Prompt payment terms. Note: Prompt payment terms must be followed by the statement "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions." None.

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.

Purchase cards are accepted at or below the micro-purchase threshold.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.

Purchase cards are accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin). None.

11a. Time of delivery. (Contractor insert number of days.) At task order level.

11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery.

Customer may contact the Contractor for expedited delivery
11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.

Customer may contact the Contractor for rates for overnight and 2-day delivery

11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery.

Customer may contact the Contractor to affect a faster delivery

12. F.O.B. point(s). N/A

13a. Ordering address. Same as Contractor’s address

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

14. Payment address. Same as Contractor’s address

15. Warranty provision. Standard

16. Export packing charges, if applicable. N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). N/A

18. Terms and conditions of rental, maintenance, and repair (if applicable). N/A

19. Terms and conditions of installation (if applicable). N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). N/A

20a. Terms and conditions for any other services (if applicable). N/A

21. List of service and distribution points (if applicable). N/A

22. List of participating dealers (if applicable). N/A

23. Preventive maintenance (if applicable). N/A

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). N/A

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found. The EIT standard can be found at: www.Section508.gov/.  

25. Data Universal Number System (DUNS) number. 878055722

26. Notification regarding registration in Central Contractor Registration (CCR) database. 1B8A4
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

1. SCOPE
The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)
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.
The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
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
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.
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
The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
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. 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)
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-

Cancel the stop-work order; or

Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

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:

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

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.

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.

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
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.
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

(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

Escalated GSA Proposed Prices w/2.5% escalation rate including IFF

<table>
<thead>
<tr>
<th>Proposed Price</th>
<th>year 1</th>
<th>year 2</th>
<th>year 3</th>
<th>year 4</th>
<th>year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Architect</td>
<td>$126.40</td>
<td>$129.56</td>
<td>$132.80</td>
<td>$136.12</td>
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<td>Backend Web Developer</td>
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<td>$114.61</td>
<td>$117.47</td>
<td>$120.41</td>
<td>$123.42</td>
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<tr>
<td>Frontend Web Developer</td>
<td>$111.81</td>
<td>$114.61</td>
<td>$117.47</td>
<td>$120.41</td>
<td>$123.42</td>
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<tr>
<td>Security Engineer</td>
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<td>$203.99</td>
<td>$209.08</td>
<td>$214.31</td>
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<td>System Programmer Developer Analyst</td>
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<td>$124.57</td>
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<tr>
<td>Business Analyst, Junior</td>
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<td>$178.20</td>
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<td>Business Analyst, Senior</td>
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<td>DevOps Engineer</td>
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<td>Documentation Specialist, Senior</td>
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<td>Enterprise Architect, Chief</td>
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<td>$212.54</td>
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<td>$123.53</td>
<td>$126.62</td>
<td>$129.78</td>
<td>$133.03</td>
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<td>Data ETL Specialist, Senior</td>
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<td>$239.61</td>
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<tr>
<td>ETL Expert</td>
<td>$229.39</td>
<td>$235.12</td>
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<tr>
<td>Management Specialist</td>
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<tr>
<td>Network Engineer</td>
<td>$229.76</td>
<td>$233.76</td>
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<td>Program Manager, Senior</td>
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<td>Project Executive, Senior</td>
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<td>Project Manager</td>
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<td>$184.79</td>
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<td>Quality Assurance Specialist</td>
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<td>$69.76</td>
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<td>Quality Assurance Specialist, Junior</td>
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<td>$194.50</td>
<td>$199.36</td>
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<tr>
<td>Interaction designer/User Research/Usability Tester</td>
<td>$111.81</td>
<td>$114.61</td>
<td>$117.47</td>
<td>$120.41</td>
<td>$123.42</td>
</tr>
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<td>Subject Matter Expert, Lead</td>
<td>$350.39</td>
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<td>$368.13</td>
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<td>Writer/Content Designer/Content Strategist</td>
<td>$142.25</td>
<td>$145.81</td>
<td>$149.45</td>
<td>$153.19</td>
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<tr>
<td>Web Developer, I</td>
<td>$183.05</td>
<td>$187.62</td>
<td>$192.32</td>
<td>$197.12</td>
<td>$202.05</td>
</tr>
<tr>
<td>Web Developer, Senior</td>
<td>$111.81</td>
<td>$114.61</td>
<td>$117.47</td>
<td>$120.41</td>
<td>$123.42</td>
</tr>
</tbody>
</table>
LABOR CATEGORY DESCRIPTIONS

