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**AUTHORIZED FEDERAL SUPPLY SCHEDULE INFORMATION TECHNOLOGY  
SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE & SERVICES**

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

The INTERNET address for GSA Advantage! is <http://www.gsaadvantage.gov>

Contract Number: **47QTCA19D00KG**

Period Covered by Contract:  
**September 5, 2019 through September 4, 2024**

General Services Administration  
Federal Acquisition Service



### SIN 132-40 – Cloud Computing Services

Cloud Computing Services	GSA Price	GSA Price w/IFF
Cloud System Administrator	\$90.25	\$90.93
Cloud Senior Application Architect	\$123.50	\$124.43
Cloud Jr. DevOps Engineer	\$76.00	\$76.57
Cloud App Developer	\$81.97	\$82.59
Cloud DevSecOps Engineer Jr.	\$87.67	\$88.33
Cloud Architect	\$190.00	\$191.44
Cloud Network Engineer	\$101.65	\$102.42
Cloud System Administrator	\$125.40	\$126.35

### SIN 132-51 – IT Professional Services

Labor Category Titles	GSA Price	GSA Price w/IFF
Database Programmer/Analyst	\$91.20	\$91.89
Database Administrator	\$131.10	\$132.09
Helpdesk Specialist Tier III	\$83.60	\$84.23
System Administrator Jr.	\$90.25	\$90.93
SharePoint Architect	\$109.25	\$110.08
Senior Program Manager	\$142.50	\$143.58
Senior Project Manager	\$142.50	\$143.58
Senior Application Developer	\$99.75	\$100.50
Jr. DevOps Engineer	\$76.00	\$76.57
Systems Administrator	\$104.50	\$105.29
Senior Application Architect	\$123.50	\$124.43
Technical Manager	\$110.40	\$111.23
App Developer	\$81.97	\$82.59
DevSecOps Engineer Jr.	\$87.67	\$88.33
Technical Writer	\$87.67	\$88.33
Senior Business Analyst / Tester	\$80.75	\$81.36
Program Manager	\$142.50	\$143.58
Project Manager	\$118.75	\$119.65
Subject Matter Expert (SME)	\$90.25	\$90.93
Software Developer	\$90.25	\$90.93
Network Engineer	\$101.65	\$102.42
Senior System Administrator	\$125.40	\$126.35

- 1c. Labor Category Descriptions of all corresponding commercial job titles, experience, functional responsibility and education are outlined on Pages 12-19 within this pricelist.
2. **Maximum Order:** \$500,000 per SINs
3. **Minimum Order:** \$100
4. **Geographic Scope of Coverage:** The Geographic Scope of Coverage is Domestic Delivery. This is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.
5. **Quantity Discount:** None
6. **Prompt Payment Terms:** None Offered
7. **Government Purchase Cards:** Government Purchase Cards will be accepted however no additional discounts will apply under the contract.
8. **Government Educational Institutional Discounts:** The Government Educational Institutions are offered the same types of discounts and concessions under this contract as all other Government customers.
9. **Foreign Items:** No foreign items are awarded under this contract.
10. **Normal Delivery Terms** – As negotiated between ALLINFOTECH and the Ordering Activity
- 11b. **Expedited Delivery Terms:** As Negotiated between ALLINFOTECH and the Ordering Activity
- 11c. **Overnight/2-Day Delivery Terms:** As negotiated between ALLINFOTECH and the Ordering Activity
- 11d. **Urgent Requirements:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.
11. **FOB Point:** Destination
12. **Ordering Address:**  
Allinfotech LLC  
Attn: GSA Orders  
202 Church St SE, STE #317  
Leesburg , VA 20175

13. **Payment Address:** Allinfotech LLC  
Attn: Accounts Receivable  
202 Church St SE, STE #317  
Leesburg , VA 20175
  14. **Warranty/Guarantee Provisions:** All services performed under this contract will be guaranteed to completed in a satisfactory workmanlike manner as delineated with this Authorized FSS IT Schedule Pricelist.
  15. **Export Packing Charges:** Export Packing is not offered under this contract.
  16. **List of Participating Dealers:** ALLINFOTECH does not authorize any participating dealers under this contract.
  17. **Environmental Attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):**  
Not Applicable
  18. **Section 508 Compliance:** Contact ALLINFOTECH for Section 508 compliance information. The EIT standards can be found at: <http://www.section508.gov>
  19. **Liability For Injury or Damage:** The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.
  20. Data Universal Numbering System (DUNS) Number: 079618813
  - 20a. Taxpayer Identification Number (TIN): 47-2311773
  - 20b. Business Size: Small Business Concern
  - 20c. CAGE Code: 7BF42
  - 20d. ALLINFOTECH is currently registered within the System for Award Management (SAM) database.
  21. **Trade Agreements Act of 1979, as Amended:** All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.
  22. **Ordering Procedures for Federal Supply Schedule Contracts:** Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.
    - a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
    - b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.
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**23. Federal Information Technology Telecommunications Standards Requirements:** Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

**24. Federal Information Processing Standards Publications (FIPS PUBS):** Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

**25. Federal Telecommunication Standards (FED-STDS):** Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

**26. Contractor Tasks/Special Requirements (C-FSS-370) (NOV 2003):**

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be

reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

- (c) **Certifications, Licenses and Accreditations:** As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) **Insurance:** As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) **Personnel:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) **Documentation/Standards:** The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) **Data/Deliverable Requirements:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) **Government-Furnished Property:** As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) **Availability of Funds:** Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) **Overtime:** For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

**27. Contract Administration for Ordering Activities:** Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

**28. GSA Advantage!:** GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.gsaadvantage.gov>

**29. Purchase of Open Market Items: Note:** Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

**30. Contractor Commitments, Warranties and Representations:**

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and

capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

(3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

**31. Overseas Activities:** The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

None

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Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

**32. Blanket Purchase Agreements (BPAs):** The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

**33. Contractor Team Arrangements:** Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

**34. Installation, Deinstallation, Reinstallation:** The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The

proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

**35. Prime Contractor Ordering from Federal Supply Schedules:** Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order

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(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from \_\_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

**36. Insurance- Work On A Government Installation (JAN 1997)(FAR 52.228-5):**

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

**37. Software Interoperability:** Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

**38. Advance Payments:** A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION  
TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBERS 132-51, 132-  
51STLOC and 132-51RC)**

*\*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 Numbers 132-51, 132-51STLOC, and 132-51RC 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 I-FSS-60 Performance Incentives (April 2000)**

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

**3. ORDER**

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

#### 4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

#### 5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
  - (1) Cancel the stop-work order; or
  - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
  - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
  - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

## **6. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I – FEB 2007) 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 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
  - (1) The offeror;
  - (2) Subcontractors; and/or
  - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

## **13. RESUMES**

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

## **14. INCIDENTAL SUPPORT COSTS**

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

## **15. APPROVAL OF SUBCONTRACTS**

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

## 16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

### Labor Category Descriptions

#### **Job Title: Cloud Architect**

The successful candidate will be joining a small team of professionals in a fast-paced environment where they will be a key player with technical architecture and development responsibilities. A candidate for this position will be a self-starter who values their work and that of their team members. This position is onsite and located in Leesburg VA with a customer in Washington DC. Candidates must be clearable for position of Public Trust.

Key activities include:

- Architecting cloud solutions
- Design, migrate, and deploy scalable, highly available and reliable applications on AWS/AZURE
- Work with the customer to define and document mission requirements, and use cases, and develop cloud-based solutions to meet the requirements
- Develop a Roadmap for transitioning mission critical functions to AWS/AZURE
- Migrate existing on-premise applications to the AWS/AZURE platform
- Develop solutions for applications that focus on video and media content
- Select and integrate appropriate AWS/AZURE services to support an application based on business requirements
- Design and deploy failover solutions for mission essential applications
- Implement cost control strategies on the AWS/AZURE infrastructure
- Apply automated test tools to cloud-based applications
- Participate in software development processes with quality assurance, version control and build processes

Education/Experience:

- 10+ Years of experience
- Bachelor's degree or equivalent combination of education and experience; degree in computer science, mathematics or related field preferred

Required Skills:

- AWS/AZURE Architect or Developer certification (at least an associate, but professional will be preferred)
- Demonstrated experience moving commercial applications to AWS/AZURE cloud environments
- Experience developing failover and COOP strategies in AWS/AZURE
- Experience analyzing architecture alternatives in cloud hosting, and cost modeling of those alternatives
- Experience with network integration and Cloud connectivity of public and private environments; Ingress and egress of data to and from AWS/AZURE
- Experience of compute and storage management and cost control mechanisms
- Knowledge of cloud reference architectures and AWS/AZURE best practices
- Knowledge of and experience with Federal security regulations, standards, and processes including FISMA, NIST, and FedRAMP is a plus
- Strong experience in detailed technical analysis and preparation of estimates
- Apply secure development/coding to include; but not limited to, cloud technology, internet servers, application whitelisting, virtualized containers, web-enabled database applications, network security, security engineering, data integrity, intrusion detection, firewall management, forensic and legal information security, virtual private networks, public key/infrastructure/digital signatures, encryption, network security architecture and Federal Policy.
- Develop code (e.g., Python, Powershell, Django, Javascript, HTML, CSS, etc.) to interact with Rest APIs and API driven security technologies to automate security tasks (e.g., VirusTotal, Splunk ES, Tanium, etc.) aimed at removing human errors and human inconsistencies.
- Support SOC capabilities by customizing tools and automating processes for SOC and IR analysts.

