



General Services Administration  
Federal Acquisition Service

**AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICELIST**

**Multiple Award Schedule – MAS  
Information Technology**

**Information Technology Services  
54151S Information Technology Professional Services – D399**

**Information Technology Solutions  
518210C Cloud and Cloud Related IT professional Services – D305**

**Miscellaneous Complimentary SINs  
OLM Order Level Materials**

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**Other Than Small**

**Contract Number: 47QTCA19D00HJ**

**Period Covered by Contract: August 13, 2019 through August 12, 2024**

**General Services Administration  
Federal Acquisition Service**

*Pricelist current through Refresh #55 and Modification #PO0002 dated November 6, 2019.*

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

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**Information For Ordering Activities Applicable  
To All Special Item Numbers**

1a. AUTHORIZED SPECIAL ITEM NUMBERS (SINs):

<u>SIN</u>	<u>DESCRIPTION</u>
518210C	Cloud and Cloud Related IT Professional Services
54151S	Information Technology (IT) Professional Services

1b. Lowest Priced Service and Price for each Service Rate: See Price List

1c. SERVICES OFFERED: See Price List

2. MAXIMUM ORDER PER SIN:

<u>SIN</u>	<u>MAXIMUM ORDER</u>
518210C	\$500,000 per SIN/Order
54151S	\$500,000 per SIN/Order

This maximum order threshold is a dollar amount at which it is suggested that the ordering agency request higher discounts from the contractor before issuing the order. The contractor may: (1) Offer a new lower price, (2) Offer the lowest price available under the contract, or (3) Decline the order within five (5) days. In accordance with the Maximum Order provisions contained in the Schedule, a delivery order may be placed against the Schedule contract even though it exceeds the maximum order threshold.

3. MINIMUM ORDER LIMITATION: \$100

4. GEOGRAPHIC COVERAGE (DELIVERY AREA): The geographic scope of this contract is the 48 contiguous United States and District of Columbia.

5. POINT OF PRODUCTION: United States

6. BASIC DISCOUNT: Prices shown are NET Prices; Basic Discounts have been deducted

7. DISCOUNTS: Prices shown are Net. Basic discounts have been deducted.

8. PROMPT PAYMENT TERMS: For SIN 54151S: 1%, 10 days from receipt of invoice or date of acceptance, whichever is later. For SIN 518210C: 0%, Net 30 Days

9a. GOVERNMENT PURCHASE CARDS ARE ACCEPTED UP TO THE MICRO- PURCHASE THRESHOLD.

- 9b. GOVERNMENT PURCHASE CARDS ARE ACCEPTED ABOVE THE MICRO- PURCHASE THRESHOLD.
10. FOREIGN ITEMS: None
- 11a. TIME OF DELIVERY: Not applicable to professional services.
- 11b. EXPEDITED DELIVERY: Contact Contractor
- 11c. OVERNIGHT AND 2-DAY DELIVERY: Contact Contractor
- 11d. URGENT REQUIREMENTS: Contact Contractor
12. F.O.B. POINT: Destination
- 13a. ORDERING ADDRESS:  
ATTN: Wendy K. LaDuca  
HumanTouch, LLC  
7918 Jones Branch Drive, Suite 800  
Mclean, VA 22102  
Tel: 703-910-5090 x 24  
Fax: 703-940-0360  
[GSASchedule@humantouchllc.com](mailto:GSASchedule@humantouchllc.com)  
[www.humantouchllc.com](http://www.humantouchllc.com)
- 13b. ORDERING PROCEDURES: *For supplies and service the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA may be found at the GSA/FSS Schedule homepage (gss.gsa.gov/schedule).*
14. PAYMENT ADDRESS:  
ATTN: Wendy K. LaDuca  
HumanTouch, LLC  
7918 Jones Branch Drive, Suite 800  
Mclean, VA 22102  
Tel: 703-910-5090 x 24  
Fax: 703-940-0360  
[GSASchedule@humantouchllc.com](mailto:GSASchedule@humantouchllc.com)  
[www.humantouchllc.com](http://www.humantouchllc.com)
15. WARRANTY PROVISION: Standard Commercial Warranty

16. EXPORT PACKING CHARGES: Not Applicable
17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: Will be accepted above the micro-purchase threshold
18. TERMS AND CONDITIONS OF RENTAL: Not Applicable
19. TERMS AND CONDITIONS OF INSTALLATION: Contact Contractor
20. TERMS AND CONDITIONS OF REPAIR PARTS: Contact Contractor
- 20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Contact Contractor
21. LIST OF SERVICE AND DISTRIBUTION POINTS: Contact Contractor
22. LIST OF PARTICIPATING DEALERS: Not Applicable
23. PREVENTIVE MAINTENANCE: Contact Contractor
- 24a. SPECIAL ATTRIBUTES: Not Applicable
- 24b. SECTION 508 COMPLIANCE INFORMATION: Not Applicable
25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: **843919197**
26. CONTRACTOR IS CURRENTLY REGISTERED IN THE SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE.

**Terms and Conditions Applicable to Purchase of Cloud and Cloud Related Professional Services Special Item Number 518210C**

## 1. SCOPE

The prices, terms and conditions stated under Special Item Number (SIN) 518210C Cloud and Cloud Related Professional Services apply exclusively to Cloud Computing Services within the scope of this Information Technology Large Category.

This SIN provides ordering activities with access to technical services that run-in cloud environments and meet the NIST Definition of Cloud Computing Essential Characteristics. Services relating to or impinging on cloud that do not meet all NIST essential characteristics should be listed in other SINS.

The scope of this SIN is limited to cloud capabilities provided entirely as a service. Hardware, software and other artifacts supporting the physical construction of a private or other cloud are out of scope for this SIN. Currently, an Ordering Activity can procure the hardware and software needed to build on premise cloud functionality, through combining different services on other IT Schedule 70 SINS (e.g. 132-51).

### **SIN 518210C Cloud and Cloud Related IT Professional Services and Pricing**

No Physical items are sold to customers. Items are used for configuration of web based services provided by CORASCloud on a monthly basis to customer.

CORASNow™ lets you quickly create your own apps that meet your exact needs. And it lets you do it 75% faster than traditional methods. Our revolutionary Visual Application Builder is designed with "ease of use" in mind, and lets you create apps...without writing a single line of code.