A. **TECHNICAL ARCHITECT**

**Minimum Education or General Experience**

BA/BS Degree, or five (5) years of technical experience in the area of systems analysis and design services, requirements analysis and design services, migration services, technical project management or problem analysis skills. Understand how to maximally leverage the open source community to deploy systems on infrastructure as a service provider. Must possess specific experience in Decision Support Systems or Data Warehousing projects.

**General Duties and Responsibilities**

Architecting the overall system, by using prototyping and proof of concepts, which may include modern programming languages and web frameworks. Data modeling, evaluating and selecting hardware platforms, networking facilities, database management software, evaluating data transformation and cleaning software, evaluating middleware, reporting, query, analysis and mining software, educating users, monitoring industry trends and identifying emerging technology that should be adopted, and designing closed-loop applications. Develop product roadmaps, backlogs and measurable success criteria and writing user stories. The experience to include a minimum of 3 years in SCRUM, XP, or other Agile-based software development methodologies.

B. **BACKEND WEB DEVELOPER**

**Minimum Education or General Experience**

BA/BS Degree, or four (4) years of technical experience in the area of systems analysis and design services, requirements analysis and design services, migration services, technical project management or problem analysis skills. Must possess specific experience using modern, open source software to prototype and deploy backend web applications, including all aspects of server-side processing, data storage, and integration with frontend development.

**General Duties and Responsibilities**

Automating the loading process, maintaining and updating acquisition and loading processes, developing monitoring systems and information directories, scheduling data updates and report generation.

C. **FRONTEND WEB DEVELOPER**

**Minimum Education or General Experience**

BA/BS Degree, or four (4) years of technical experience in the area of systems analysis and design services, requirements analysis and design services, migration services, technical project management or problem analysis skills. Must possess specific experience using modern, frontend web development tools and methods for the creation and deployment of user-facing interfaces.

**General Duties and Responsibilities**

Developing decision support and EIS applications.
D. **SECURITY ENGINEER**

**Minimum Education or General Experience**

BA/BS Degree, or six (6) years of technical experience in the area of systems analysis and design services, requirements analysis and design services, migration services, technical project management or problem analysis skills. Must possess specific experience Decision Support Systems or Data Warehousing projects, white-hat hacking and fundamental computer science concepts.

**General Duties and Responsibilities**

Ensuring the developers create the most secure systems while enhancing the privacy of all systems users.

E. **SYSTEM PROGRAMMER/DEVELOPER ANALYST**

**Minimum Education or General Experience**

BA/BS Degree, or six (6) years of technical experience in the area of systems analysis and design services, migration services, enterprise-wide migration services, requirements analysis, project management, customer business consulting or system architecture consulting. Accomplish tasks efficiently within the context of a Waterfall, Iterative or Agile systems development lifecycle methodology in a multi-user N-Tier enterprise. Provide expertise in key areas of system life cycle elements.

**General Duties and Responsibilities**

Developing data cleaning programs, implementing acquired data re-engineering software, identifying data sources, programming data acquisition and transformation process, developing test plans, documenting test plans, automating the loading process, maintaining and updating acquisition and loading, automating acquisition and loading process, developing monitoring systems to ensure data has been updated as expected, coding and testing closed-loop applications, searching for causes of incompatibility between the other systems.

Auditing the processes used to acquire and transform the data, verifying that the data in the warehouse and reports produced by the warehouse are in agreement with financial reports and other enterprise information assumed to be accurate, monitoring data warehouse quality, monitoring schedules and budgets and keeping projects on track.