### **Job Title: Cloud Jr. DevOps**

#### General Experience

The Cloud Junior DevOps Engineer will gather requirements, codify and integrate secure cloud solutions that support cloud functionality as well as the underlying infrastructure required to run and deploy those solutions.

- Apply secure cloud development/coding to include; but not limited to, cloud technology, internet servers, application whitelisting, virtualized containers, web-enabled database applications, network security, security engineering, data integrity, intrusion detection, firewall management, forensic and legal information security, virtual private networks, public key/infrastructure/digital signatures, encryption, network security architecture and Policy.
- Develop code (e.g., Python, Powershell, Django, Javascript, HTML, CSS, etc.) to interact with Rest APIs and API driven security technologies to automate security tasks (e.g., VirusTotal, Splunk ES, Tanium, etc.) aimed at removing human errors and human inconsistencies.
- Support SOC capabilities by customizing tools and automating processes for SOC and IR analysts.

#### EDUCATION & EXPERIENCE:

BS degree Science, Technology, Engineering, Math or related field and 1 to 2 years of prior relevant software engineering or devops experience.

Familiarity with software development life cycle models and agile programming methodologies.

- Should be familiar with Cloud Service (AWS,Azure, etc), continuous delivery systems and enhancing SOC operations through automation.
- Previous experience with performing integrated quality assurance testing for security functionality and resiliency to attacks.
- Experience with secure programming and identify potential flaws in codes to mitigate vulnerabilities.
- Applies coding and testing standards, security testing tools, identify common coding flaws, threat modeling, and conducts code reviews.
- Perform or support penetration testing as required for new or updated applications.
- Participate in network and system design to ensure implementation of appropriate systems security policies, designs and implement systems security and data assurance.
- Knowledge of Source Code Management concepts (code lines, branching, merging, integration, versioning, etc.)
- Problem solving, analytical skills and technical troubleshooting skills
- Ability to work with customers/stakeholders, developers, testers, project managers, support staff
- Should have knowledge of the following: Encryption algorithms, secure communications, network and data communication protocols.
- Familiar with standard concepts, practices, and procedures within a particular field such as NIST, FISMA and Common Criteria regulations and standards.
- Should have programming skills in several of the following programming and markup languages: Java, .Net, Python, Visual Basic, Powershell, Bash, C++, Javascript, html, css

#### Certifications:

One or more of the following Certifications:

CEH, CISSP, CSSLP, GPEN, OSCP, AWS Solutions Architect, RHSA, GXPN, GWAPT

#### Desired Skills:

AWS Solutions Architect, DevOps Certs, RHCE

**Job Title: Cloud Systems Administrator**

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The Cloud System Administrator will maintain and monitor Company systems and related infrastructure to meet business requirements. The incumbent will ensure that systems hardware, operating systems, software systems, and related procedures adhere to the predefined standards.

This position will be responsible for:

- Design, test and configure the cloud infrastructure and solutions for various applications and configurations of endpoints
- Utilize strong analytical and troubleshooting skills to diagnose and resolve hardware, software, or other endpoint system issues.
- Develops endpoint infrastructure monitoring and reporting tools using configuration language and scripting tools.
- Identifies and creates processes to integrate technology improvements into business processes.
- Responsible for projects including the implementation of remediation activities, patch management, and firmware updates in a highly complex environment.
- Provides Level 2/3 technical support in critical production support issues interacting with end users.

Education/Experience

- Bachelor's Degree in computer science, computer engineering, or information systems and/or 4 years of equivalent work experience.
- 5+ years equivalent work experience in computer support information technology environment, and desktop computing along with the ability to apply basic computer concepts, theories, principles and methods to projects, business problems, issues and/or questions.
- Strong written and verbal communication skills.
- Proficient in Microsoft Windows, McAfee and endpoint patching technologies
- Customer service driven.
- Strong team player

### **Job Title: Cloud Senior Application Architect**

General Experience

The Cloud Senior Enterprise Architect links the business mission, strategy, and processes of an organization to its cloud strategy, and documents this using multiple cloud architectural models or views that show how the current and future needs of an organization will be delivered by the Verizon solution.

You will be responsible for working as a trusted technical advisor/ partner to:

- Review and analyze current cloud technology infrastructure and its ability to support strategic corporate objectives
- Identify and propose specific strategies, initiatives and remedies necessary to align technology infrastructure with corporate objectives

- Support development of business drivers, business case and high level program implementation plan
- Translate Client business issues/opportunities into technical solution/business requirements and then communicate the value proposition of the end to end solution.
- Manage the interaction with specific product specialists to identify and collect detailed technical requirements
- Lead strategic architectural planning to achieve goals by prioritizing initiatives and coordinating the evaluation, deployment, and management of current and future state architectures
- Collaborate with the appropriate Verizon and client departments to develop an Architectural Vision and Innovation plan that supports the Client IT strategic goals

You'll need to have:

- Bachelor's degree in Engineering, Computer Science, or four or more years of work experience.
- Eight (8+) or more years of relevant work experience.
- Enterprise Network Design (CCNA, CCNP, CCIE)
- Contact Center design expertise (UCCED)
- Ability to travel 25-35% of the time.
- Global / international experience in selling solutions / services to major multinationals
- Demonstrable experience in achieving results in a complex, internationally distributed organization

Ability to develop a conceptual solution architecture using a combination of Verizon standard products and selected third party suppliers to produce an end to end Client solution

### **Job Title: Cloud App Developer**

The .Net C# Cloud Developer specialized in the Microsoft technology stack and be highly skilled in C#, JavaScript and SQL with experience working with ASP.NET, MVC or Web API, as well as AngularJS 1.x or Angular 6/7, and have experience developing databases in SQL Server in a cloud environment. The developer have experience building scalable, well-architected and high-performance web applications hosted in a cloud environment. Key activities include:

- Designing, implementing and debugging new software systems
- Enhancing and maintaining existing software components including user interfaces, APIs, services, databases and reports
- Researching and prototyping proof of concept solutions based on client requirements and making recommendations to management
- Interacting with customer stakeholders, end users and team members to identify application requirements
- Troubleshooting production problems related to software applications
- Responding to end user problem reports, reviewing suggestions for improvements and enhancement requests

Education/Required Skills/Credentials:

- Bachelor's Degree in computer science, computer engineering, or information systems and/or 4 years of equivalent work experience.
- 3+ years of experience working with web applications and data management systems
- 3+ years of experience working with .NET and C#, JavaScript (this more or less implies web development), SQL Server, 1+ years of experience working with hands-on experience in a senior developer role, Angular 1.x (Angular 1.x or 7 experience is a reasonable indicator of experience with frameworks that support restful APIs, ex: Web API, MVC) or Angular 7 (this implies TypeScript), Entity Framework or another object-relational library, Any unit testing framework
- Knowledge of the following languages and frameworks: C#, JavaScript, TypeScript, SQL, ASP.NET/MVC/WEB API, AngularJS 1.x, Angular 7, XML, HTML, CSS, Bootstrap
- Familiarity with Entity Framework 6, EF Core 2 or another object-relational library
- Experience with MS Test, NUnit or another unit testing library
- Configuration of Internet Information Services 8+ (IIS) running on Windows Server 2012+
- Tools: MS Visual Studio, SQL Server Management Studio (SSMS)
- Additional Platforms/Tools: Selenium WebDriver, WPF, ESRI ArcGIS, MongoDB or other NoSQL platforms, Microsoft Azure
- Mobile development using Xamarin for Android and iOS or using native IDEs
- Design, migrate, and deploy scalable, highly available and reliable applications on AWS/AZURE
- Work with the customer to define and document mission requirements, and use cases, and develop cloud-based solutions to meet the requirements
- Develop a Roadmap for transitioning mission critical functions to AWS/AZURE
- Migrate existing on-premise applications to the AWS/AZURE platform