CORASCloud provisions CORASNow in adherence with the definitions of Deployment Models, found in Special Publication 800-145 and as referenced below:

**Private Cloud.** CORASNow is provisioned for exclusive use by a single organization comprising multiple consumers (e.g., business units). It may be owned, managed, and operated by the organization, a third party, or some combination of them, and it may exist on or off premises.

**Government Cloud. (NIST Community Cloud).** The cloud infrastructure is provisioned for exclusive use in the Azure GovCloud. It may be owned, managed, and operated by one or more of the organizations in the community, a third party, or some combination of them, and it may exist on or off premises.

**Public cloud.** CORASNow is provisioned for open use by the general public. CORASNow currently runs on Azure, hosting each customer deployment within a Multi-Tenant Environment. It exists on the premises of the cloud provider.

**Monthly adjustments allowed:** HumanTouch provides the ability for clients to scale their user base up or down within an annual period to meet requirements. Pricing adjustments are made based upon the initial annual commitment, subtracting completed months and issued as a credit towards the new number of users.

MANU NAME	PART #	PRODUCT NAME	PRODUCT DESCRIPTION SUMMARY	UOI	Warr	COO	GSA Price
CorasCloud	GS160040-T1	PAAS Cloud Services	CorasNow, Private Cloud, Tier 1 (25-1,000 users)	User/Month	SCW	US	\$12.55
CorasCloud	GS160040-T2	PAAS Cloud Services	CorasNow, Private Cloud, Tier 2 (1001-2,500)	User/Month	SCW	US	\$10.76
CorasCloud	GS160040-T3	PAAS Cloud Services	CorasNow, Private Cloud, Tier 3 (2,501-7,500)	User/Month	SCW	US	\$8.97
CorasCloud	GS160040-T4	PAAS Cloud Services	CorasNow, Private Cloud, Tier 4 (>7,500)	User/Month	SCW	US	\$7.17
CorasCloud	GS160041-T1	PAAS Cloud Services	CorasNow, Government Cloud, Tier 1 (25-1,000 users)	User/Month	SCW	US	\$18.83
CorasCloud	GS160041-T2	PAAS Cloud Services	CorasNow, Government Cloud, Tier 2 (1,001-2,500)	User/Month	SCW	US	\$17.04
CorasCloud	GS160041-T3	PAAS Cloud Services	CorasNow, Government Cloud, Tier 3 (2,501-7,500)	User/Month	SCW	US	\$15.24
CorasCloud	GS160041-T4	PAAS Cloud Services	CorasNow, Government Cloud, Tier 4 (>7,5000)	User/Month	SCW	US	\$13.45
CorasCloud	GS160042-T1	PAAS Cloud Services	CorasNow, Public Cloud, Tier 1 (25-1,000 users)	User/Month	SCW	US	\$14.35
CorasCloud	GS160042-T2	PAAS Cloud Services	CorasNow, Public Cloud, Tier 2 (1,001-2,500)	User/Month	SCW	US	\$12.55
CorasCloud	GS160042-T3	PAAS Cloud Services	CorasNow, Public Cloud, Tier 3 (2,501-7,5000)	User/Month	SCW	US	\$10.76
CorasCloud	GS160042-T4	PAAS Cloud Services	CorasNow, Public Cloud, Tier 4 (>7,5000)	User/Month	SCW	US	\$8.97

**Terms and Conditions Applicable to Information Technology (IT)  
Professional Services (Special Items Number 54151S)**

**\*\*\*NOTE:** *All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.*

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES**

- 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.
- d. The above procedures do not apply to Time and Material or labor hour orders.

**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**

In accordance with FAR 52.212-4 Contract Terms and Conditions--Commercial Items (May 2014) for Firm-Fixed Price orders and FAR 52.212-4 Contract Terms and Conditions--Commercial Items (May 2014) Alternate I (May 2014) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (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 Contract Terms and Conditions--Commercial Items (May 2014) for Firm-Fixed Price orders and FAR 52.212-4 Contract Terms and Conditions--Commercial Items (May 2014) Alternate I (May 2014) 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 Contract Terms and Conditions--Commercial Items (May 2014) for Firm-Fixed Price orders and FAR 52.212-4 Contract Terms and Conditions--Commercial Items (May 2014) Alternate I (May 2014) 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(f)(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/IAM PROFESSIONAL SERVICES AND PRICING**

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 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.

On the following pages, HumanTouch, LLC provides our pricelist and a description of each type of IT Service offered under Special Item Numbers 54151S.

The diversity of HumanTouch, LLC's Consultants allows us to propose a large number and wide skill mix of labor categories.

HumanTouch, LLC possesses the Technical and business capabilities experience to be a strong industry partner. Our past performance clearly demonstrates our ability to produce outstanding technical results, and help our clients realize substantial financial benefits. Most importantly, our proven customer focus and uncompromising integrity enable us to forge the most mutually beneficial partnership possible -- a partnership based on trust earned by outstanding accomplishments.

## LABOR CATEGORY DESCRIPTIONS

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

### 1. PROGRAM DIRECTOR

**Minimum/General Experience:** Ten (10) years of progressive experience, of which at least seven (7) must be specialized. Specialized experience includes: substantial project development and management from inception to deployment, proven expertise in the management and control of funds and resources, demonstrated capability in managing multitask contracts of this type and complexity, and management experience with Government task order contracts for support services similar to those requested in this RFP. General experience includes increasing responsibility in the analysis, engineering, design, standards development, and installation/implementation of services.

**Functional Responsibility:** The Program Director is responsible for the overall program performance. The Program Director serves as the overall manager of all contractor personnel assigned to any individual task order and all contractor functions performed under any task order, and serves as the authorized interface with the Government Contracting Officer, designated representatives, management personnel, or agencies. The Program Director is responsible for all phases of program management, work flow, and resource management including: formulating and reviewing strategic plans; subcontractor management; supervising personnel and communicating policies, purposes, and goals of the organization to personnel; developing and managing efforts relative to implementing and marketing the program to agencies and other customers as authorized by law; assigning contractor schedules; and preparing oral and written status reports. The Program Director is responsible for the quality of the program and deliverables, timeliness, problem solving, risk assessment, and resolving discrepancies.

**Minimum Education:** Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and ten (10) years' experience. Acceptable substitute would be an advanced degree in the same fields and five (5) years' experience.

### 2. PROJECT MANAGER

**Minimum/General Experience:** Seven (7) or more years of work experience in the management of projects and tasks in the information technology (“IT”) field.

**Functional Responsibility:** Performs project management functions including: planning workload requirements to meet client requirements, preparing technical and price proposals, preparing invoicing, interviewing and hiring employees to meet client requirements, and providing professional consultation. Must have an understanding of business practices.

