On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is www.gsaadvantage.gov. For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Multiple Award Schedule
FSC Group Class: Professional Services and Information Technology

Contract Number: 47QTCA20D005R
Pricing is effective with Contract Modification PS-0009 effective November 17, 2021
Period Covered by Contract: February 5, 2020 through February 4, 2025
Contract Administrator: Kathleen M. Benson at KathyB@ORIResults.com

Office Remedies, Inc. d/b/a ORI
171 Elden Street, Suite 160
Herndon, Virginia 20170
Phone Number: 703.478.0910
Fax Number: 703.478.0936
www.ORIResults.com

Business Type: Woman-Owned Small Business
CUSTOMER INFORMATION

1a. Awarded Special Item Number(s):

<table>
<thead>
<tr>
<th>Special Item Number (SIN)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S/RC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>511210/RC</td>
<td>Software Licenses (TERM)</td>
</tr>
<tr>
<td>611420/RC</td>
<td>Information Technology Training</td>
</tr>
<tr>
<td>541611/RC</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
</tr>
<tr>
<td>541910/RC</td>
<td>Market Research and Analysis</td>
</tr>
<tr>
<td>OLM/RC</td>
<td>Order Level Materials</td>
</tr>
<tr>
<td>ANCILLARY/RC</td>
<td>Ancillary Supplies and Services</td>
</tr>
</tbody>
</table>

1b. Pricing—See Job Rates below.

1c. Job Category Descriptions—See information below.

2. Maximum Order: SINs 54151S and 511210 - $500,000.00; SINs 611420 and ANCILLARY - $250,000; SINs 541611 and 541910 - $1,000,000; SIN OLM - $250,000.

3. Minimum Order: $100.00

4. Geographic Coverage: Domestic

5. Point of Production:
   Office Remedies, Inc. d/b/a ORI
   171 Elden St., Suite 160
   Herndon, VA  20170-4834


7. Quantity Discount: None

8. Prompt Payment Terms: Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Foreign Items: None

10a. Time of Delivery: Specified on the Task Order

10b. Expedited Delivery: Contact Contractor
10c. Overnight/2-Day Delivery: Contact Contractor

10d. Urgent Requirements: Contact Contractor

11. FOB Point: Destination

12a. Ordering Address:
    Office Remedies, Inc. d/b/a ORI
    171 Elden St., Suite 160
    Herndon, VA 20170-4834

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment Address: Same as company address

14. Warranty Provisions: Contractor’s standard commercial warranty

15. Export Packing charges: N/A

16. Terms and conditions of rental, maintenance, and repair: N/A

17. Terms and conditions of installation: N/A

18a. Terms and conditions of repair parts: N/A

18b. Terms and conditions for any other services (if applicable): N/A

19. List of service and distribution points: N/A

20. List of participating dealers: N/A

21. Preventive maintenance: N/A

22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A

22b. Section 508: N/A

23. Unique Entity Identifier (UEI) Number: 612688994

24. Office Remedies, Inc. is registered in the System for Awards Management (SAM) database.
DESCRIPTION OF IT PROFESSIONAL SERVICES – SIN 54151S

IT Vice President

The IT Vice President is responsible for managing all hands-on operational aspects of IT related projects in a consultative manner. Guided by the objectives of contract/project, the IT Vice President provides the leadership and management necessary to ensure that IT-related projects have the proper finance and operational controls, administrative and reporting procedures, and people systems in place to effectively deliver the final outcome of the project.

Essential Duties and Responsibilities

- Provide day-to-day leadership and management as it relates to the IT-related project.
- Responsible for the measurement and effectiveness of all processes internal and external for the duration of the IT project. Provides timely, accurate and complete reports on the status of the project.
- Spearhead the development of internal staff as well as subcontractors required to complete the project.
- Develop and implement plans for the operational infrastructure of IT systems, processes, and personnel designed to accommodate the objectives of the project.
- Act as lead communicator through direct contact with client.
- Oversee and manage all aspects of the day-to-day operations of IT-related projects to include finance, budget planning, human resources, contract negotiation, legal compliance. Provides leadership, coordination, and general direction with regard to policies, plans and programs for the contract.
- Establish operating goals and objectives for the contract and ensures that such goals and objectives are met.
- Provide support to administrative units, and coordinates their responsiveness to requirements.
- Ensure compliance with company policies and procedures, county, state, and federal regulations.
- Perform related duties as required or deemed appropriate by the Client.