Select and integrate appropriate AWS/AZURE services to support an application based on business requirements

**Job Title: Cloud Engineer**

This position will be a member of a team that will assess the cloud readiness of software applications and develop a cloud migration roadmap. The successful candidate will review systems and applications and make recommendations on how to facilitate a successful migration, which may include rehosting an existing application in its current state, refactoring existing application to make them more cloud-native, or redeploying the application to the cloud computing environment with a platform change

Required Education:

- B.S. degree in Engineering or Physical Science or other related discipline
- 3 yrs. equivalent work experience

Primary Job Duties:

- Directly perform system/application reviews and assessments to provide the Government with cloud readiness analysis and migration roadmap recommendations.
- Design, migrate, and deploy scalable, highly available and reliable applications on AWS/AZURE
- Work with the customer to define and document mission requirements, and use cases, and develop cloud-based solutions to meet the requirements
- Develop a Roadmap for transitioning mission critical functions to AWS/AZURE
- Migrate existing on-premise applications to the AWS/AZURE platform
- Develop solutions for applications that focus on video and media content
- Select and integrate appropriate AWS/AZURE services to support an application based on business requirements
- Design and deploy failover solutions for mission essential applications
- Support and/or conduct demonstrations of cloud readiness assessments, analysis and migration strategies to government customers.
- Conduct work within a regimented Agile lifecycle approach.
- Support cloud readiness assessment activities for multiple applications simultaneously.

Preferred Experience:

- Understanding of various coding methods and computer languages
- Understanding of data modeling, big data, and database design
- Familiar with tools that support cloud-based systems and applications, such as Docker, Kubernetes, VMWare, Hadoop, Elasticsearch, etc.
- Experience working with relational database systems, such as MongoDB, DB2, MySQL, MSSQL, SQL, or Oracle
- Experience developing using extensible web authoring tools
- Excellent problem-solving skills
- Excellent interpersonal relationship skills

**Job Title: Cloud DevSecOps Engineer Jr**

General Experience

The Cloud Dev/Sec/Ops Engineer Junior will gather requirements, codify and integrate secure solutions that support cloud functionality as well as the underlying cloud infrastructure required to run and deploy those solutions.

- Apply secure development/coding to include; but not limited to, cloud technology, internet servers, application whitelisting, virtualized containers, web-enabled database applications, network security,

security engineering, data integrity, intrusion detection, firewall management, forensic and legal information security, virtual private networks, public key/infrastructure/digital signatures, encryption, network security architecture and Federal Policy in a cloud environment.

- Develop code (e.g., Python, Powershell, Django, Javascript, HTML, CSS, etc.) to interact with Rest APIs and API driven security technologies to automate security tasks (e.g., VirusTotal, Splunk ES, Tanium, etc.) aimed at removing human errors and human inconsistencies.
- Support SOC capabilities by customizing tools and automating processes for SOC and IR analysts.

#### EDUCATION & EXPERIENCE:

BS degree Science, Technology, Engineering, Math or related field

3 to 5 years of prior relevant software engineering or devops experience.

Familiarity with software development life cycle models and agile programming methodologies.

- Should be familiar with Cloud Service (AWS, Azure, etc), continuous delivery systems and enhancing SOC operations through automation.
- Previous experience with performing integrated quality assurance testing for security functionality and resiliency to attacks.
- Experience with secure programming and identify potential flaws in codes to mitigate vulnerabilities.
- Applies coding and testing standards, security testing tools, identify common coding flaws, threat modeling, and conducts code reviews.
- Perform or support penetration testing as required for new or updated applications.
- Participate in network and system design to ensure implementation of appropriate systems security policies, designs and implement systems security and data assurance.
- Knowledge of Source Code Management concepts (code lines, branching, merging, integration, versioning, etc.)
- Problem solving, analytical skills and technical troubleshooting skills
- Ability to work with customers/stakeholders, developers, testers, project managers, support staff
- Should have knowledge of the following: Encryption algorithms, secure communications, network and data communication protocols.
- Familiar with standard concepts, practices, and procedures within a particular field such as NIST, FISMA and Common Criteria regulations and standards.
- Should have programming skills in several of the following programming and markup languages: Java, .Net, Python, Visual Basic, Powershell, Bash, C++, Javascript, html, css

Certifications:

One or more of the following Certifications:

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CEH, CISSP, CSSLP, GPEN, OSCP, AWS Solutions Architect, RHSA, GXPN, GWAPT

Desired Skills:

AWS Solutions Architect, DevOps Certs, RHCE

### **Job Title: Cloud Network Engineer**

The Cloud Network Engineer will be a member of a team responsible for the smooth running of our cloud network and infrastructure. The successful candidate will be comfortable in a customer-facing role and possess the ability to clearly document and diagnose the reported issues and their resolution efforts in a cloud environment.

Key Responsibilities include:

- Technology enthusiast consistently focused on the customer/product experience;
- Provide administration and operation of networking devices like switches, routers, firewalls, load balancers, and telco vendors;
- Provide administration and operation of Corporate Wireless Services;
- Maintain network health by periodically patching network device's firmware and OS;
- Providing Data Center operations such as racking and stacking network devices, and cabling;
- Manage customer tickets and provide quick resolutions;
- Provide support to engineering and customer support teams;
- Network LAN/WAN experience (e.g., Cisco, Juniper, Dell);
- Utilize network performance and monitoring tools to resolve issues and maintain a healthy network;
- Troubleshoot and resolve network related connectivity issues;
- Participate in a network on-call rotation and support after-hour deployments;
- Lead small projects and collaborate with peers to ensure team remains informed;
- Maintain network documentation;
- Ability to work under pressure;
- Ability to deploy a network or solution per the documented design;
- Additional duties as assigned.

Qualifying Requirements:

- Minimum 3+ years network infrastructure experience;
  - Bachelor's Degree or equivalent
  - Solid Cisco networking experience with all levels of Catalyst, Nexus, and ASR equipment;
  - Knowledge of Linux operating systems;
  - Proven hands-on network engineering experience;
  - Understanding of networking protocols (e.g., IPSEC, HSRP, BGP, OSPF, 802.11, QoS, 802.1d);
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- Solid understanding of the OSI or TCP/IP model;
- Hands-on experience with monitoring, network diagnostic and network analytics tools;
- Possess good communication skills, both oral and written;
- Experience with SolarWinds or other Network Management System (NMS);
- Experience configuring SNMP managed devices;

Individual needs to be able to work independently and/or collaboratively in a multi-team environment.

### **Job Title: Database Programmer/Analyst**

#### General Experience

As a Senior Analyst Programmer maintain existing computer applications, as well as design and implement new applications meeting customer requirements. Database warehouse design and “Big Data” tools and strategies are also required.

#### ESSENTIAL JOB RESPONSIBILITIES:

- Knowledge of Operating Systems: Windows, MS Azure (Cloud).
  - Knowledge of Servers: Intel-based servers.
  - Knowledge of Databases: Azure SQL, MS SQL Server, MongoDB or other NoSQL equivalents
  - Applications: IBM Cognos, PowerBI, MS SSRS, Tableau, IBM Watson, IBM InfoSphere, MS SQL Server Management Studio
  - Tools: Hadoop.
  - Languages and Frameworks: SQL, XML.
  - Maintain existing application custom interfaces.
  - Support the Finance and HR department when needed.
  - Design, develop and implement new interfaces for applications using the different tools (IPA, SSIS packages and ETLs).
  - Design, develop and implement new reports and maintain existing reports using Crystal Reports.
  - Develop UNIX Korn Shell scripts to send files automatically to Vendors.
  - Develop API to exchange data with Vendors.
  - Consult and collaborate with users to determine needs on an ongoing basis throughout development.
  - Work with our hosting provider to resolve issues.
  - Create ETL processes to load information into our Reporting Database ensuring data integrity.
  - Create and maintain Stored Procedures in MS SQL Server.
  - Provide Ad Hoc queries to various departments.
  - Manage Lawson id creations and password resets (when needed).
  - Other duties and projects as assigned.
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#### Professional Certifications

- Cloudera Certified Professional Data Scientist (optional)
- IBM Certified Solution Expert – Cognos, Watson, DataCap, InfoSphere (optional)
- MCSE: Business Intelligence (optional)
- MCSE: Data Management and Analytics (optional)

#### Education/Experience:

Bachelor's degree in Information Systems, Computer Science or related field preferred

5+ Years of experience

#### **Job Title: Database Administrator**

##### General Experience

High sense of ownership of the problems and requests assigned. Focus on handling and resolving issues in alignment with the SLAs, establishing and maintaining communication with technology customers to keep them updated with status of their requests, initiating and performing changes on production systems and actively identifying any issues that cannot be resolved within the established timeframes.