**Minimum Education:** Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and seven (7) years' experience. Acceptable substitute would be an advanced degree in the same fields and three (3) years' experience, an Associates degree, or 2+ years of college and ten (10) years' experience.

### **3. SENIOR SYSTEMS ENGINEER**

Minimum/General Experience: Four (4) or more years of work experience directly related to systems engineering.

Functional Responsibility: Knowledge and proven experience in one (1) or more of the following areas: operating systems and their applications in a networked (heterogeneous and homogenous) or stand-alone environment; system benchmarks and performance tuning; network protocols; network-based applications; systems planning, implementation and management for medium and large multi-user environments; system security issues and applications; network management software and platforms; various computer architectures and vendor lines; data storage technologies and their application in the IT environment; and various computer languages and software development methodologies. Designs complex network systems from requirements. Implements networks from plans. Reviews systems requirements. Analyzes, troubleshoots and develops solutions. Works independently at the highest technical level formulating creative solutions to diverse and highly complex technical or scientific assignments.

Minimum Education: Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and four (4) years' experience.

### **4. SYSTEMS ENGINEER**

Minimum/General Experience: Two (2) or more years of work experience directly related to systems engineering.

Functional Responsibility: Knowledge and practical experience in one (1) or more of the following areas: operating systems and their applications in a networked (heterogeneous and homogenous) or stand-alone environment; systems administration and configuration of at least two (2) operating systems; and various computer languages and software development methodologies. Designs network systems from requirements. Implements networks from plans. Reviews systems requirements. Analyzes, troubleshoots and develops solutions.

Minimum Education: Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and two (2) years' experience. Acceptable substitution would be a CCNA and eight (8) years' experience.

### **5. SENIOR SYSTEMS ANALYST**

Minimum/General Experience: Over five (5) years of technical experience, this applies to data analysis, computer programming, and/or systems requirements. Requires competence in all phases of systems analysis techniques and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Analyzes business procedures and problems to understand data and automation needed to support those processes. Guides users in formulating requirements, advise alternative approaches, and conducts evaluation studies. Develops and writes technical reports, findings, and recommendations related to the above.

Minimum Education: Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and five (5) years' experience. Acceptable substitute would be ten (10) years' experience in directly related field.

#### **6. SYSTEMS ANALYST**

Minimum/General Experience: Three (3) years of technical experience that applies to data analysis, computer programming, and/or systems requirements. Requires competence in all phases of systems analysis techniques and methods and also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Analyzes business procedures and problems to understand data and automation needed to support those processes. Guides users in formulating requirements, advises alternative approaches, and conducts evaluation studies. Develops and writes technical reports, findings, and recommendations related to the above.

Minimum Education: Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and three (3) years' experience.

Acceptable substitution would be six (6) years directly related experience.

#### **7. SENIOR PROGRAMMER**

Minimum/General Experience: Five (5) or more years of work experience related to computer programming.

Functional Responsibility: Provides technical expertise in performing applications programming and systems analysis for database and software development and maintenance activities. Work will include software requirements, definition and design, applications development, and work with third and fourth generation computer languages and relational database management systems. Requires a working level of skill in programming structured languages such as C++ or C and related programming tools. Can supervise programmers or research assistants.

Minimum Education: Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and five (5) years' experience.

Acceptable substitute would be an advanced degree in the same fields and two (2) years' experience.

#### **8. PROGRAMMER**

Minimum/General Experience: Three (3) or more years of work experience related to computer programming.

Functional Responsibility: Provides technical expertise in performing applications programming and systems analysis for database and software development and maintenance activities. Work will include software requirement definition and design, applications development and work with third and fourth generation computer languages and relational database management systems.

Requires a working level of skill in programming structured languages such as C++ or C and related programming tools.

Minimum Education: Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and three (3) years' experience. Acceptable substitute would be an advanced degree in the same fields and one (1)-year experience.

## **9. SENIOR TELECOMMUNICATIONS CONSULTANT**

Minimum/General Experience: Four (4) or more years of technical experience related to voice and data network configuration and design, state and federal telecommunications regulations and tariffs. Requires competence in all phases of telecommunications requirements definition, systems analysis and design methods; also requires knowledge of available hardware, software, system components, tariff and regulatory issues, vendors and competitive issues, applications, service pricing and management practices and must be an expert in at least one (1) telecommunications discipline

Functional Responsibility: Analyzes telecommunication environment and business procedures. Determines relevant business and technology issues. Assists users to determine business and technical requirements, presents alternative approaches to address requirements, and conducts evaluation studies. Performs technology research and writes technical reports, findings, and recommendations related to the above.

Minimum Education: Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and four (4) years' experience.

## **10. TELECOMMUNICATIONS CONSULTANT**

Minimum/General Experience: Two (2) or more years of technical experience related to voice and data network configuration and design, state and federal telecommunications regulation and tariffs. Requires competence in all phases of telecommunications requirements definition, systems analysis and design methods; also requires knowledge of available hardware, software, system components, tariff and regulatory issues, vendors and competitive issues, applications, service pricing and management practices and must be an expert in at least one (1) telecommunications discipline

Functional Responsibility: Analyzes telecommunications environment and business procedures. Determines relevant business and technology issues. Assists users to determine business and technical requirements, presents alternative approaches to address requirements, and conducts evaluation studies. Performs technology research and writes technical reports, findings, and recommendations related to the above.

Minimum Education: Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and two (2) years' experience.

### **11. TELECOMMUNICATIONS ANALYST**

Minimum/General Experience: At least one (1) year of technical experience related to voice and data network configuration and design, state and federal telecommunications regulation and tariffs. Requires competence in telecommunications requirements definition, systems analysis and design methods. Also requires knowledge of available hardware, software, system components tariff and regulatory issues, vendor and competitive issues, applications, service pricing and management practices.

Functional Responsibility: Performs research and data gathering related to the user's telecommunications environment and business procedures. Researches relevant business and technology details.

Minimum Education: Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and one (1)-year experience. Acceptable substitute would be four (4) years of directly related experience.

### **12. SENIOR TELECOMMUNICATIONS TECHNICIAN**

Minimum/General Experience: A minimum of three (5) years' experience in installation, repair, and maintenance of electronic computer -based systems and experience in the areas of voice and/or data systems. Must have OEM certification and direct work experience with various transmission media.