Education and/or Experience

- Bachelor’s Degree
- At least fifteen years directly related professional experience to enable the successful management of IT-related projects.
- Ability to orally communicate effectively with others.
- Ability to communicate effectively in writing.
- Ability to work cooperatively with colleagues and supervisory staffs at all levels.

IT Project Director I

The IT Project Director I is responsible for the overall management of IT-related projects and deliverables and requires significant customer interaction.

Essential Duties and Responsibilities

The IT Project Director I’s duties can include:

- Principal contact for clients regarding schedules, budgets, and projected needs and deliverables.
• Coordinates efforts of staff to ensure that IT-related projects are produced in accordance with client requirements and within budget.
• Supervises project personnel to include technical and consulting.
• Works with staff creating project specific programs and applications, including methodologies, data gathering, as well as data and database cleansing, manipulations, transformation and analysis.
• Oversees Data Analysis for IT-related projects
• Develops and implements Quality Assurance Control for all aspects of the project.
• Delivers completed project to client.
• Generates invoices to clients upon completion of project.
• Directly manages online sites for clients.
• Prepares proposals for clients.
• Trains support staff and Help Desk staff as required.
• Advises management of project status and problems (or potential problems) on a regular basis.
• Anticipates potential schedule or priority delays and initiates plans for alternative actions.
• Plans work schedules and assigns duties.
• Maintains records.
• Knows the principles, procedures and standards for the acquisition, preparation, data base development of all computer data.
• Accurately maintains records, files and documentation.

Education and/or Experience

• Bachelor’s Degree
• At least six years directly related professional experience to enable the successful management of IT-related projects.
• Ability to orally communicate effectively with others.
• Ability to communicate effectively in writing.
• Ability to work cooperatively with colleagues and supervisory staffs at all levels
• Displays excellent communication and interpersonal skills.
• Displays excellent attention to detail.
• Establishes and maintains effective working relationships with employees.
• Requires excellent organizational skills and the ability to meet deadlines.
IT Project Director II

The IT Project Director II is responsible for the overall management of IT-related projects and deliverables and requires significant customer interaction.

Essential Duties and Responsibilities

The IT Project Director II’s duties can include:

- Principal contact for clients regarding schedules, budgets, and projected needs and deliverables.
- Coordinates efforts of staff to ensure that IT-related projects are produced in accordance with client requirements and within budget.
- Supervises project personnel to include technical and consulting.
- Works with staff creating project specific programs and applications, including methodologies, data gathering, as well as data and database cleansing, manipulations, transformation and analysis.
- Oversees Data Analysis for IT-related projects
- Develops and implements Quality Assurance Control for all aspects of the project.
- Delivers completed project to client.
- Generates invoices to clients upon completion of project.
- Directly manages online sites for clients.
- Prepares proposals for clients.
- Trains support staff and Help Desk staff as required.
- Advises management of project status and problems (or potential problems) on a regular basis.
- Anticipates potential schedule or priority delays and initiates plans for alternative actions.
- Plans work schedules and assigns duties.
- Maintains records.
- Knows the principles, procedures and standards for the acquisition, preparation, data base development of all computer data.
- Accurately maintains records, files and documentation.

Education and/or Experience

- Bachelor’s Degree
- At least seven years directly related professional experience to enable the successful management of IT-related projects.
- Ability to orally communicate effectively with others.
- Ability to communicate effectively in writing.
- Ability to work cooperatively with colleagues and supervisory staffs at all levels
- Displays excellent communication and interpersonal skills.
- Displays excellent attention to detail.
- Establishes and maintains effective working relationships with employees.
- Requires excellent organizational skills and the ability to meet deadlines.
IT Project Director

The IT Project Director is responsible for the overall management of IT-related projects and deliverables and requires significant customer interaction.