##### Responsibilities

- Competent in the areas of critical thinking, interpersonal relationships, and technical skills.
- Coaches and mentor new associates.
- Assists with Environment planning and management.
- Participates in installations, tests, and implementations of system hardware, software, maintenance releases, and utilities.
- Participates in timely resolution of all Epic technical related questions, analysis, problems, incidents, requests, and on-call.
- Monitors database alerts, replication, resource utilization, and system integrity.
- Analyzes database failures and identifies corrective action.
- Analyzes system performance to ensure it is meeting availability and performance objectives.
- Audits application, database, operating system, and HA logs.
- Performs and monitors database backups.
- Participates in Disaster Recovery and High Availability events.
- Performs planned Disaster Recovery Plan tests and database restores.
- Performs implementation of projects and configuration changes.
- Performs application testing and validation.
- Evaluates Upgrade and Update Release Notes.
- Performs application upgrades and updates.

- Monitors SLAs including, backup, uptime, and recoverability objectives.
- Ensures compliance with Database licensing.
- Proactively manages all aspects of the responsibilities listed above.
- Performs other responsibilities as needed.
- Must be able to perform the professional, clinical and or technical competencies of the assigned unit or department.
- Note: These statements are intended to describe the essential functions of the job and are not intended to be an exhaustive list of all responsibilities. Skills and duties may vary dependent upon your department or unit. Other duties may be assigned as required.

Education/Experience:

Bachelor's degree in Information Systems, Computer Science or related field preferred

8+ Years of experience

### **Job Title: Helpdesk Specialist Tier III**

General Experience

Helpdesk Support Specialist to provide customer support and technical assistance to Corporate Research, Development, Application and Network users and other designated customers.

- Provide on-site desktop support as needed, provides general help desk support for User Assistance
- Provide phone support to user's to resolve issues relating to RDT&E connectivity, and RDT&E Active Directory domain account User Management.
- Provide support with assigning IP addresses as requested and with maintaining those IP addresses in the Database.
- Utilize the Remedy System to assign and track trouble calls as appropriate.
- Assist with the maintenance and monitoring of the User Assistance mailbox to ensure that all users receive timely support in response to their requests for assistance.
- Participate in the development and maintenance of Standard Operating Procedures (SOPs) encompassing all User Assistance activity.
- Must demonstrate strong analytical and problem solving skills.
- Must demonstrate the ability to multi-task and assist or teach others to solve problems.
- Must possess the ability to, effectively and efficiently, communicate verbally with the user community.
- Must be familiar with Department of Defense networking and security accreditation requirements.
- Must have knowledge in the installation, maintenance, and administration of computer systems in a LAN/WAN environment.

Education/Experience:

Bachelor's degree in Information Systems, Computer Science or related field preferred

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8+ Years of experience

**Job Title: Systems Administrator Jr.**

The System Administrator will maintain and monitor Company systems and related infrastructure to meet business requirements. The incumbent will ensure that systems hardware, operating systems, software systems, and related procedures adhere to the predefined standards.

This position will be responsible for:

- Design, test and configure infrastructure and solutions for various applications and configurations of endpoints
- Utilize strong analytical and troubleshooting skills to diagnose and resolve hardware, software, or other endpoint system issues.
- Develops endpoint infrastructure monitoring and reporting tools using configuration language and scripting tools.
- Identifies and creates processes to integrate technology improvements into business processes.
- Responsible for projects including the implementation of remediation activities, patch management, and firmware updates in a highly complex environment.
- Provides Level 2/3 technical support in critical production support issues interacting with end users.

**Education/Experience**

- Bachelor's Degree in computer science, computer engineering, or information systems and/or 4 years of equivalent work experience.
- 2+ years equivalent work experience in computer support information technology environment, and desktop computing along with the ability to apply basic computer concepts, theories, principles and methods to projects, business problems, issues and/or questions.
- Strong written and verbal communication skills.
- Proficient in Microsoft Windows, McAfee and endpoint patching technologies
- Customer service driven.
- Strong team player

**Job Title: SharePoint Architect**

**General Experience**

SharePoint knowledge and experience in analysis, design, hands-on development and delivery of web-based applications utilizing Microsoft SharePoint Foundation Server. Provide support to the client on SharePoint issues and problems. Work in conjunction with other team members to develop the right solution for a given problem. A SharePoint Architect normally receives little instruction on day-to-day work, general instructions on new assignments.

**Required Qualifications/Skills:**

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- Working knowledge of interoperability of SharePoint 2010 and other Office 2016 products.
- Working knowledge of Advanced features of SharePoint 2010 (i.e. Excel Services, BCS, Enterprise Search, Usage Reporting, etc.).
- Working knowledge of InfoPath 2010 and when to use InfoPath over SharePoint.
- Must have hands-on working knowledge of consuming Web Services using SOAP, REST, JSON.
- Must be highly organized and have excellent oral and written communication skills.
- Ability to handle multiple tasks simultaneously.
- Ability to work positively with the project stakeholders.
- The ability to find innovative ways to resolve problems.
- Proficiency with Agile Development processes.
- Software Design, Software Debugging, Software Development Fundamentals, Software Documentation, Software Testing, Software Maintenance, Software Algorithm Design, Software Performance Tuning, Software Architecture, and Coaching.
- Must have hands-on working knowledge of SharePoint Designer 2010, especially the capabilities and limitations.
- Must have hands-on working knowledge of the configuration and setting for SharePoint WebParts, especially in the areas of List Filters, WebPart Filters, Search and Data Connections.
- Must have hands-on working knowledge of XSLT and how it relates to SharePoint specifically when it comes to ItemStyles, HeaderStyles, DataViews and Content Query WebParts.
- Must have hands-on working experience with calculated fields and Content Query WebParts.
- Must have working knowledge of jQuery, CSS, HTML, JavaScript to further enhance the look and feel and boost functionality within SharePoint when using these methods.
- Must have excellent written and oral communication skills.
- Advanced debugging skills so as to also be able to debug system-wide technical problems.
- Must be able to work independently with minimal supervision as well as working with a team.

Education/Experience:

Bachelor's degree in Information Systems, Computer Science or related field preferred

7+ Years of experience

### **Job Title: Senior Program Manager**

#### General Experience

10+ years of experience managing large programs whose objectives include customized software development, IT implementation, selection and implementation of commercial packages, improved business performance and maintaining a robust multi-tier infrastructure. Possessing strong interpersonal skills with aptitude for communicating technical concepts to non-technical audiences. Knowledgeable in all aspects of the SEI, CMMi, ISO 9001, and PMI models. Work with IT teams to ensure

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we are providing the best in class systems in terms of productivity and accuracy. Work with Engineering, Operations, Audit and Product team members to develop requirement user stories for system enhancement. Ensure all process documentation is updated to account for any changes due to the development project. Manage the team, foster a safe, ethical, inclusive, and performance-driven environment where employees can do their best work.

Degree/Experience:

- Bachelor's degree or four or more years of work experience.
- 10+ years of relevant work experience.

Functional Responsibility

- Build Trust: Demonstrate honest and transparent communication. Empower employees to own their work.
- Connect: Listen to and care about employees.
- Develop: Coach and give regular feedback, assess performance, recognize good work, train and encourage employees to grow.
- Collaborate: Encourage partnerships and be open to new and diverse ideas.
- Set Clear Expectations: Explain “what” and “why,” provide ongoing direction, hold employees accountable and take appropriate corrective actions.
- Leads team on large projects or significant segment of large complex projects with cloud migration experience on Amazon AWS/MS Azure/IBM Softlayer/Google Apps.
- Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.
- Provides applications systems analysis and programming activities for a Government site, facility or multiple locations.
- Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources.
- Oversees all aspects of projects.