Functional Responsibility: Performs installation, adds, moves and changes of equipment, and system performance testing and evaluation activities. Inspects and reviews hardware installation, wiring, power, grounding, system database validation, and other activities to ensure quality installation. May be tasked to perform adjunct installation, de-installation, and relocation activities including, but not limited to, site preparation and installation and/or removal of cabling and wiring systems, terminal equipment, automated data processing services, and associated hardware and software. May be assigned to tasks requiring quality assurance testing of voice and data switching equipment. Performs remedial and preventive service to installed systems consistent with operational requirements and OEM design criteria.

Minimum Education: Must have BISC certification and five (5) years' experience.

### **13. TELECOMMUNICATIONS TECHNICIAN**

Minimum/General Experience: A minimum of three (3) years' experience in installation, repair, and maintenance of electronic computer -based systems and experience in the areas of voice and/or data systems. Must have OEM certification and direct work experience with various transmission media.

Functional Responsibility: Performs installation, adds, moves and changes of equipment, and system performance testing and evaluation activities. Inspects and reviews hardware installation, wiring, power, grounding, system database validation, and other activities to ensure quality installation. May be tasked to perform adjunct installation, de-installation, and relocation activities including, but not limited to, site preparation and installation and/or removal of cabling and wiring systems, terminal equipment, automated data processing services, and associated

hardware and software. May be assigned to tasks requiring quality assurance testing of voice and data switching equipment. Performs remedial and preventive service to installed systems consistent with operational requirements and OEM design criteria.

Minimum Education: Must have BISCO certification and three (3) years' experience.

#### **14. SENIOR COMMUNICATIONS ENGINEER**

Minimum/General Experience: Specialized and in-depth career focus in tele/data communication management. Four (4) years of progressive experience in data communication, specializing in transmission systems (theory and practice).

Functional Responsibility: Provides advanced engineering and analysis services in evaluating, designing, and maintaining highly complex network systems. Provides internal and external analysis services to management, members of the technical staff, and customers in providing highly complex network designs. Establishes the overall technical approach. Performs analysis on the approach prior to design for feasibility and responsibility. During the entire process, reviews the design and technical decisions to ensure a continuity of effort. Provides technical expertise to the network designers.

Minimum Education: Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and four (4) years' experience.

#### **15. SENIOR DATABASE ADMINISTRATOR**

Minimum/General Experience: Six (6) or more years of technical experience in the development and maintenance of database systems. Should be experienced in current database technologies, data definition languages, data manipulation languages and database design.

Functional Responsibility: Serves as lead database administrator in the development and maintenance of databases, translates data requirements into a logical data structure, defines file organization, indexing methods, and security procedures. Performs database administration and management functions including: database loading, notion, data dictionary development, table development, and system performance tuning and operation. Works with relational database management systems (RDBMs) and third and fourth generation computer languages. Requires a high level of skill in database management with familiarity in multiple computer operating environments. May supervise lower level database administrators.

Minimum Education: Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and six (6) years' experience.

Acceptable substitute would be an advanced degree in the same fields and three (3) years' experience.

#### **16. DATABASE ADMINISTRATOR**

Minimum/General Experience: Two (2) or more years of technical experience this applies to database development and administration. Requires competence in all phases of database systems,

concepts and methodologies. Also requires knowledge of the resident computer system, software, middleware, structure, management practices, and hardware including input/output devices

**Functional Responsibility:** Performs database administration and management functions including: database loading, notion, data dictionary development, table development, and system performance tuning and operation. Works with relational database management systems (RDBMS) and third and fourth generation computer languages. Requires a high level of skill in database management with familiarity in SUN/Solaris computer operating environments.

**Minimum Education:** Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and two (2) years' experience.

Acceptable substitute would be five (5) years' experience.

## **17. SENIOR NETWORK ENGINEER**

**Minimum/General Experience:** Four (4) or more years of work experience related to network engineering.

**Functional Responsibility:** Knowledge and practical experience in one (1) or more of the following areas: site-specific computer hardware, applications software, operations systems software, and telecommunications devices. Considerable knowledge of networks and telecommunications procedures. Determines probable causes of malfunctions and hardware, applications and operating systems software and telecommunications. Troubleshoots users' problems by analyzing information provided by users. Corrects complex software and telecommunications malfunctions. Develops recommendations for efficient hardware and software installation and configurations. Writes procedures for computer and/or network operations to provide users with guidelines in efficient utilization of the network. Registers new users on the network and establishes users' functional security profiles to allow network availability to all users. Assists users in the area of quality assurance.

**Minimum Education:** Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and four (4) years' experience.

## **18. NETWORK ENGINEER**

**Minimum/General Experience:** Three (3) or more years of work experience related to network engineering.

**Functional Responsibility:** Knowledge and practical experience in one (1) or more of the following areas: site-specific computer hardware, applications software, operations systems software, and telecommunications devices. Knowledge of networks and telecommunications procedures. Determines probable causes of moderately complex-to-complex malfunctions and hardware, applications and operating systems software, and telecommunications. Troubleshoots users' problems by analyzing information provided by users. Develops recommendations for efficient hardware and software and software installation and configurations. Documents

procedures for computer and/or network operations to provide users with guidelines in efficient utilization of the network.

Minimum Education: High school diploma or technical certification or technical training courses in a related discipline and three (3) years' experience.

#### **19. SECURITY SPECIALIST**

Minimum/General Experience: Five (5) or more years of experience in defining computer security requirements for high level applications, evaluation of approved security product capabilities and developing solutions to security problems.

Functional Responsibility: Analyzes and defines telecommunications security requirements. Designs, develops, engineers, implements operations and maintains the security systems. Gathers and organizes technical information about an organization's mission goals and needs, existing security products and ongoing programs related to security issues. Performs risk analyses to include risk assessment.

Minimum Education: Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and five (5) years' experience.

Acceptable substitute would be an advanced degree in the same fields and two (2) years' experience.

#### **20. NETWORK INTEGRATION SPECIALIST**

Minimum/General Experience: Two (2) or more years of experience in LAN/WAN

Functional Responsibility: Responsible for network system turnover. Configures Local Area Network, WAN and computer components on user systems. Supervises staff of network installers to ensure that the system components are installed to specification. Operates and troubleshoots network management system components in moderately complex networks. Maintains and operates existing networks, analyses and isolates problems, and takes appropriate corrective action. Maintains operational logs and records.

Minimum Education: Technical certification or technical training courses in a related discipline and two (2) years' experience.

#### **21. NETWORK INSTALLER**

Minimum/General Experience: One (1) year of experience with personal computer systems and LAN installation.