F. **BUSINESS ANALYST JUNIOR**

**Minimum Education or General Experience**

Bachelor’s degree in a business or related discipline plus two (2) to five (5) years of experience in business analysis or equivalent combination of education and experience. Must have experience in customer interviewing, facilitation, system and user requirement elicitation and documentation. Must be able to follow methods and procedures for conducting assigned business analyses. Strong organizational and effective oral and written communication skills are essential elements of this position. Understanding of Methodologies including Agile, Strong understanding of Lean, Six Sigma, or ITIL process methodologies.
General Duties and Responsibilities

Acts as a liaison between the IT project customers and the technical IT staff under the guidance of a senior staff for the purpose of translating customer data and operational requirements into IT system specifications. Gathers customer functional requirements, analyzes data/workflows and processes, transforms them into IT requirements, and assists with the design and testing of new and modified operating methods and processes as an integral part of the development of the IT system solution. Helps prepare formal documentation of project work products, such as IT technical requirements and specifications and assists with presentation of to senior management. The position works under supervision of senior staff.

G. **BUSINESS ANALYST, SENIOR**

Minimum Education or General Experience

Bachelors degree in a business or related discipline plus three (3) to five (5) years of experience in business analysis or equivalent combination of education and experience. Must have experience in customer interviewing, facilitation, system and user requirement elicitation and documentation. Must be able to recommend methods and procedures for conducting effective business analyses. Strong organizational and effective oral and written communication skills are essential elements of this position. Understanding of Methodologies including Agile, Lean, Six Sigma, or ITIL process methodologies.

General Duties and Responsibilities

Acts as a liaison between the IT project customers and the technical IT staff under the guidance of a senior staff for the purpose of translating customer data and operational requirements into IT system specifications. Gathers customer functional requirements, analyzes data/workflows and processes, transforms them into IT requirements, and assists with the design and testing of new and modified operating methods and processes as an integral part of the development of the IT system solution. Helps prepare formal documentation of project work products, such as IT technical requirements and specifications and assists with presentation of to senior management. This position works independently under minimal supervision, and may include providing assistance and guidance to level 1 staff.

H. **DEVOPS ENGINEER**

Minimum Education or General Experience

Bachelors Degree in a technical discipline or related field plus five (5) to ten (10) years of experience in complex technology implementations or equivalent combination of education and experience is required. Must be able to develop queries, reports, and forms in database programs in support of corporate objectives. Must have the ability to interpret logical and physical database diagrams, experience in SQL coding, physical database design, performance tuning, distributed databases, and database internals. Demonstrated knowledge of relational database management systems and client server technologies required. Strong organizational and effective oral and written communication skills are essential elements of this position.

General Duties and Responsibilities

Defines and authors stored procedures to increase search optimization, works on product attribute extraction and taxonomy refinements. Works closely with other members of the team to define and track metrics that indicate
'data health.' Performs a high level of technical support and provides consulting to other team members by solving highly complex data support problems. Writes and tests data manipulation procedures to accomplish business goals. Develops and maintains information for a knowledge base. Determines first action of diagnosis and correction for production problems using various tools. Investigates data issues and recommends solutions. This position requires supervising, guiding, directing, and mentoring team members.

I. DOCUMENTATION SPECIALIST, SENIOR

Minimum Education or General Experience

Associate’s degree plus three (3) to five (5) years of experience in technical writing and documentation or equivalent combination of education and experience is required. Must be able to prepare technical documentation based on applicable standards. Strong organizational and effective oral and written communication skills are essential elements of this position.

General Duties and Responsibilities

Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. For applications built to run in a Windows environment, uses the standard help compiler to prepare all on-line documentation. This position works independently under minimal supervision.

J. ENTERPRISE ARCHITECT, CHIEF

Minimum Education or General Experience

Masters Degree in a technical or related discipline plus ten (10) to fifteen (15) years of experience in enterprise architecture or equivalent combination of education and experience is required. Must have experience in Business Process Modeling, Value Chain Analysis and Model Driven Architecture (MDA). Must have thorough understanding of all nuances of Federal Enterprise Architecture (FEA) guidelines and goals. Strong organizational and effective oral and written communication skills are essential elements of this position.