Technical Knowledge

Project Management Tools: Microsoft Project, Microsoft SharePoint

Professional Certifications:

PMI PMP (required)

### **Job Title: Senior Project Manager**

General Experience

10+ years of experience managing projects whose objectives include customized software development, selection and implementation of commercial packages, improved business performance and maintaining a robust multi-tier infrastructure. Possessing strong interpersonal skills with aptitude for communicating technical concepts to non-technical audiences. Knowledgeable in all aspects of the SEI

CMMi, ISO 9001, and PMI models. Work with IT teams to ensure we are providing the best in class systems in terms of productivity and accuracy. Work with Engineering, Operations, Audit and Product team members to develop requirement user stories for system enhancement. Ensure all process documentation is updated to account for any changes due to the development project. Manage the team, foster a safe, ethical, inclusive, and performance-driven environment where employees can do their best work.

Degree/Experience:

- Bachelor's degree or four or more years of work experience.
- 10+ years of relevant work experience.

Functional Responsibility

- Leads team on large projects or significant segment of large complex projects with cloud migration experience on Amazon AWS/MS Azure/IBM Softlayer/Google Apps.
- Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.
- Provides applications systems analysis and programming activities for a Government site, facility or multiple locations.
- Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources.
- Build Trust: Demonstrate honest and transparent communication. Empower employees to own their work.
- Connect: Listen to and care about employees.
- Develop: Coach and give regular feedback, assess performance, recognize good work, train and encourage employees to grow.
- Collaborate: Encourage partnerships and be open to new and diverse ideas.
- Set Clear Expectations: Explain "what" and "why," provide ongoing direction, hold employees accountable and take appropriate corrective actions.
- Oversees all aspects of projects.

Technical Knowledge

Project Management Tools: Microsoft Project, Microsoft SharePoint

Professional Certifications:

PMI PMP (required)

### **Job Title: Senior Application Developer**

General Experience

10+ years of experience in Internet and data management system development. Hands-on senior level background and cross-functional team leadership in system development and delivery. Expert in all facets of software development life cycle. Proficient in instilling best practices, processes, and tools.

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### Functional Responsibility

- Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications.
- Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software.
- Addresses problems of systems integration, compatibility, and multiple platforms.
- Consults with project teams and end users to identify application requirements.
- Performs feasibility analysis on potential future projects to management.
- Assists in the evaluation and recommendation of application software packages, application integration and testing tools.
- Resolves problems with software and responds to suggestions for improvements and enhancements.
- Acts as team leader on projects.
- Instructs, assigns, directs, and checks the work of other software developers on development team.
- Participates in development of software user manuals.

### Technical Knowledge

Operating Systems: Windows.

Servers: Intel-based servers.

Databases: MS SQL Server.

Applications: MS IIS, MS Exchange, MS Active Directory.

Tools: MS Visual Studio, MS Visio, MS Office, MS Project, ESRI ArcGIS.

Methods and Standards: OOA & OOD, RUP, Scrum, XP, TDD, RAD, JAD, CMMI, ISO-9000.

Languages and Frameworks: Java, C/C++, C#, ASP .NET, SQL, XML, HTML.

Protocols: TCP/IP, UDP, HTTP, FTP, SSH, POP3, SMTP, LDAP, SOAP.

### Professional Certifications

Oracle Certified Professional, Java SE 8 Programmer (optional)

Microsoft Certified Professional Developer (optional)

### Education/Experience:

Bachelor's degree in Information Systems, Computer Science or related field preferred

10+ Years of experience

### **Job Title: Jr. DevOps**

### General Experience

The Junior DevOps Engineer will gather requirements, codify and integrate secure solutions that support business functionality as well as the underlying infrastructure required to run and deploy those solutions.

- Apply secure development/coding to include; but not limited to, cloud technology, internet servers, application whitelisting, virtualized containers, web-enabled database applications, network security, security engineering, data integrity, intrusion detection, firewall management, forensic and legal information security, virtual private networks, public key/infrastructure/digital signatures, encryption, network security architecture and Policy.
- Develop code (e.g., Python, Powershell, Django, Javascript, HTML, CSS, etc.) to interact with Rest APIs and API driven security technologies to automate security tasks (e.g., VirusTotal, Splunk ES, Tanium, etc.) aimed at removing human errors and human inconsistencies.
- Support SOC capabilities by customizing tools and automating processes for SOC and IR analysts.

#### EDUCATION & EXPERIENCE:

BS degree Science, Technology, Engineering, Math or related field and 1 to 2 years of prior relevant software engineering or devops experience.

Familiarity with software development life cycle models and agile programming methodologies.

- Should be familiar with Cloud Service (AWS,Azure, etc), continuous delivery systems and enhancing SOC operations through automation.
- Previous experience with performing integrated quality assurance testing for security functionality and resiliency to attacks.
- Experience with secure programming and identify potential flaws in codes to mitigate vulnerabilities.
- Applies coding and testing standards, security testing tools, identify common coding flaws, threat modeling, and conducts code reviews.
- Perform or support penetration testing as required for new or updated applications.
- Participate in network and system design to ensure implementation of appropriate systems security policies, designs and implement systems security and data assurance.
- Knowledge of Source Code Management concepts (code lines, branching, merging, integration, versioning, etc.)
- Problem solving, analytical skills and technical troubleshooting skills
- Ability to work with customers/stakeholders, developers, testers, project managers, support staff
- Should have knowledge of the following: Encryption algorithms, secure communications, network and data communication protocols.
- Familiar with standard concepts, practices, and procedures within a particular field such as NIST, FISMA and Common Criteria regulations and standards.
- Should have programming skills in several of the following programming and markup languages: Java, .Net, Python, Visual Basic, Powershell, Bash, C++, Javascript, html, css

#### Certifications:

One or more of the following Certifications:

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CEH, CISSP, CSSLP, GPEN, OSCP, AWS Solutions Architect, RHSA, GXPN, GWAPT

Desired Skills:

AWS Solutions Architect, DevOps Certs, RHCE

### **Job Title: Senior Application Architect**

General Experience

The Enterprise Architect links the business mission, strategy, and processes of an organization to its IT strategy, and documents this using multiple architectural models or views that show how the current and future needs of an organization will be delivered by the Verizon solution.

You will be responsible for working as a trusted technical advisor/ partner to:

- Review and analyze current technology infrastructure and its ability to support strategic corporate objectives
- Identify and propose specific strategies, initiatives and remedies necessary to align technology infrastructure with corporate objectives
- Support development of business drivers, business case and high level program implementation plan
- Translate Client business issues/opportunities into technical solution/business requirements and then communicate the value proposition of the end to end solution.
- Manage the interaction with specific product specialists to identify and collect detailed technical requirements
- Lead strategic architectural planning to achieve goals by prioritizing initiatives and coordinating the evaluation, deployment, and management of current and future state architectures
- Collaborate with the appropriate Verizon and client departments to develop an Architectural Vision and Innovation plan that supports the Client IT strategic goals

You'll need to have:

- Bachelor's degree in Engineering, Computer Science, or four or more years of work experience.
- Eight (8+) or more years of relevant work experience.
- Enterprise Network Design (CCNA, CCNP, CCIE)
- Contact Center design expertise (UCCED)
- Ability to travel 25-35% of the time.
- Global / international experience in selling solutions / services to major multinationals
- Demonstrable experience in achieving results in a complex, internationally distributed organization
- Ability to develop a conceptual solution architecture using a combination of Verizon standard products and selected third party suppliers to produce an end to end Client solution.

### **Job Title: Technical Manager**

## General Experience

10+ years of experience managing projects whose objectives include customized software development, selection and implementation of commercial packages, improved business performance and maintaining a robust multi-tier infrastructure. Possessing strong interpersonal skills with aptitude for communicating technical concepts to non-technical audiences. Knowledgeable in all aspects of the SEI CMMi, ISO 9001, and PMI models. Work with IT teams to ensure we are providing the best in class systems in terms of productivity and accuracy. Work with Engineering, Operations, Audit and Product team members to develop requirement user stories for system enhancement. Ensure all process documentation is updated to account for any changes due to the development project. Manage the team, foster a safe, ethical, inclusive, and performance-driven environment where employees can do their best work.

## Degree/Experience:

- Bachelor's degree or four or more years of work experience.
- 10+ years of relevant work experience.