Functional Responsibility: Installs network system infrastructure and related components to include: concentrators/ hubs, network interface cards (NICs), workstation and peripheral hardware, certifies that the network system infrastructure is ready for use, performs tests on installation components to ensure proper operation, and assists other members of the technical staff.

Minimum Education: Technical certification or technical training courses in a related discipline and 1 years' experience.

## **22. SENIOR LAN ADMINISTRATOR**

Minimum/General Experience: Five (5) or more years of work experience related to computer systems, with at least three (3) years of solid system experience and network administration experience.

Functional Responsibilities: Performs computer systems and local area network administration functions including: system administration, system performance tuning, user operation, computer network and system troubleshooting, software and hardware installation and configuration work with third and fourth generation computer languages and relational database management systems. Requires a high level of skill in computer systems and LAN administration.

Minimum Education: Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and five (5) years' experience. Acceptable substitute would Associates degree and eight (8) years' experience.

## **23. LAN ADMINISTRATOR**

Minimum/General Experience: Two (2) or more years of work experience related to computers, with at least one (1) year of solid system and network work experience.

Functional Responsibility: Assists the Senior Systems Administrator in performing computer systems and local area network administration functions including: system administration, system performance tuning, user optimization computer network and system troubleshooting, software and hardware installation and configuration, and working with third and fourth generation computer languages and relational database management systems. Requires skill in computer systems and LAN administration.

Minimum Education: High School Diploma or equivalent and two (2) years' experience.

## **24. SENIOR SYSTEMS ADMINISTRATOR**

Minimum/General Experience: Five (5) or more years of work experience in computer systems with at least three (3) years of solid system and network administration experience.

Functional Responsibility: Performs computer systems and local area network administration functions including: system performance tuning, user optimization troubleshooting, software and hardware installation and configuration, work with third and fourth generation computer languages and relational database management systems. Requires a high level of skill in LAN administration, system administration, system performance tuning, user optimization, and computer network and system computer systems analysis, along with a working knowledge of database theory with specific experience in SUN/Solaris operating systems in the UNIX environment.

Minimum Education: Associates degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and 5 years' experience. Acceptable substitute would be 8 years directly related experience.

**25. SYSTEMS ADMINISTRATOR**

Minimum/General Experience: Advanced applicable hardware and software certifications and three (3) or more years of work experience in LAN/WAN administration.

Functional Responsibility: Manages highly complex configurations of multiple file, communication, and print servers, as well as printers, modems and other peripherals. Makes changes to the LAN components and configuration. Assures proper operation of network printers and modems. Assists in the trouble shooting of user problems. Provides for the day-to-day operation and backup of multiple LAN file servers.

Minimum Education: Associates degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and three years' experience. Acceptable substitute would be six (6) years of directly related experience.

**26. DATA SYSTEMS INTEGRATOR**

Minimum/General Experience: Five (5) or more years of experience in the functional area along with appropriate technical experience in similar projects.

Functional Responsibilities: Leads the systems integration effort and assists senior level staff by providing expertise in integrating various data systems.

Minimum Education: Undergraduate degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline and five (5) years' experience.

**27. HELP DESK TECHNICAL SUPPORT III**

Minimum/General Experience: Four (4) or more years of work experience related to computer software packages.

Functional Responsibility: Provides immediate assistance in response to software suite user's requests for help in the office automation suite and provide one-on-one training to newly arriving personnel. Requires expertise in the software suites in use in the office and the ability to training others in the use of the individual software packages.

Minimum Education: Technical Certification and two (2) years' experience.

**28. HELP DESK TECH SUPPORT II**

Minimum/General Experience: Two (2) or more years of work experience related to computer software packages.

Functional Responsibility: Provides immediate assistance in response to software suite user's requests for help in the office automation suite and provide one-on-one training to newly arriving

personnel. Requires expertise in the software suites in use in the office and the ability to training others in the use of the individual software packages.

Minimum Education: Technical Certification and two (2) years' experience.

**29. HELP DESK TECH SUPPORT I**

Minimum/General Experience : One (1) year of work experience related to computer software packages. One (1) to two (2) years' experience in a high-volume customer service environment. Course work in computer hardware/software.

Functional Responsibility: Provides immediate assistance in response to software suite user's requests for help in the office automation suite and provide one-on-one training to newly arriving personnel.

Minimum Education: Technical Certification and one (1) year experience

**30. DOCUMENTATION MANAGER**

Minimum/General Experience: At least three (3) years of technical writing and editing support in system development, automated office support systems, telecommunications documentation, and other technical material as required. A minimum of one (1) year editing experience in the technical publication field involving engineering, scientific or academic discipline is required.

Functional Responsibility: Prepares and edits telecommunications documentation incorporating information provided by the client, specialists, analysts, engineers, and operations personnel. Must have substantial knowledge of telecommunications and data systems and terminology. Duties include the writing, editing, and graphic presentation of technical information for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation according to defined standards. Is expected to communicate effectively in writing and orally with all levels of technical and management personnel, as required.

Minimum Education: Associates degree in Business, English or other related field and three (3) years' experience. Acceptable substitute would be an Undergraduate degree in a related field and one (1)-year experience.

**31. (\*) TECHNICAL ASSISTANT/CLERICAL**

Minimum/General Experience: Must have at least one (1) year of technical typing experience, at least two (2) years general typing experience and formal training on Word Processing systems/software.

Functional Responsibility: Supports the contractor staff, prepares draft and final-form technical documents, which will become Task Order deliverable items. Is expected to be familiar with telecommunications/data terminology and capable of typing at least forty (40) wpm. Is expected to be capable of typing technical narrative and data. Will be responsible for spelling, grammar, and proper format, and for proofreading finished documents. Is expected to use various word processing equipment with various software applications.

Minimum Education: High school diploma or equivalent and one (1)-year experience.

(\*) This position is for support of the professional services and cannot be purchased separately. This is an SCA position 30461 TECHNICAL WRITER I rate 25.7 Wage Determination #2015-4282 Revision No. 9.

**32. LEAD PROJECT MANAGEMENT OFFICE (PMO) CONSULTANT**

Minimum/General Experience: Twelve (12) years total experience; with at least six (6) years of project-related corporate level experience.

Functional Responsibility: Provides executive/corporate level management to evaluate and solve multifaceted and multi-disciplined project related problems. Provides corporate resources to project personnel. Provides guidance on interagency/interdepartmental projects to customer agency leaders and department heads. May perform as high-level subject matter expert on project-related matters as related to assessing regulatory compliance and potential impact on the customer's established procedures, organizational culture, or regulatory authority.