General Duties and Responsibilities

Develops/implements Enterprise Architecture that result in significant Return on Investment (ROI) for the customer. Applies Value Chain Analysis either from a top-down or bottom-up approach. Evaluates technical tools, particularly in the areas Model Driven Architecture, Business Process Re-Engineering etc. Conducts EA workshops for senior management and other technical team leads. Provides technical know-how to the entire team. Works closely with other Architects from a technical standpoint and provides strategic direction to the customer’s EA vision and goals. This includes establishing strong working relationship with many technical teams within the organization. This position requires supervising, guiding, directing, and mentoring junior team members including managing a team of individuals.

K. ENTERPRISE ARCHITECT I

Minimum Education or General Experience

Bachelors Degree in a technical or related discipline plus three (3) to five (5) years of experience in enterprise architecture or equivalent combination of education and experience is required. Must have experience in Business
Process Modeling, Value Chain Analysis and Model Driven Architecture (MDA). Must have thorough understanding of all nuances of Federal Enterprise Architecture (FEA) guidelines and goals. Strong organizational and effective oral and written communication skills are essential elements of this position.

**General Duties and Responsibilities**

Develops/implements Enterprise Architecture that result in significant Return on Investment (ROI) for the customer. Applies Value Chain Analysis either from a top-down or bottom-up approach. Evaluates technical tools, particularly in the areas of Model Driven Architecture, Business Process Re-Engineering etc. Conducts EA workshops for senior management and other technical team leads. This position works independently under minimal supervision.

**L. DATA ETL SPECIALIST, SENIOR**

**Minimum Education or General Experience**

Bachelors Degree in a technical or related discipline plus five (5) to seven (7) years of experience in ETL functions or equivalent combination of education and experience is required. Must have technical experience in the area of developing and implementing ETL processes from a variety of platforms. Must be familiar with multiple software tools in the area of ETL. Strong organizational and effective oral and written communication skills are essential elements of this position.

**General Duties and Responsibilities**

Works with data extraction, transformation, and loading (ETL) tools to integrate new data sources into the data warehouse. Works with other application developers and develops ETL process for each of the data feeds. Develops the automated ETL processes for data source integration according to specifications; monitors daily load process to ensure data feeds have been received and are processed as scheduled; and coordinates and maintains configuration management and baseline establishment. This position requires supervising, guiding, directing, and mentoring team members.

**M. ETL EXPERT**

**Minimum Education or General Experience**

Bachelors Degree in a technical or related discipline plus seven (7) to ten (10) years of experience in extraction transformation and loading (ETL) functions or equivalent combination of education and experience is required. Must have technical experience in the area of developing and implementing ETL processes from a variety of platforms. Must be expert with multiple software tools in the area of ETL and an expert in accessing various data formats and hosts. Strong organizational and effective oral and written communication skills are essential elements of this position.

**General Duties and Responsibilities**

Works with data extraction, transformation, and loading (ETL) tools to integrate new data sources into the data warehouse. Works with other application developers and be an authority for the ETL process for each of the data feeds. Develops the automated ETL processes for data source integration according to specifications; monitors daily load process to ensure data feeds have been received and are processed as scheduled; and
coordinates and maintains configuration management and baseline establishment. This position requires supervising, guiding, directing, and mentoring junior team members including managing a team of individuals.

N. MANAGEMENT SPECIALIST

Minimum Education or General Experience

Bachelors Degree in a technical or related discipline plus seven (7) to ten (10) years of experience in specialized management or equivalent combination of education and experience is required. Must have the high level of management expertise in performing the assigned job, task, or skill within the organization. Strong organizational and effective oral and written communication skills are essential elements of this position.

General Duties and Responsibilities

Provides simple to moderately complex management expertise for work described in the task. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order requirements. Provides management advice on problems, which requires deep knowledge of the functional area. Designs and prepares reports, studies and related documents. Plans and prepares briefings. Supports all aspects of research and development policies, objectives, and initiatives. This position requires supervising, guiding, directing, and mentoring junior team members including managing a team of individuals.

O. NETWORK ENGINEER

Minimum Education or General Experience

Bachelors Degree in a technical or related discipline plus three (3) to five (5) years of experience in network engineering or equivalent combination of education and experience is required. Must have experience in network design and management including experience in analysis and design of LAN and WAN data networks, wireless networks, and/or network management systems to support voice and data services. Must have experience with Cisco routers, Enterprise switches/hubs, Novell, Windows NT and Windows 2000/XP Server platforms, operating environments, and management. Strong organizational and effective oral and written communication skills are essential elements of this position.