Essential Duties and Responsibilities

The IT Project Director’s duties can include:

- Principal contact for clients regarding schedules, budgets, and projected needs and deliverables.
- Coordinates efforts of staff to ensure that IT-related projects are produced in accordance with client requirements and within budget.
- Supervises project personnel to include technical and consulting.
- Works with staff creating project specific programs and applications, including methodologies, data gathering, as well as data and database cleansing, manipulations, transformation and analysis.
- Oversees Data Analysis for IT-related projects
- Develops and implements Quality Assurance Control for all aspects of the project.
- Delivers completed project to client.
- Generates invoices to clients upon completion of project.
- Directly manages online sites for clients.
- Prepares proposals for clients.
- Trains support staff and Help Desk staff as required.
- Advises management of project status and problems (or potential problems) on a regular basis.
- Anticipates potential schedule or priority delays and initiates plans for alternative actions.
- Plans work schedules and assigns duties.
- Maintains records.
- Knows the principles, procedures and standards for the acquisition, preparation, data base development of all computer data.
- Accurately maintains records, files and documentation.

Education and/or Experience

- Bachelor’s Degree
- At least ten years directly related professional experience to enable the successful management of IT-related projects.
- Ability to orally communicate effectively with others.
- Ability to communicate effectively in writing.
- Ability to work cooperatively with colleagues and supervisory staffs at all levels
- Displays excellent communication and interpersonal skills.
- Displays excellent attention to detail.
- Establishes and maintains effective working relationships with employees.
- Requires excellent organizational skills and the ability to meet deadlines.

IT Researcher

Experienced research professionals organize the collection of public data as well as internal data about client customers, members, citizens and organizational data. Analyze and interpret the results of the data for our clients. Mathematical and statistical ability is essential, as are good planning skills. IT Researchers also have excellent writing skills, with extremely close attention to detail and a demonstrated ability to communicate...
clearly, concisely and accurately. Understanding of cultural differences and a sound knowledge and understanding of the businesses or industries they research, including IT-related fields, help the IT Researchers design and interpret their studies more accurately. The ability to keep information private is critical. Where needed, IT Researchers will also develop and maintain client computer applications, IT-related systems, and programs.

Essential Duties and Responsibilities

Researchers perform the following tasks:

- Meet with and discuss the client’s needs
- Identify data sources and cells of data to be analyzed. Aggregate data into one central location (e.g. data file or database) and prepare for analysis.
- Design surveys and questionnaires to determine future data collection initiatives.
- Train/and or supervise IT analysts
- Supervise subcontractors performing these services
- Analyze data from all data sources
- Present findings in reports
- If desired, recommend a course of action for clients based on information collected and results desired.
- Develop web-based applications or other client-driven computer programs, as needed
- Maintain client computer programs, IT systems, or applications and make recommendations for changes as needed
- Troubleshoot IT system problems and provide fixes.

Education and/or Experience

- Bachelors’ degree or equivalent experience in a relevant field
- Five to ten years directly related professional experience to enable successful completion of IT-related projects.
- Has conducted quantitative and qualitative research at this level
- Possesses a solid background in questionnaire design, sampling methodology, computer science and/or analysis
- Ability to orally communicate effectively with others
- Ability to communicate effectively in writing.
- Ability to work cooperatively with colleagues and supervisory staffs at all levels.