Minimum Education: Master's degree in engineering, science, business or project-related discipline. Four (4) years of additional project-related experience may be substituted for the Master's degree.

**33. SENIOR PROJECT MANAGEMENT OFFICE (PMO) CONSULTANT**

Minimum/General Experience: Ten (10) years of program or project related management experience.

Functional Responsibility: Responsible for overall direction, control and reporting of multiple projects. Provide technical and management guidance to ensure all schedule and cost objectives are achieved successfully. Develops project documentation including budgets, project schedules and various planning and implementation documents. Determines and acquires resources to complete projects. Responsible for the technical content and phases of project execution. Directs, advises and manages technical project staff. Provides management for projects involving a mixture of standard and nonstandard hardware and software items, multiple sites and special applications or processes for implementation.

Minimum Education: Bachelor's degree engineering, science, business or project-related discipline. Two (2) years of additional project-related experience may be substituted for each year short of the required degree.

**34. PROJECT MANAGEMENT OFFICE (PMO) ANALYST**

Minimum/General Experience: Seven (7) years of experience in all aspects of software project management.

Functional Responsibility: Provides day-to-day management and coordination of software project activities, resources, and processes. Develops, maintains, and monitors a software project plan and schedule with estimates of software size, effort, human resources, schedule, computer

resources, and cost. Ensures that adequate resources are allocated to project. Ensures that the project team members are trained to perform their roles and responsibilities effectively and efficiently. Ensures that product and process quality is achieved. Communicates with clients to ensure that key stakeholders are involved throughout the software project life-cycle. Tracks and communicates project status. Manages project issues and risks. Recognizes and rewards exceptional performance. Ensures that project is completed on time, within budget, with requirements met, and to the client's satisfaction.

Minimum Education: Bachelor's degree in software engineering or another relevant field.

### **35. LEAD REQUIREMENTS ANALYST**

Minimum/General Experience: Ten (10) years' experience as a computer systems analyst.

Functional Responsibility: Conducts concept design, testing, validation, coding, and documentation of medium to large information systems. Analyzes interactive computer systems, accesses languages and other object-oriented, high-order languages and GUI tools. Assists in development of project management and control systems and software tools. Assists in developing analytical tools and procedures to track, evaluate, and monitor project performance to system design or planned goals. Supervises systems analysts and manage or direct interdisciplinary tasks or projects.

Minimum Education: Bachelor's degree in engineering, business, computer science, information systems management, or project-related discipline. Two (2) years of additional project-related experience may be substituted for each year short of the required degree.

### **36. SENIOR REQUIREMENTS ANALYST**

Minimum/General Experience: Five (5) years of related project experience.

Functional Responsibility: Develops, monitors and analyzes project life cycle costs including concept development, requirements determination, requirements analysis, system development, system implementation, and operational support. Utilizes Joint Application Design (JAD) methodologies, Computer Aided Software Engineering (CASE) tools and rapid prototyping techniques in systems development. Plans, organizes, leads and controls multiple projects simultaneously. Interprets and applies government and industry cost estimating specifications, guidelines and regulations to the unique requirements of the project. Provides guidance to ensure all project objectives are achieved. Provides daily supervision and direction to support staff. Provides written specifications to programmers for software system development. Develops management procedures and processes and implements controls for integrating all budget information into a master database. Analyzes output of automated models for integration of site data and out year impacts on project technical performance, costs, and schedules.

Minimum Education: Bachelor's degree in engineering, business, computer science, information systems management, or project-related discipline. Two (2) years of additional project-related experience may be substituted for each year short of the required degree.

### **37. REQUIREMENTS ANALYST**

Minimum/General Experience: Three (3) years of related project experience.

Functional Responsibility: Monitors and analyzes project life cycle costs including concept development, requirements determination, requirements analysis, system development, system implementation, and operational support. Utilizes Joint Application Design (JAD) methodologies, Computer Aided Software Engineering (CASE) tools and rapid prototyping techniques in systems development. Applies government and industry cost estimating specifications, guidelines and regulations to the unique requirements of the project. Provides written specifications to programmers for software system development. Analyzes management procedures and processes and implements controls for integrating all budget information into master database. Analyzes output of automated models for integration of site data and out year impacts on project technical performance, costs, and schedules.

Minimum Education: Bachelor's degree in engineering, business, computer science, information systems management, or project-related discipline. Two (2) years of additional project-related experience may be substituted for each year short of the required degree.

### **38. JUNIOR REQUIREMENTS ANALYST**

Minimum/General Experience: One (1)-year experience as a systems analyst or programmer required.

Functional Responsibility: Conducts concept design, testing, validation, coding, and documentation of small to medium information systems. Assists in analyzing interactive computer systems, access languages and other object-oriented, high-order languages and GUI tools. Assists in developing project management and control systems and software tools. Assists in developing analytical tools and procedures to track evaluate and monitor project performance to system design or planned goals.

Minimum Education: Bachelor's degree in engineering, business, computer science, information systems management, or project-related discipline. Two (2) years of additional project-related experience may be substituted for each year short of the required degree.

### **39. LEAD INFORMATION ASSURANCE (IA) ANALYST**

Minimum/General Experience: Fifteen (15) plus years' experience may be substituted for degree. DOD Information Assurance Certification/Training a plus. Twelve (12) years of demonstrated analytical skills - the ability to translate security policy statements into an understanding of security tool implementation. Understanding of FIPs compliance issues and familiarity with the DOD Public Key Infrastructure required.

Functional Responsibility: Provides security architecture, policy and design guidance for business systems and networks. Individual may also provide Information Security Certification and Accreditation Support for applications, systems and networks in accordance with appropriate customer policies and processes.

Minimum Education: Master's degree in a technical field (Computer Science, MIS, and Engineering) required.

**40. SENIOR INFORMATION ASSURANCE (IA) ANALYST**

Minimum/General Experience: Ten (10) plus years' experience may be substituted for degree. DOD Information Assurance Certification/Training a plus. Five (5) years of demonstrated analytical skills - the ability to translate security policy statements into an understanding of security tool implementation. Understanding of FIPs compliance issues and familiarity with the DOD Public Key Infrastructure required.

Functional Responsibility: Provides security architecture, policy and design guidance for business systems and networks. Individual will also provide Information Security Certification and Accreditation Support for applications, systems and networks in accordance with appropriate customer policies and processes.