General Duties and Responsibilities

Performs network component configuration as required for workstations, servers, routers, hubs, and printers. Establishes processes and procedures for planning, engineering, implementation, troubleshooting, maintenance and support of enterprise network systems. Develop methods for resolving non-routine problems utilizing network hardware/software diagnostic tools. Collaborates at the highest technical level for all aspects of end user computing and enterprise networking with other infrastructure departments. Implements enterprise network management strategies. Facilitates prioritization of internal network operations projects/tasks. This position works independently under minimal supervision.
P. **PROGRAM MANAGER, SENIOR**

**Minimum Education or General Experience**

Masters Degree in a technical or related discipline plus fifteen (15) years of experience or more in information technology systems management or equivalent combination of education and experience is required. At least 10 years of direct supervision of IT software development, integration, and maintenance projects. Must be capable of leading projects that involve the successful management of teams composed of data processing and other information management professionals who have been involved in analysis, design, integration, testing, documenting, converting, extending, and implementing automated information. Strong organizational and effective oral and written communication skills are essential elements of this position.

**General Duties and Responsibilities**

Directs the performance of a variety of related projects, which may be organized by technology, program, or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of all contractual items. Operates within client guidance, contractual limitations, and Company business and policy directives. Serves as focal point-of-contact with client regarding program activities. Ensures that all required resources including manpower, production standards, computer time, and facilities are available for program implementation. Manages program consisting of multiple projects including project identification, design, development, and delivery. Confers with project manager to provide technical advice and to assist with problem resolution. The position requires supervising, guiding, directing, and managing multiple projects under a program.

Q. **PROJECT EXECUTIVE, SENIOR**

**Minimum Education or General Experience**

Masters Degree in a technical or related discipline plus twenty (20) years of experience or more in information technology systems management or equivalent combination of education and experience is required. At least 10 years of direct supervision of IT software development, integration, and maintenance projects. Must be capable of leading projects that involve the successful management of teams composed of data processing and other information management professionals who have been involved in analysis, design, integration, testing, documenting, converting, extending, and implementing automated information. Strong organizational and effective oral and written communication skills are essential elements of this position.
General Duties and Responsibilities

Directs the performance of a variety of related projects, which may be organized by technology, program, or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of all contractual items. Operates within client guidance, contractual limitations, and Company business and policy directives. Serves as focal point-of-contact with client regarding program activities. Ensures that all required resources including manpower, production standards, computer time, and facilities are available for program implementation. Manages program consisting of multiple projects including project identification, design, development, and delivery. Confers with project manager to provide technical advice and to assist with problem resolution. The position requires supervising, guiding, directing, and managing multiple projects under a program.

R. PROJECT MANAGER

Minimum Education or General Experience

Bachelors Degree in a technical or related discipline plus ten (10) to fifteen (15) years of experience in project management or equivalent combination of education and experience is required. Must possess good leadership, analytical, communication and organizational skills. Must have the ability to motivate teams to achieve defined deliverables and be able to work effectively with clients. Should have experience with a formal methodology and experience with project management life-cycle tools, managing the delivery, ongoing success, and continuous improvement of one or more digital products and/or platform. Strong organizational and effective oral and written communication skills are essential elements of this position.

General Duties and Responsibilities

Provides oversight and is responsible for all phases of various software development and automation projects, including coordinating team members, material, and equipment. Ensures that all specifications are being followed and that work is proceeding on schedule and within budget. Creates the project plan and monitors progress to ensure tasks are completed or rescheduled as required. Performs resource estimates, including direct and indirect costs. Makes appropriate resource adjustments to meet project demands. Provides regular project status to senior management. Anticipates issues and provides proactive resolution of issues. Escalates issues that require attention from the senior management. Identifies project risks and provides mitigation strategies to address risks. Provides input to the various project team members about the customer’s operations to ensure best work products for the customer. Manages the performance of team members including subcontractors. The position requires supervising, guiding, directing, and mentoring team members including managing multiple teams within the project.