## Functional Responsibility

- **Build Trust:** Demonstrate honest and transparent communication. Empower employees to own their work.
- **Connect:** Listen to and care about employees.
- **Develop:** Coach and give regular feedback, assess performance, recognize good work, train and encourage employees to grow.
- **Collaborate:** Encourage partnerships and be open to new and diverse ideas.
- **Set Clear Expectations:** Explain "what" and "why," provide ongoing direction, hold employees accountable and take appropriate corrective actions.
- Leads team on large projects or significant segment of large complex projects with cloud migration experience on Amazon AWS/MS Azure/IBM Softlayer/Google Apps.
- Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.
- Provides applications systems analysis and programming activities for a Government site, facility or multiple locations.
- Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources.
- Oversees all aspects of projects.

## Technical Knowledge

Project Management Tools: Microsoft Project, Microsoft SharePoint

## Professional Certifications:

PMI PMP (required)

### **Job Title: App Developer**

The .Net C# Developer specialized in the Microsoft technology stack and be highly skilled in C#, JavaScript and SQL with experience working with ASP.NET, MVC or Web API, as well as AngularJS 1.x or Angular 6/7, and have experience developing databases in SQL Server. The developer have experience building scalable, well-architected and high-performance web applications hosted in a distributed environment. Key activities include:

- Designing, implementing and debugging new software systems
- Enhancing and maintaining existing software components including user interfaces, APIs, services, databases and reports
- Researching and prototyping proof of concept solutions based on client requirements and making recommendations to management
- Interacting with customer stakeholders, end users and team members to identify application requirements
- Troubleshooting production problems related to software applications
- Responding to end user problem reports, reviewing suggestions for improvements and enhancement requests

#### Education/Required Skills/Credentials:

- Bachelor's Degree in computer science, computer engineering, or information systems and/or 4 years of equivalent work experience.
  - 3+ years of experience working with web applications and data management systems
  - 3+ years of experience working with .NET and C#, JavaScript (this more or less implies web development), SQL Server, 1+ years of experience working with hands-on experience in a senior developer role, Angular 1.x (Angular 1.x or 7 experience is a reasonable indicator of experience with frameworks that support restful APIs, ex: Web API, MVC) or Angular 7 (this implies TypeScript), Entity Framework or another object-relational library, Any unit testing framework
  - Knowledge of the following languages and frameworks: C#, JavaScript, TypeScript, SQL, ASP.NET/MVC/WEB API, AngularJS 1.x, Angular 7, XML, HTML, CSS, Bootstrap
  - Familiarity with Entity Framework 6, EF Core 2 or another object-relational library
  - Experience with MS Test, NUnit or another unit testing library
  - Configuration of Internet Information Services 8+ (IIS) running on Windows Server 2012+
  - Tools: MS Visual Studio, SQL Server Management Studio (SSMS)
  - Additional Platforms/Tools: Selenium WebDriver, WPF, ESRI ArcGIS, MongoDB or other NoSQL platforms, Microsoft Azure
  - Mobile development using Xamarin for Android and iOS or using native IDEs
  - Design, migrate, and deploy scalable, highly available and reliable applications on AWS/AZURE
  - Work with the customer to define and document mission requirements, and use cases, and develop cloud-based solutions to meet the requirements
-

- Develop a Roadmap for transitioning mission critical functions to AWS/AZURE
- Migrate existing on-premise applications to the AWS/AZURE platform
- Select and integrate appropriate AWS/AZURE services to support an application based on business requirements

### **Job Title: DevSecOps Engineer Jr**

#### General Experience

The Dev/Sec/Ops Engineer Junior will gather requirements, codify and integrate secure solutions that support business functionality as well as the underlying infrastructure required to run and deploy those solutions.

- Apply secure development/coding to include; but not limited to, cloud technology, internet servers, application whitelisting, virtualized containers, web-enabled database applications, network security, security engineering, data integrity, intrusion detection, firewall management, forensic and legal information security, virtual private networks, public key/infrastructure/digital signatures, encryption, network security architecture and Federal Policy.
- Develop code (e.g., Python, Powershell, Django, Javascript, HTML, CSS, etc.) to interact with Rest APIs and API driven security technologies to automate security tasks (e.g., VirusTotal, Splunk ES, Tanium, etc.) aimed at removing human errors and human inconsistencies.
- Support SOC capabilities by customizing tools and automating processes for SOC and IR analysts.

#### EDUCATION & EXPERIENCE:

BS degree Science, Technology, Engineering, Math or related field

3 to 5 years of prior relevant software engineering or devops experience.

Familiarity with software development life cycle models and agile programming methodologies.

- Should be familiar with Cloud Service (AWS,Azure, etc), continuous delivery systems and enhancing SOC operations through automation.
- Previous experience with performing integrated quality assurance testing for security functionality and resiliency to attacks.
- Experience with secure programming and identify potential flaws in codes to mitigate vulnerabilities.
- Applies coding and testing standards, security testing tools, identify common coding flaws, threat modeling, and conducts code reviews.
- Perform or support penetration testing as required for new or updated applications.
- Participate in network and system design to ensure implementation of appropriate systems security policies, designs and implement systems security and data assurance.
- Knowledge of Source Code Management concepts (code lines, branching, merging, integration, versioning, etc.)
- Problem solving, analytical skills and technical troubleshooting skills
- Ability to work with customers/stakeholders, developers, testers, project managers, support staff

- Should have knowledge of the following: Encryption algorithms, secure communications, network and data communication protocols.
- Familiar with standard concepts, practices, and procedures within a particular field such as NIST, FISMA and Common Criteria regulations and standards.
- Should have programming skills in several of the following programming and markup languages: Java, .Net, Python, Visual Basic, Powershell, Bash, C++, Javascript, html, css

Certifications:

One or more of the following Certifications:

CEH, CISSP, CSSLP, GPEN, OSCP, AWS Solutions Architect, RHSA, GXPN, GWAPT

Desired Skills:

AWS Solutions Architect, DevOps Certs, RHCE

### **Job Title: Technical Writer**

General Experience

The Technical Writer will participate in the establishment of guidelines and standards for text and graphics. Organize, write, edit and produce technical documentation per project standards regarding order, clarity, conciseness, style, and terminology. This candidate will coordinate the quality-control activities required to ensure the accuracy and adequacy of each publication, including in-process and final reviews, editing for compliance with all applicable specifications and standards, validation, and change verification that quality publications are produced. The Technical Writer will also ensure documentation complies with all applicable specifications, standards, and other project constraints, support creation and editing of graphic content for program documentation, and support quality assurance efforts to ensure visual fidelity of all graphical materials.

Required Qualifications:

- Bachelor's Degree in Engineering.
- Background and Experience in Department of Defense proposals.
- Three (3-5) years of experience in the research, preparation, writing, and/or editing of technical documents for publication.
- Have excellent writing and editing skills, familiar with AP style and Chicago Manual of Style.
- Expert knowledge of Microsoft Office Suite (Word, PowerPoint, and Visio) and Adobe Acrobat Pro including template creation and application; familiarity with XML topic based technical writing.
- Experience working with engineering drawings, blueprints, Engineering Change Proposals (ECPs), and design.
- Experience in an agile environment and rapid deadlines.
- Experience in project management, from conception to delivery.
- Strong client-facing and teamwork skills.

- Experience gathering, analyzing, and composing technical information into clear, readable documents to be used by technical and non-technical personnel.
- Experience composing technical documents including user's manuals, training materials, installation guides, proposals, and reports in accordance with technical documentation guidelines and standards.
- Experience editing documents to ensure grammatical correctness and conducting research to ensure the use of proper technical
- Experience gathering, analyzing, and composing meeting minutes and action items.

### **Job Title: Business Analyst / Tester**

#### General Experience

Analyst/Tester will work with stakeholders to understand business requirements and perform full-time requirements verification. You will interact with all levels of the project team including developers, system engineers, project managers, other analysts, and senior leadership.

#### Primary Duties

- Read and understand requirements and lead testing of requirements
- Design tests to verify technical and functional requirements
- Build test data for positive and negative scenarios
- Plan and coordinate test scenarios with internal and external stakeholders
- Test report, metrics, and documentation creation
- Perform non-functional requirements testing like usability, performance, and scalability
- Collaborate with development team to be a champion of quality across development lifecycle
- Support User Acceptance Test (UAT) testing

#### Required Qualifications

- BA/BS in a related field
- At least 10 years of related experience, preferably with experience consulting/contracting to government clients

### **Job Title: Program Manager**

#### General Experience

10+ years of experience managing large programs whose objectives include customized software development, IT implementation, selection and implementation of commercial packages, improved business performance and maintaining a robust multi-tier infrastructure. Possessing strong interpersonal skills with aptitude for communicating technical concepts to non-technical audiences. Knowledgeable in all aspects of the SEI, CMMi, ISO 9001, and PMI models. Work with IT teams to ensure we are providing the best in class systems in terms of productivity and accuracy. Work with Engineering, Operations, Audit and Product team members to develop requirement user stories for system

enhancement. Ensure all process documentation is updated to account for any changes due to the development project. Manage the team, foster a safe, ethical, inclusive, and performance-driven environment where employees can do their best work.