IT Senior Statistical Analyst

IT Senior Statistical Analysts perform a number of work activities as part of their daily routine. The work varies depending on the client, requirements, and time allocation. Reports to the project lead IT Researcher. During the life span of any given project a combination of activities will be carried out, these include, but are not limited to:

Essential Duties and Responsibilities

- Participating in devising, gathering, monitoring and updating client requirements. This could be done personally or by teaching others how to carry out the task;
- Understanding and solving problems; using various software applications (e.g. SQL, R) and other data and records management and analysis methodologies;
- Communicating ideas and solutions to problems;
- Analyzing, testing and interpreting data to identify patterns and possible solutions;
- Preparing graphs, tables, charts, diagrams or dashboards as part of the team presenting findings to clients;
• Acting as a consultant on research techniques and methodologies for internal and external clients;
• Develop and run statistical training;
• Develop applications or other client driven computer programs, as needed;
• Maintain client computer programs, IT systems, or applications and make recommendations for changes as needed.

Education and/or Experience

• Bachelor’s degree or equivalent experience in a relevant field
• At least five to eight years directly related professional experience to enable the successful complete of IT-related tasks and analyses.
• A solid background in questionnaire design, sampling methodology, computer science and/or analysis.

IT Project Manager

Working under the general direction of the IT Vice President, and IT Project Director, the IT Project Manager is responsible for the overall coordination of the data control function and office services as well as general contract administration functions, as they relate to IT-related projects.

This position establishes and ensures adherence to procedures and standards designed to satisfy client requirements for information processing with maximum efficiency. Position primarily involves overseeing work for IT Jr Research Assts, IT statistical analysts, IT technology specialists, IT database analysts and IT programmers, data entry and help desk operators and coordinating daily scheduling priorities. Also interacts with contractors on an as needed basis.

Essential Duties and Responsibilities

• Acts as liaison between IT analysts, IT statisticians, IT Jr Research Assts, IT data base administrators, technology specialists, IT programmers or help desk operators, customers, and corporate office.
• Coordinates work from all team members to meet required deadlines.
• Compiles and/or submits electronic files of data and/or databases to clients in various formats.
• Assists with review of data and database analysis, data manipulations and/or data transformations.
• Assists with the Quality Assurance Control for all aspects of the IT-related project.
• Maintains and revises procedural list, control records, and coding schemes to process source data.
• Produces reports as required by client.
• Assists clients and employees with inquiries as needed.
• Maintains project files.
• Ensures strict confidentiality of client records.
• Manages projects on an as-needed basis.
• Supervises and assists in training personnel as-needed.
• Plans and coordinates work schedules and assigns duties.
• Knowledge of the principles, procedures and standards for the preparation and analysis of computer data in various formats.
• Excellent communication and interpersonal skills.
• Ability to learn and adapt to varied work assignments.
• Excellent attention to detail.
• Establish and maintain effective working relationships with employees and customers.
• Good organizational skills and the ability to meet deadlines.
• Ability to maintain accurate records, files and documentation including timesheets, billing and financial information related to a contract.
• Computer skills include but are not limited to Microsoft Office.

Education and/or Experience

• Bachelor’s Degree.
• Minimum 5 years’ experience directly related to duties and responsibilities described, and to complete tasks related to IT-related projects.

IT Project Manager II

Working under the general direction of the IT Vice President, and IT Project Director, the IT Project Manager II is responsible for the overall coordination of the data control function and office services as well as general contract administration functions, as they relate to IT-related projects.

This position establishes and ensures adherence to procedures and standards designed to satisfy client requirements for information processing with maximum efficiency. Position primarily involves overseeing work for IT Jr Research Assts, IT statistical analysts, IT technology specialists, IT database analysts and IT programmers, data entry and help desk operators and coordinating daily scheduling priorities. Also interacts with contractors on an as needed basis.