S. QUALITY ASSURANCE SPECIALIST

Minimum Education or General Experience

Bachelors Degree in a technical or related discipline plus five (5) to seven (7) years of experience in quality assurance or equivalent combination of education and experience is required. Must have experience working with quality control methods and tools including software testing and integration and a demonstrated knowledge of system and project life cycles. Must be capable of evaluating software and associated documentation. Strong
organizational and effective oral and written communication skills are essential elements of this position. Must have intimate knowledge with agile software development methodology.

**General Duties and Responsibilities**

Establishes and maintains a process for evaluating systems and associated documentation. Maintains the level of quality throughout the project life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. Provides technical and administrative direction for personnel performing systems development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Quality Assurance Manager to ensure problems are resolved to ensure user satisfaction. This position requires supervising, guiding, directing, and mentoring junior team members.

T. **QUALITY ASSURANCE SPECIALIST JUNIOR**

**Minimum Education or General Experience**

Bachelors Degree in a technical or related discipline plus three (3) to five (5) years of experience in quality assurance or equivalent combination of education and experience is required. Must have experience working with quality control methods and tools including software testing and integration and a demonstrated knowledge of system and project life cycles. Must be capable of evaluating software and associated documentation. Strong organizational and effective oral and written communication skills are essential elements of this position. Must have intimate knowledge with agile software development methodology.

**General Duties and Responsibilities**

Establishes and maintains a process for evaluating systems and associated documentation. Maintains the level of quality throughout the project life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. Provides technical and administrative direction for personnel performing systems development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Quality Assurance Manager to ensure problems are resolved to ensure user satisfaction. This position requires supervising, guiding, directing, and mentoring junior team members.

U. **INTERACTION DESIGNER/USER RESEARCHER/USABILITY TESTER**

**Minimum Education or General Experience**

Bachelors Degree in a technical or related discipline plus three (3) to five (5) years of experience in requirements analysis or equivalent combination of education and experience is required. Must have strong interviewing and facilitation skills. Must have an understanding of contemporary requirements elicitation, analysis, specification, verification, and management methodologies and the ability to apply them in practice. Strong organizational and effective oral and written communication skills are essential elements of this position.

**General Duties and Responsibilities**

Serves as the conduit between the IT project customer community and the software development team for the development of technical specifications. Elicits IT project functional requirements using interviews, document
analysis, requirements workshops, storyboards, surveys, site visits, business process descriptions, use cases, scenarios, event lists, business analysis, competitive product analysis, task and workflow analysis, and/or viewpoints. Writes IT project technical specifications clearly, unambiguously, and concisely for use by the software development team. Decomposes high-level business and user requirements into IT project functional requirements and technical specifications for use by the software development team. Participates in prioritization of IT project requirements. Manages requirements traceability information and track requirements status throughout the project. Manages changes to baseline requirements through effective application of change control processes and tools. This position works independently under minimal supervision.

V. REQUIREMENTS ENGINEER, SENIOR

Minimum Education or General Experience

Bachelors Degree in a technical or related discipline plus five (5) to seven (7) years of experience in requirements engineering or equivalent combination of education and experience is required. Must have strong interviewing and facilitation skills. Must have an understanding of contemporary requirements elicitation, analysis, specification, verification, and management methodologies and the ability to apply them in practice. Must be familiar with requirements engineering books and resources. Must have an understanding of how to practice requirements engineering according to several software development life cycles in a team environment. Strong organizational and effective oral and written communication skills are essential elements of this position.

General Duties and Responsibilities

Serves as the conduit between the customer community and the software development team for development of technical specifications. Elicits IT project requirements using interviews, document analysis, requirements workshops, storyboards, surveys, site visits, business process descriptions, use cases, scenarios, event lists, business analysis, competitive product analysis, task and workflow analysis, and/or viewpoints. Writes IT project technical specifications clearly, unambiguously, and concisely. Decomposes high-level business and user requirements into IT project functional requirements and technical specifications. Participates in prioritization of requirements. Manages requirements traceability information and track requirements status throughout the project. Manages changes to baseline requirements through effective application of change control processes and tools. Enters, manipulates, and reports on requirements stored in a commercial requirements management tool. This position works independently under minimal supervision. This position requires supervising, guiding, directing, and mentoring team members.