Minimum Education: Bachelor's degree in a technical field (Computer Science, MIS, and Engineering) required.

**41. INFORMATION ASSURANCE (IA) ANALYST**

Minimum/General Experience: Three (3) plus years' experience may be substituted for degree. DOD Information Assurance Certification/Training a plus. Two (2) years of demonstrated analytical skills - the ability to translate security policy statements into an understanding of security tool implementation. Understanding of FIPs compliance issues and familiarity with the DOD Public Key Infrastructure required.

Functional Responsibility: Individual will provide security architecture, policy and design guidance for business systems and networks. Individual will also provide Information Security Certification and Accreditation Support for applications, systems and networks in accordance with appropriate customer policies and processes.

Minimum Education: Associates degree in a technical field (Computer Science, MIS, and Engineering) required.

**42. JUNIOR INFORMATION ASSURANCE (IA) ANALYST**

Minimum/General Experience: 3 years' experience, of which at least 2 must be specialized experience. 3 years of additional applicable experience may be substituted for degree. And,

Functional Responsibility: Individual will provide security architecture, policy and design guidance for business systems and networks. Individual will also provide Information Security Certification and Accreditation Support for applications, systems and networks in accordance with appropriate customer policies and processes.

Minimum Education: Bachelor's degree in Electrical, Electronic or Computer engineering; computer science; or, a related field

#### **43. LEAD SYSTEMS ARCHITECT**

**Minimum/General Experience:** The Senior Systems Architect must have a minimum of ten (10) years' experience with three (3) of the last five (5) years in supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEFIX, entity relationship diagrams), and other design techniques. A must have experience with object-oriented principles, and the logical and physical functional, operational, and technical architecture of large and complex information systems. An advanced degree in Computer Science, Information Systems, Engineering, or other related discipline may be substituted for two (2) years of experience.

**Functional Responsibility:** Establishes system information requirements using analysis of the information engineers in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems 26 Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management solution of the application platform, across the application program interface (API), and the external environment/software application. Ensures that the common operating environment is TAFIM compliant. Evaluates analytic and systematic problems of work flows, organization, and planning and develops appropriate corrective action. Provides daily supervision and direction to staff.

**Minimum Education:** In addition to or in combination with the above—A Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related discipline.

#### **44. SENIOR SYSTEMS ARCHITECT**

**Minimum/General Experience:** The Senior System Architect must have a minimum of eight (8) years of experience three (3) of which shall be within the last five (5) years using object oriented technology, or COTS/NDI, and using software engineering tools and techniques in the design, development and support of large complex mission critical in areas such as: testing and evaluation, software aspects of certification, and other software engineering subjects as well as rendering direct 50 software assistance to government projects. An advanced degree will account for two (2) years of experience.

**Functional Responsibility:** Serves as the computer scientist and expert responsible for providing technical leadership and direction in supporting the application of sound software engineering concepts and practices to the acquisition of government embedded, real-time systems and information processing systems. The Senior Systems Architect advises, participates and supports projects and teams in the technical analysis of large, complex mission critical systems in defining systems and software architecture within the Federal Government.

**Minimum Education:** A Bachelor's Degree in Engineering, Computer Science, Math, and Physics or in an appropriate discipline.

#### **45. SYSTEMS ARCHITECT**

**Minimum/General Experience:** Six (6) years of experience in all aspects of hardware, networks, and systems software; has experience with designing technical and system architecture according to applicable industry standards.

**Functional Responsibility:** Designs and coordinates the implementation of the technical infrastructure and system architecture for a software development project. Coordinates with affected groups and vendors to ensure that all necessary deliverables and activities are completed on schedule. Resolves architecture and infrastructure issues (both technical and design) and implements solutions. Guides the configuration management of work products, application software, and other system components. Guides the design, integration and implementation of interfaces to optimize performance and capacity. Participates in the project's software Change Control Board. Mitigates and manages architecture and infrastructure risks. Coaches and manages Database Administrators (DBAs) during system implementation or startup.

**Minimum Education:** Bachelor's degree in software engineering or related technical field.

#### **46. SOFTWARE PROCESS IMPROVEMENT(SPI) SUBJECT MATTER EXPERT**

**Minimum/General Experience:** This position requires a minimum of six (6) years' experience, three (3) of which shall be within the last five (5) years and at least three (3) years must be specialized. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, data base management, use or the programming languages such as ADA, COBOL, 4GL, and/or DBMS. Has knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in assignments of a technical nature. Proven ability to work independently or under only general direction on complex application problems involving all phases of systems analysis is required.

**Functional Responsibility:** Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Program and/or Project Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

**Minimum Education:** Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

#### **47. SENIOR SOFTWARE PROCESS IMPROVEMENT(SPI) ANALYST**

**Minimum/General Experience:** Eleven (11) years of experience in all aspects of software process assessment and improvement, with five years' work experience in development and management.

**Functional Responsibility:** Consults in software management and technical best practices. Assists clients and individual client Process Action Teams (PATs) in the development of software policies, procedures, and standards. Re-engineers and documents software processes. Assists clients in establishing SPI infrastructure and metrics. Provides training in software process improvement, software engineering disciplines, and Software Engineering Institute's (SEI) Capability Maturity Model (CMM). Leads knowledge transfer programs. Coordinates and coaches practitioners and managers in software process gap analysis, action planning and implementation, using SEI methods and the CMM. Conducts software process assessments and training. Consults in software project risk assessment and management. Consults in change management for software organizations.

**Minimum Education:** Bachelor's degree in software engineering or another relevant field.

#### **48. SOFTWARE PROCESS IMPROVEMENT(SPI) ANALYST**

**Minimum/General Experience:** Five (5) years of experience in all aspects of software process assessment and improvement, with five (5) years' work experience in development and management.

**Functional Responsibility:** Assists with consulting in software management and technical best practices. Assists clients and individual client Process Action Teams (PATs) in the development of software policies, procedures, and standards. Re-engineers and documents software processes. Assists clients in establishing SPI infrastructure and metrics. Assists with training in software process improvement, software engineering disciplines, and Software Engineering Institute's (SEI) Capability Maturity Model (CMM). Leads knowledge transfer programs. Coordinates and coaches practitioners and managers in software process gap analysis, action planning and implementation, using SEI methods and the CMM. Conducts software process assessments and training. Consults in software project risk assessment and management. Consults in change management for software organizations.