Essential Duties and Responsibilities

• Acts as liaison between IT analysts, IT statisticians, IT Jr Research Assts, IT data base administrators, technology specialists, IT programmers or help desk operators, customers, and corporate office.
• Coordinates work from all team members to meet required deadlines.
• Compiles and/or submits electronic files of data and/or databases to clients in various formats.
• Assists with review of data and database analysis, data manipulations and/or data transformations.
• Assists with the Quality Assurance Control for all aspects of the IT-related project.
• Maintains and revises procedural list, control records, and coding schemes to process source data.
• Produces reports as required by client.
• Assists clients and employees with inquiries as needed.
• Maintains project files.
• Ensures strict confidentiality of client records.
• Manages projects on an as-needed basis.
• Supervises and assists in training personnel as-needed.
• Plans and coordinates work schedules and assigns duties.
• Knowledge of the principles, procedures and standards for the preparation and analysis of computer data in various formats.
• Excellent communication and interpersonal skills.
• Ability to learn and adapt to varied work assignments.
• Excellent attention to detail.
• Establish and maintain effective working relationships with employees and customers.
• Good organizational skills and the ability to meet deadlines.
• Ability to maintain accurate records, files and documentation including timesheets, billing and financial information related to a contract.
• Computer skills include but are not limited to Microsoft Office.

Education and/or Experience

• Bachelor’s Degree.
• Minimum 6 years’ experience directly related to duties and responsibilities described, and to complete tasks related to IT-related projects.

**IT Project Manager III**

Working under the general direction of the IT Vice President, and IT Project Director, the IT Project Manager III is responsible for the overall coordination of the data control function and office services as well as general contract administration functions, as they relate to IT-related projects.

This position establishes and ensures adherence to procedures and standards designed to satisfy client requirements for information processing with maximum efficiency. Position primarily involves overseeing work for IT Jr Research Assts, IT statistical analysts, IT technology specialists, IT database analysts and IT programmers, data entry and help desk operators and coordinating daily scheduling priorities. Also interacts with contractors on an as needed basis.

**Essential Duties and Responsibilities**

- Acts as liaison between IT analysts, IT statisticians, IT Jr Research Assts, IT data base administrators, technology specialists, IT programmers or help desk operators, customers, and corporate office.
- Coordinates work from all team members to meet required deadlines.
- Compiles and/or submits electronic files of data and/or databases to clients in various formats.
- Assists with review of data and database analysis, data manipulations and/or data transformations.
- Assists with the Quality Assurance Control for all aspects of the IT-related project.
- Maintains and revises procedural list, control records, and coding schemes to process source data.
- Produces reports as required by client.
- Assists clients and employees with inquiries as needed.
- Maintains project files.
- Ensures strict confidentiality of client records.
- Manages projects on an as-needed basis.
- Supervises and assists in training personnel as-needed.
- Plans and coordinates work schedules and assigns duties.
- Knowledge of the principles, procedures and standards for the preparation and analysis of computer data in various formats.
- Excellent communication and interpersonal skills.
- Ability to learn and adapt to varied work assignments.
- Excellent attention to detail.
- Establish and maintain effective working relationships with employees and customers.
- Good organizational skills and the ability to meet deadlines.
- Ability to maintain accurate records, files and documentation including timesheets, billing and financial information related to a contract.
- Computer skills include but are not limited to Microsoft Office.

**Education and/or Experience**

- Bachelor’s Degree.
- Minimum 7 years’ experience directly related to duties and responsibilities described, and to complete tasks related to IT-related projects.
Information Technology Specialist

Supports ORI’s data projects in the programming of websites, develops data files and imports data, pulling and transferring files via secure FTP files, and leading data task activities.

Essential Duties and Responsibilities

- Works with IT Project Managers and other researchers to design and program data collection and data and database analysis tools to meet internal or external user specifications
- Performs consistency checks, data range checks and conducts quality control on programming logic
- Performs quality control checks on data files and database tables and maintains quality documentation
- Creates, tests and modifies computer programs
- Aggregates data files and ensures accurate file transfer to other users
- Uses discretion and independent judgment when developing computer programs and technical solutions for internal and external users

Education and/or Experience

- Undergraduate degree in computer science, mathematics or related field
- 3-5 years relevant work experience to complete tasks related to IT-related projects.

IT Database/Systems Analyst

The IT Database/Systems Analyst provides and maintains information technology services to effectively plan, operate, and maintain information technology solutions for a client. The individual designs and implements information technology solutions that enhance client capabilities and effectiveness.