W. SUBJECT MATTER EXPERT, LEAD

Minimum Education or General Experience

Masters Degree in a technical or related discipline plus twenty (20) years or more years of experience in providing subject matter expertise or equivalent combination of education and experience is required. Must have the highest level of expertise in performing the assigned job, task, or skill within the organization. Strong organizational and effective oral and written communication skills are essential elements of this position.
General Duties and Responsibilities

Provides simple to moderately complex subject matter expertise for IT project work as described in the task. Applies principles, methods, and knowledge of specific IT functional areas of expertise to specific IT project requirements. Provides advice on esoteric IT problems, which requires extensive knowledge of the relationship between the IT functional area and the subject matter. Designs and prepares technical reports, studies and related documents. Plans and prepares technical briefings. Supports all aspects of IT research and development policies, objectives, and initiatives. This position requires supervising, guiding, directing, and mentoring junior team members including managing a team of individuals. The position requires supervising, guiding, directing, and mentoring team members including managing multiple teams within the project.

X. WRITER/CONTENT DESIGNER/CONTENT STRATEGIST

Minimum Education or General Experience

Bachelor’s Degree in a technical or related discipline plus five (5) to seven (7) years of experience in Web design or equivalent combination of education and experience is required. Must have experience documenting designs and creating modular design elements. Must be familiar with cross-platform and cross-browser limitations. Must have sound knowledge and understanding of user-centered design, testing and implementation. Must have the ability to work in both Mac and PC environments and possess HTML coding skills. Must have knowledge of latest design tools. Collaborate with content managers, writers, information architects, interaction designers, developers, and content creators of all types. Participate, as needed on an agile software development scrum team.

General Duties and Responsibilities

Works collaboratively to create and refine designs that deliver transactional and educational information in an appealing, dynamic and accessible way. Conducts competitive research to look for innovative ways to meet the customers’ business objectives. Partners with other team members (including Writers, Coders, Business Analysts and Information Architects) to develop optimal visual presentation of the websites, extends the company's brand appropriately throughout our websites, presents design concepts and articulates strategies behind ideas, and assists in the development of prototypes. May provide input into the design of navigation, overall page layouts and site functionality. This position requires supervising, guiding, directing, and mentoring team members.

Y. WEB DEVELOPER I

Minimum Education or General Experience

Bachelor’s Degree in a technical or related discipline plus three (3) to five (5) years of experience in Web development or equivalent combination of education and experience is required. Must have experience designing, coding and testing Web applications using JAVA, JSPs, Cold Fusion, Oracle SQL, HTML, DHTML,
XML/XSL, PERL, shell scripts, ASP.NET and other structured programming languages. Strong organizational and effective oral and written communication skills are essential elements of this position.

**General Duties and Responsibilities**

Designs, develops, tests, debugs and supports Web applications. Works with other developers, DBAs, system architects and system administrators to develop innovative web application solutions that meet business needs with respect to functionality, performance, scalability, and reliability. Provides production and operations support, troubleshooting, and general administration duties for Web applications. This position works independently under minimal supervision.

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**Z. WEB DEVELOPER SENIOR**

**Minimum Education or General Experience**

Bachelor’s Degree in a technical or related discipline plus five (5) to seven (7) years of experience in Web development or equivalent combination of education and experience is required. Must have experience designing, coding and testing Web applications using JAVA, JSPs, Cold Fusion, Oracle SQL, HTML, DHTML, XML/XSL, PERL, shell scripts, ASP.NET and other structured programming languages. Strong organizational and effective oral and written communication skills are essential elements of this position.

**General Duties and Responsibilities**

Designs, develops, tests, debugs and supports Web applications. Works with other developers, DBAs, system architects and system administrators to develop innovative web application solutions that meet business needs with respect to functionality, performance, scalability, and reliability. Provides production and operations support, troubleshooting, and general administration duties for Web applications. This position works independently under minimal supervision.