**Minimum Education:** Bachelor's degree in software engineering or another relevant field.

## GSA PRICES FOR PROFESSIONAL SERVICES (54151S)

Labor Category Title	08/13/2019	08/13/2020	08/13/2021	08/13/2022	08/13/2023
	– 08/12/2020	– 08/12/2021	– 08/12/2022	– 08/12/2023	– 08/13/2024
Program Director	\$246.44	\$252.11	\$257.91	\$263.84	\$269.91
Project Manager	\$217.30	\$222.30	\$227.41	\$232.64	\$237.99
Senior Systems Engineer	\$164.90	\$168.70	\$172.58	\$176.55	\$180.61
Systems Engineer	\$149.44	\$152.88	\$156.39	\$159.99	\$163.67
Senior Systems Analyst	\$150.42	\$153.88	\$157.42	\$161.04	\$164.74
Systems Analyst	\$104.60	\$107.01	\$109.47	\$111.99	\$114.56
Senior Programmer	\$154.83	\$158.39	\$162.03	\$165.76	\$169.57
Programmer	\$122.57	\$125.39	\$128.28	\$131.23	\$134.24
Senior Telecommunication Consultant	\$180.70	\$184.86	\$189.11	\$193.46	\$197.91
Telecommunications Consultant	\$150.74	\$154.21	\$157.76	\$161.38	\$165.10
Telecommunications Analyst	\$108.81	\$111.31	\$113.87	\$116.49	\$119.17
Senior Telecommunications Technician	\$111.02	\$113.57	\$116.19	\$118.86	\$121.59
Telecommunications Technician	\$65.40	\$66.90	\$68.44	\$70.02	\$71.63
Senior Communications Engineer	\$127.51	\$130.44	\$133.44	\$136.51	\$139.65
Senior Database Administrator	\$186.41	\$190.69	\$195.08	\$199.57	\$204.16
Database Administrator	\$143.76	\$147.06	\$150.45	\$153.91	\$157.45
Senior Network Engineer	\$161.58	\$165.29	\$169.10	\$172.99	\$176.96
Network Engineer	\$123.12	\$125.95	\$128.85	\$131.81	\$134.84
Security Specialist	\$193.69	\$198.14	\$202.70	\$207.36	\$212.13
Network Integration	\$107.10	\$109.57	\$112.09	\$114.66	\$117.30
Network Installer	\$87.40	\$89.41	\$91.46	\$93.57	\$95.72
Senior LAN Administrator	\$135.31	\$138.42	\$141.61	\$144.86	\$148.20
LAN Administrator	\$87.72	\$89.74	\$91.80	\$93.92	\$96.08
Senior System Administrator	\$139.61	\$142.82	\$146.10	\$149.46	\$152.90
System Administrator	\$107.04	\$109.50	\$112.02	\$114.60	\$117.23
Data Systems Integrator	\$124.20	\$127.06	\$129.98	\$132.97	\$136.03
Help Desk Tech Support III	\$79.85	\$81.69	\$83.57	\$85.49	\$87.45
Help Desk Tech Support II	\$66.14	\$67.66	\$69.22	\$70.81	\$72.44
Help Desk Tech Support I	\$56.65	\$57.95	\$59.29	\$60.65	\$62.04
Documentation Manager	\$116.74	\$119.42	\$122.17	\$124.98	\$127.85
Technical Assistant/Clerical (1)	\$48.40	\$49.52	\$50.66	\$51.82	\$53.01
Lead PMO Consultant	\$272.37	\$278.63	\$285.04	\$291.60	\$298.30
Senior PMO Consultant	\$234.82	\$240.22	\$245.74	\$251.40	\$257.18
PMO Analyst	\$205.47	\$210.20	\$215.03	\$219.98	\$225.03
Lead Requirements Analyst	\$252.42	\$258.23	\$264.17	\$270.24	\$276.46
Senior Requirements Analyst	\$205.47	\$210.19	\$215.03	\$219.97	\$225.03
Requirements Analyst	\$181.99	\$186.18	\$190.46	\$194.84	\$199.32
Junior requirements analyst	\$111.54	\$114.10	\$116.73	\$119.41	\$122.16
Lead IA Analyst	\$270.01	\$276.22	\$282.57	\$289.07	\$295.72
Senior IA Analyst	\$252.42	\$258.23	\$264.17	\$270.24	\$276.46

Labor Category Title	08/13/2019	08/13/2020	08/13/2021	08/13/2022	08/13/2023
	-	-	-	-	-
	08/12/2020	08/12/2021	08/12/2022	08/12/2023	08/13/2024
IA Analyst	\$205.46	\$210.18	\$215.02	\$219.96	\$225.02
Junior IA analyst	\$111.52	\$114.08	\$116.71	\$119.39	\$122.14
Lead Systems Architect	\$293.49	\$300.24	\$307.15	\$314.21	\$321.44
Senior Systems Architect	\$275.89	\$282.24	\$288.73	\$295.37	\$302.16
Systems Architect	\$228.93	\$234.20	\$239.59	\$245.10	\$250.73
SPI Subject Matter Expert	\$275.89	\$282.23	\$288.72	\$295.36	\$302.16
Senior SPI Analyst	\$217.18	\$222.18	\$227.29	\$232.51	\$237.86
SPI Analyst	\$193.71	\$198.17	\$202.73	\$207.39	\$212.16

## USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

### PREAMBLE

HumanTouch, LLC provides commercial products and services to the Federal Government. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

### COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrates our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in Federal Government contracts. To accelerate potential opportunities please contact **7918 Jones Branch Drive, Suite 800, McLean, VA 22102; e-mail: [info@humantouchllc.com](mailto:info@humantouchllc.com); Phone: (703) 910-5090; Fax: (703) 940-0360.**



**(CUSTOMER NAME)**  
**BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Agency):

- 1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

- 2) Delivery:

**DESTINATION DELIVERY SCHEDULES / DATES**

_____	_____
_____	_____

- 3) The Government estimates, but does not guarantee, that the volume of purchases through this agreement will be \_\_\_\_\_.
- 4) This BPA does not obligate any funds.
- 5) This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.
- 6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

- 7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.
- 8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:
- a. Name of Contractor;
  - b. Contract Number;
  - c. BPA Number;
  - d. Model Number or National Stock Number (NSN);
  - e. Purchase Order Number;
  - f. Date of Purchase;
  - g. Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
  - h. Date of Shipment.

- 9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- 10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

**BASIC GUIDELINES FOR USING  
“CONTRACTOR TEAM ARRANGEMENTS”**

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a customer agency requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer’s needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.