Essential Duties and Responsibilities

- Provide IT system, database and management analysis for programs and provide information that will be used for making decisions on the administrative and programmatic aspects of these programs
- Analyze program requirements to develop IT-related program, data records, database management, or administrative systems including the systems specifications, data gathering and analytical techniques, and systems evaluation methodology
- Consult with internal and external users to determine needs and confirm specifications
- Analyze and evaluate the effectiveness of IT program operations in meeting established goals and objectives
- Develop ad-hoc queries to access applicable program data, cleanse, extract and prepare data in a variety of electronic formats for end users, and respond effectively to requests for case, trend, or other program information from client and staff
- Use object-oriented programming languages, as well as client and server applications development processes and multimedia and Internet technology, to automate staff functions designed to improve work flow
- Test, maintain, and monitor applicable program applications and other related systems
- Train staff and users to work with IT program applications and other IT related systems, and where necessary, provide assistance in solving computer related problems and issues
- Provide and maintain information technology services to effectively plan, operate, and maintain information technology solutions
- Work cooperatively with existing onsite data technology specialist to coordinate any overlapping activities
- Monitor on a daily basis IT system performance and identify and resolve IT system problems
Education and/or Experience

- Undergraduate degree with an emphasis in computer sciences or any related area or equivalent experience
- 5-7 years relevant work experience to enable the successful completion of IT-related tasks.
- Preferred: professional experience developing and maintaining relational databases in Microsoft SQL, SPSS, SAS, R and Oracle Intermediate level proficiency in using word processing and database software
- Intermediate level skill in Microsoft Office

IT Programmer

IT Programmers are highly proficient in programming using web based technologies and common database manipulation/analysis software to support the processing and analysis of data, including big data. Programmers participate in all aspects of ORI's data and IT related projects. Primary responsibilities include performing a variety of tasks related to web programming, database programming, data collection, data processing, data base development and analysis, data analysis, report writing, data visualization, and data manipulation.

Essential Duties and Responsibilities

- Designing, documenting, testing, creating or modifying computer systems or IT-related programs to meet user or system specifications
- Manipulating and managing data in Relational Databases and Statistical packages
- Performing statistical analyses to support IT-related projects including but not limited to records management, data manipulation and transformations, data cleansing and processing
- Creating customized, automated reports
- Creating presentation-quality data listings, summary tables and figures
- Performing other related duties as assigned

Education and/or Experience

- Undergraduate degree in computer science, economics, statistics, public policy or related field or equivalent
- 5-7 years of experience writing web and statistical programming code
- 7-10 years of relevant work experience to enable successful completion of IT-related tasks
- Thorough knowledge of data processing and database management
- Thorough knowledge of web and database-related technologies including statistical packages
- Strong analytical and organizational skills
- Good oral and written communication skills
- Ability to learn quickly and work in a collaborative team environment

Education/Experience Equivalency Matrix

<table>
<thead>
<tr>
<th>Education/Experience</th>
<th>Equivalent Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA or High School Equivalency + 4 years of experience</td>
<td>BA</td>
</tr>
<tr>
<td>BA/BS +3 extra years of experience</td>
<td>MA/MS</td>
</tr>
<tr>
<td>MA/MS+4 extra years of experience</td>
<td>PhD</td>
</tr>
</tbody>
</table>
DESCRIPTION OF ANCILLARY SERVICES – SIN ANCILLARY

Non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be offered or purchased separately. Further, non-professional labor categories shall be offered under SIN ANCILLARY only and must be offered in conjunction with professional service SINs.

Ancillary supplies and/or services are support supplies and services which are not within the scope of any other SIN under the Multiple Award Schedule.