Degree/Experience:

- Bachelor's degree or four or more years of work experience.
- 10+ years of relevant work experience.

Functional Responsibility

- Build Trust: Demonstrate honest and transparent communication. Empower employees to own their work.
- Connect: Listen to and care about employees.
- Develop: Coach and give regular feedback, assess performance, recognize good work, train and encourage employees to grow.
- Collaborate: Encourage partnerships and be open to new and diverse ideas.
- Set Clear Expectations: Explain "what" and "why," provide ongoing direction, hold employees accountable and take appropriate corrective actions.
- Leads team on large projects or significant segment of large complex projects with cloud migration experience on Amazon AWS/MS Azure/IBM Softlayer/Google Apps.
- Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.
- Provides applications systems analysis and programming activities for a Government site, facility or multiple locations.
- Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources.
- Oversees all aspects of projects.

Technical Knowledge

Project Management Tools: Microsoft Project, Microsoft SharePoint

Professional Certifications:

PMI PMP (required)

### **Job Title: Project Manager**

General Experience

10+ years of experience managing projects whose objectives include customized software development, selection and implementation of commercial packages, improved business performance and maintaining a robust multi-tier infrastructure. Possessing strong interpersonal skills with aptitude for communicating technical concepts to non-technical audiences. Knowledgeable in all aspects of the SEI CMMi, ISO 9001, and PMI models. Work with IT teams to ensure we are providing the best in class systems in terms of productivity and accuracy. Work with Engineering, Operations, Audit and Product

team members to develop requirement user stories for system enhancement. Ensure all process documentation is updated to account for any changes due to the development project. Manage the team, foster a safe, ethical, inclusive, and performance-driven environment where employees can do their best work.

Degree/Experience:

- Bachelor's degree or four or more years of work experience.
- 10+ years of relevant work experience.

Functional Responsibility

- Leads team on large projects or significant segment of large complex projects with cloud migration experience on Amazon AWS/MS Azure/IBM Softlayer/Google Apps.
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- Collaborate: Encourage partnerships and be open to new and diverse ideas.
- Set Clear Expectations: Explain "what" and "why," provide ongoing direction, hold employees accountable and take appropriate corrective actions.
- Oversees all aspects of projects.

Technical Knowledge

Project Management Tools: Microsoft Project, Microsoft SharePoint

Professional Certifications:

PMI PMP (required)

### **Job Title: Subject Matter Expert - SME**

The Functional Subject Matter Expert will provide full life cycle management and support of customer-based initiatives and updates within the Applications.

Specific Functional SME responsibilities include:

Working with customers and team members to capture issues and requirements and provide recommendations

- Developing Functional Requirements documentation and project schedules
- Providing functional testing, system demonstrations and training, including respective documentation
- Analyzes system problems, works with system users to resolve issues and coordinates with technical resources for potential solutions
- Supporting Help-Desk team as needed, including answering phone and email support requests and utilizing Remedy ticketing system

#### Requirements

#### Job Requirements (In Order of Preference):

- Application domain knowledge and experience
- Experience capturing and analyzing customer requirements
- Effective written and verbal communication skills, producing high-quality documentation that meets applicable standards and is appropriate for its intended audience
- Core project management capability, including planning and executing, coordinating and engaging support of appropriate team members
- Familiarity with agile teams and methodologies and tools (preferably Jira and Confluence)
- Experience performing functional testing
- Ability to work independently and work across an integrated project team
- Ability to travel on a limited basis to receive and provide training
- Experience with Help Desk Support, including the Remedy system
- Knowledge of System functionality

#### Degree/Experience:

- Bachelor's degree or four or more years of work experience.
- 10+ years of relevant work experience.

#### **Job Title: Software Developer**

#### General Experience

Develop new features in the software application: 70%

- Design and develop new application modules in a .NET application based on user requirements.
- Develop and maintain an internal human resources application to manage hundreds of employees and their related data.
- Develop and maintain a custom workflow engine with complex business rules using ASP.NET, C#, and jQuery to process different types of user application forms.
- Integrate ASP.NET MVC web applications with complex databases using Entity Framework, ADO.NET, Language-Integrated Query (LINQ) and jQuery.

- Rewrite legacy .NET applications to match the current software requirements specification and implement better accessibility support.
- Write JavaScript and C# algorithms to implement complex business rules and user interface logic.
- Analyze the data from external systems and write a data transformation script based on business rules to load the data into the application.
- Develop a fuzzy logic algorithm in C# to analyze the third-party data to clean the data prior to importing it to the application.
- Create reusable custom controls including but not limited to grids, combo drop down and charts using Telerik controls to create an attractive and intuitive user interface that follows specific presentation logic.
- Create an interface to communicate with external systems and to process data by consuming external APIs.
- Involve in the full software development lifecycle including analysis, design, implementation, testing, and deployment.

Maintenance, support, bug fix and performance enhancement of the existing application: 20%

- Refactor C# code to improve the time complexity of the algorithms and reduce the time-consuming input/output operations.
- Troubleshoot the application and debug the code to find the bug in the program and implement the fixes.
- Fix the problems reported by the quality analyst and the system user in the application running in a production environment.
- Modify the legacy code to support the latest operating system and browser and update the third-party tools used in the application to the latest supported version.
- Rewrite and optimize the SQL queries to improve the performance of the long-running queries when they are executed in a heavily loaded Microsoft SQL server.
- Identify complex problems within the .NET application based on the chain of user actions and detecting the cause in the application source code.
- Solve complex programming and logical problems experienced by the application software development application team.

Deployment of the application: 10%

- Create application code artifacts using Team Foundation Server for deployment to different environments - Development, Staging, Training and Production.
- Responsible to deploy build artifacts to different environments – Development, Staging, and Training

Degree/Experience:

- Bachelor's degree or four or more years of work experience.
-

- 3+ years of relevant work experience.

### **Job Title: Network Engineer**

The Network Engineer will be a member of a team responsible for the smooth running of our network and infrastructure. The successful candidate will be comfortable in a customer-facing role and possess the ability to clearly document and diagnose the reported issues and their resolution efforts.

Key Responsibilities include:

- Technology enthusiast consistently focused on the customer/product experience;
- Provide administration and operation of networking devices like switches, routers, firewalls, load balancers, and telco vendors;
- Provide administration and operation of Corporate Wireless Services;
- Maintain network health by periodically patching network device's firmware and OS;
- Providing Data Center operations such as racking and stacking network devices, and cabling;
- Manage customer tickets and provide quick resolutions;
- Provide support to engineering and customer support teams;
- Network LAN/WAN experience (e.g., Cisco, Juniper, Dell);
- Utilize network performance and monitoring tools to resolve issues and maintain a healthy network;
- Troubleshoot and resolve network related connectivity issues;
- Participate in a network on-call rotation and support after-hour deployments;
- Lead small projects and collaborate with peers to ensure team remains informed;
- Maintain network documentation;
- Ability to work under pressure;
- Ability to deploy a network or solution per the documented design;
- Additional duties as assigned.

Qualifying Requirements:

- Minimum 3+ years network infrastructure experience;
- Bachelor's Degree or equivalent
- Solid Cisco networking experience with all levels of Catalyst, Nexus, and ASR equipment;
- Knowledge of Linux operating systems;
- Proven hands-on network engineering experience;
- Understanding of networking protocols (e.g., IPSEC, HSRP, BGP, OSPF, 802.11, QoS, 802.1d);
- Solid understanding of the OSI or TCP/IP model;
- Hands-on experience with monitoring, network diagnostic and network analytics tools;

- Possess good communication skills, both oral and written;
- Experience with SolarWinds or other Network Management System (NMS);
- Experience configuring SNMP managed devices;
- Individual needs to be able to work independently and/or collaboratively in a multi-team environment.

### **Job Title: Senior Systems Administrator**

#### General Experience

The Senior System Administrator will maintain and monitor program related systems and related infrastructure to meet business requirements on prem and at leading cloud provider such as AWS/Azure/GCP. The Sr. Administrator will ensure that systems hardware, operating systems, software systems, and related procedures adhere to the predefined standards.

This position will be responsible for:

- Engineering of SA-related solutions for various project and operational needs.
- Install new / rebuild existing AWS/Azure instances and configure services, settings, storage, etc. in accordance with standards and project/operational requirements.
- Develop and maintain installation and configuration procedures.
- Contribute to and maintain system standards.
- Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.
- Perform daily system monitoring, verifying the integrity and availability of all AWS/Azure Cloud instances, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups for an on premise and cloud environment.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media as necessary.
- Perform regular file archival and purge as necessary.
- Perform security scan as necessary.
- Repair and recover from AWS/Azure or software failures. Coordinate and communicate with impacted constituencies.
- Apply OS patches and upgrades on a regular basis and upgrade administrative tools and utilities. Configure/add new services as necessary.

#### Education/Experience

- Bachelor's Degree in computer science, computer engineering, or information systems and/or 4 years of equivalent work experience.

- Ten (10+) plus years equivalent work experience in computer support information technology environment, and desktop computing along with the ability to apply basic computer concepts, theories, principles and methods to projects, business problems, issues and/or questions.
- Experience migrating systems to the cloud
- AWS/Cloud experience
- VMWare experience
- Strong written and verbal communication skills.
- Proficient in Linux, Microsoft Windows, Docker containers, Windows and Linux virtualization, McAfee and endpoint patching technologies
- Customer service driven.
- Strong team player

### **Job Title: DevOps Engineer**

#### General Experience

10+ years of experience in SQL Server database design and administration. Extensive experience SQL Server clustering, linking, triggers, stored procedures, SSIS packages, data cubes, and data analytics. Experience with MS Azure SQL.

#### Functional Responsibility

- Provides all activities related to the administration of computerized databases.
- Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function.
- Designs, creates, and maintains databases in a client/server environment.
- Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data.
- Advises users on access to various client/server databases.
- Designs, implements, and maintains complex databases, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods.
- Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design.
- Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.

#### Technical Knowledge

Operating Systems: Windows, MS Azure.

Servers: Intel-based servers.

Databases: MS SQL Server.

Applications: MS SQL Server Management Studio.

Tools: MS SQL Server Integration Services, MS SQL Server Analysis Services, MS SQL Server Reporting Services.

Languages and Frameworks: SQL, XML.

Preferred Professional Certifications

Microsoft Certified Database Administrator (optional)

MCSE: Cloud Platform and Infrastructure (optional)

### **Job Title: DevSecOps Engineer**

#### General Experience

Work with technical leaders in cyber, networking, computer science, and data analytics to develop the next generation of automated cyber defense platforms. Individuals in this role are responsible for designing, integrating, and maintaining DevSecOps continuous test/integration/deployment and operational platforms. These capabilities are used to deploy large-scale cyber countermeasure capabilities to detect and prevent sophisticated threats and vulnerabilities on enterprise networks.

#### Responsibilities:

Provide expertise in integrating and administering Redhat OpenShift and other DevSecOps pipeline products including Jenkins, Maven, Git, Nexus, Ansible, etc.

Provide expertise in system integration in an agile environment

Provide expertise in Continuous test/integration/deployment platforms

Assist customers with installation, configuration, communications and provide troubleshooting & remediation.

Assist customers on-site during release deployment and with periodic system/application patching

#### Basic Qualifications:

In depth (6+ years) experience of IT engineering or administration

In depth (4+ years) experience of Redhat Linux administration, including system design, configuration, maintenance, upgrade and administration.

Strong (4+ years) experience/knowledge of virtualization (VMWare, etc.)

Strong (4+ years) knowledge or experience of Jenkins automation server and continuous delivery based on DevSecOps practices.

Strong (4+ years) knowledge or experience of Maven, Git, and Nexus.

Strong (2+ years) knowledge or experience of Ansible tool.

Strong (5+ years) experience in Linux shell scripting.

Experience in the installation, configuration, and maintenance of both open source licensed and Commercial-off-the-Shelf software tools.

Excellent professional / interpersonal / written and verbal communication skills

The ability to operate in a team environment consisting of both internal and external members, co-workers and customers

The ability to document and electronically store daily task information, architecture, processes, and user instructions

The ability to work independently

Desired Skills:

Cybersecurity expertise, including creating and adhering to customer IT Security requirements

Experience with AWS commercial or GovCloud design, implementation, and administration

Experience with high performance clusters in a scientific environment

Scripting experience with automating processes and deployments using tools such as scripting (bash, python, perl, etc.)

**CLOUD SERVICES RATES**  
**SINs 132-40, 132-40STLOC and 132-40RC**

SIN	Cloud Computing Services	Base Year	Year 2	Year 3	Year 4	Year 5
132-40	Cloud System Administrator	\$90.93	\$93.39	\$95.91	\$98.50	\$101.16
132-40	Cloud Senior Application Architect	\$124.43	\$127.79	\$131.24	\$134.78	\$138.42
132-40	Cloud Jr. DevOps Engineer	\$76.57	\$78.64	\$80.76	\$82.94	\$85.18
132-40	Cloud App Developer	\$82.59	\$84.82	\$87.11	\$89.46	\$91.88
132-40	Cloud DevSecOps Engineer Jr.	\$88.33	\$90.71	\$93.16	\$95.68	\$98.26
132-40	Cloud Architect	\$191.44	\$196.61	\$201.92	\$207.37	\$212.97
132-40	Cloud Network Engineer	\$102.42	\$105.19	\$108.03	\$110.95	\$113.95
132-40	Cloud System Administrator	\$126.35	\$129.76	\$133.26	\$136.86	\$140.56

**\*Note – leave dates blanks until award of contract.**

**IT PROFESSIONAL SERVICES RATES**

**SINs 132-51, 132-51STLOC and 132-51RC**

SIN	Labor Category Titles	Base Year	Year 2	Year 3	Year 4	Year 5
132-51	Database Programmer/Analyst	\$91.89	\$94.37	\$96.92	\$99.54	\$102.23
132-51	Database Administrator	\$132.09	\$135.66	\$139.32	\$143.08	\$146.94
132-51	Helpdesk Specialist Tier III	\$84.23	\$86.50	\$88.84	\$91.24	\$93.70
132-51	System Administrator Jr.	\$90.93	\$93.39	\$95.91	\$98.50	\$101.16
132-51	SharePoint Architect	\$110.08	\$113.05	\$116.10	\$119.23	\$122.45
132-51	Senior Program Manager	\$143.58	\$147.46	\$151.44	\$155.53	\$159.73
132-51	Senior Project Manager	\$143.58	\$147.46	\$151.44	\$155.53	\$159.73
132-51	Senior Application Developer	\$100.50	\$103.21	\$106.00	\$108.86	\$111.80
132-51	Jr. DevOps Engineer	\$76.57	\$78.64	\$80.76	\$82.94	\$85.18
132-51	Systems Administrator	\$105.29	\$108.13	\$111.05	\$114.05	\$117.13
132-51	Senior Application Architect	\$124.43	\$127.79	\$131.24	\$134.78	\$138.42
132-51	Technical Manager	\$111.23	\$114.23	\$117.31	\$120.48	\$123.73
132-51	App Developer	\$82.59	\$84.82	\$87.11	\$89.46	\$91.88
132-51	DevSecOps Engineer Jr.	\$88.33	\$90.71	\$93.16	\$95.68	\$98.26
132-51	Technical Writer	\$88.33	\$90.71	\$93.16	\$95.68	\$98.26
132-51	Senior Business Analyst / Tester	\$81.36	\$83.56	\$85.82	\$88.14	\$90.52
132-51	Program Manager	\$143.58	\$147.46	\$151.44	\$155.53	\$159.73
132-51	Project Manager	\$119.65	\$122.88	\$126.20	\$129.61	\$133.11
132-51	Subject Matter Expert (SME)	\$90.93	\$93.39	\$95.91	\$98.50	\$101.16
132-51	Software Developer	\$90.93	\$93.39	\$95.91	\$98.50	\$101.16
132-51	Network Engineer	\$102.42	\$105.19	\$108.03	\$110.95	\$113.95
132-51	Senior System Administrator	\$126.35	\$129.76	\$133.26	\$136.86	\$140.56

**\*Note – leave dates blanks until award of contract.**