Junior Research Associate I
Essential Duties and Responsibilities

- Assists with project coordination as directed by President, Vice President and Project Managers.
- Answers customer calls, inquiries and emails as needed
- Works with various data base programs and creates the models/programs for data and database analysis and/or transformations and manipulations
- Formats and produces large reports and proposals, PowerPoint presentations under tight deadlines.
- Revises text and tables based on material from editors and research staff for accuracy and completeness.
- Collects, codes, inputs and reviews standard/complex business and statistical data, including free form data into computer processing system.
- Audits output of data.
- Develops, maintains and revises procedural lists, control records and coding schemes to process source data.
- Assists with the production of data and database activity reports
- Assists with Quality Assurance as needed
- Identifies and resolves production related errors.
- Assists with coordinating the work of vendors on an as-needed basis.
- Coordinates confidential data from customers or outside public use data files.
- Coordinates and assists with training classes when requested.

Education and/or Experience

- High school diploma.
- 1 to 3 years relevant experience.
- Accuracy and ability to work unsupervised.
- Ability to navigate new data base and reporting tools.
- Ability to communicate effectively in writing and orally.
- Excellent judgment to plan and accomplish goals.
- Ability to learn and adapt to varied work assignments.
- Excellent attention to detail.
- Good organizational skills.
- Willingness to work as needed.
- Able to meet deadlines.
- Computer skills include but are not limited to Microsoft Office, FoxPro and Excel
Junior Research Associate II

Essential Duties and Responsibilities

- Assists with project coordination as directed by President, Vice President and Project Managers.
- Answers incoming calls and provides technical support and assistance with telephone and web respondents if necessary.
- Develops online survey programs.
- Formats and produces large reports and proposals, PowerPoint presentations and/or dashboards under tight deadlines.
- Revises text and tables based on material from editors and research staff for accuracy and completeness.
- Collects, codes, inputs and reviews standard/complex business and statistical data including free form data from mail respondents into computer and IT processing system.
- Audits output of data.
- Develops, maintains and revises procedural lists, control records and coding schemes to process source data.
- Identifies and resolves production related errors.
- Assists with coordinating the work of printing and mailing vendors.
- Coordinates confidential data either through phone or mail surveys.
- More difficult or confusing customer questions either from the customer or other employees are escalated for resolution.
- Assists with the preparation of call center activity reports
- Assists with Quality Assurance as needed
- Reviews error messages and corrects data where applicable, redirects data for error correction.
- Conducts training classes when requested.
- Assists in the development of training materials

Education and/or Experience

- High school diploma.
- 3-5 years relevant experience.
- Accuracy and ability to work unsupervised.
- Ability to navigate new data base and reporting tools.
- Excellent keyboard skills and accurately type a minimum of 50 wpm or 7,500 keystrokes per hour.
- Ability to communicate effectively in writing and orally.
- Excellent judgment to plan and accomplish goals.
- Ability to learn and adapt to varied work assignments.
- Excellent attention to detail.
- Good organizational skills.
- Willingness to work as needed.
- Able to meet deadlines.
- Computer skills include but are not limited to Microsoft Office, FoxPro, Excel, common database management platforms such as R and SQL.
Data Entry Control Clerk/Coder

This position is responsible for the coding and verifying of data, organizing and processing data records, and may lead or direct the work of data entry operators for a variety of standard and/or complex coded or uncoded business and statistical data.

Essential Duties and Responsibilities

- Develops a list of codes that correspond to written survey text.
- Codes and reviews standard/complex business data into a format that is data entry ready.
- Audits output of data.
- Maintains and revises procedural lists, control records and coding schemes to prep source data.
- Identifies and resolves production related errors.
- Excellent keyboard skills and accurately type a minimum of 60 wpm or 10,000 keystrokes per hour.
- Excellent judgment to plan and accomplish goals.
- Ability to learn and adapt to varied work assignments.
- Excellent attention to detail.
- Good organizational skills.
- Willingness to work as needed.
- Able to meet deadlines.

Education and/or Experience

- High school diploma.
- Previous data entry training.
- Minimum 2 years administrative or professional experience.
- Data entry skills, accuracy, and ability to work unsupervised.

Education/Experience Equivalency Matrix

<table>
<thead>
<tr>
<th>AA or High School Equivalency + 4 years of experience=BA</th>
</tr>
</thead>
<tbody>
<tr>
<td>BA/BS +3 extra years of experience=MA/MS</td>
</tr>
<tr>
<td>MA/MS+4 extra years of experience=PhD</td>
</tr>
</tbody>
</table>
DESCRIPTION OF PROFESSIONAL SERVICES – SINS 541611 and 541910

Vice President
The Vice President is responsible for managing all hands-on operational aspects of the project. Guided by the objectives of contract/project, the Vice President provides the leadership and management necessary to ensure that the project has the proper finance and operational controls, administrative and reporting procedures, and people systems in place to effectively deliver the final outcome of the project.

Essential Duties and Responsibilities

- Provide day-to-day leadership and management as it relates to the project.
- Responsible for the measurement and effectiveness of all processes internal and external for the duration of the project. Provides timely, accurate and complete reports on the status of the project.
- Spearhead the development of internal staff as well as subcontractors required to complete the project.
- Develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the objectives of the project.
- Act as lead communicator through direct contact with client.
- Oversee and manage all aspects of the day-to-day operations to include finance, budget planning, human resources, contract negotiation, legal compliance. Provides leadership, coordination, and general direction with regard to policies, plans and programs for the contract.
- Establish operating goals and objectives for the contract and ensures that such goals and objectives are met.
- Provide support to administrative units, and coordinates their responsiveness to requirements.
- Ensure compliance with company policies and procedures, county, state, and federal regulations.
- Perform related duties as required or deemed appropriate by the Client.

Education and/or Experience

- Bachelor’s Degree
- At least fifteen years directly related professional experience.
- Ability to orally communicate effectively with others.
- Ability to communicate effectively in writing.
- Ability to work cooperatively with colleagues and supervisory staffs at all levels.

Project Director I

The Project Director I is responsible for the overall management of projects and deliverables and requires significant customer interaction.

Essential Duties and Responsibilities

The Project Director I’s duties can include:

- Principal contact for clients regarding schedules, budgets, and projected needs and deliverables.
- Coordinates efforts of staff to ensure that projects are produced in accordance with client requirements and within budget.
- Supervises project personnel.
- Works with staff creating project specific programs and applications, including methodologies and sampling plans where applicable.
- Oversees Data Analysis of project to include review of Data Analysis.
- Develops and implements Quality Assurance Control for all aspects of the project.
- Delivers completed project to client.
- Generates invoices to clients upon completion of project.
- Directly manages online sites for clients.
• Prepares proposals for clients.
• Trains Data Entry, Administrative and Help Desk staff as required.
• Advises management of project status and problems (or potential problems) on a regular basis.
• Anticipates potential schedule or priority delays and initiates plans for alternative actions.
• Plans work schedules and assigns duties.
• Maintains records.
• Knows the principles, procedures and standards for the preparation and entry of computer data.
• Accurately maintains records, files and documentation.

Education and/or Experience

• Bachelor’s Degree
• At least six years directly related professional experience.
• Ability to orally communicate effectively with others.
• Ability to communicate effectively in writing.
• Ability to work cooperatively with colleagues and supervisory staffs at all levels
• Displays excellent communication and interpersonal skills.
• Displays excellent attention to detail.
• Establishes and maintains effective working relationships with employees.
• Requires excellent organizational skills and the ability to meet deadlines.

Project Director II

The Project Director II is responsible for the overall management of projects and deliverables and requires significant customer interaction.

Essential Duties and Responsibilities

The Project Director II’s duties can include:

• Principal contact for clients regarding schedules, budgets, and projected needs and deliverables.
• Coordinates efforts of staff to ensure that projects are produced in accordance with client requirements and within budget.
• Supervises project personnel.
• Works with staff creating project specific programs and applications, including methodologies and sampling plans where applicable.
• Oversees Data Analysis of project to include review of Data Analysis.
• Develops and implements Quality Assurance Control for all aspects of the project.
• Delivers completed project to client.
• Generates invoices to clients upon completion of project.
• Directly manages online sites for clients.
• Prepares proposals for clients.
• Trains Data Entry, Administrative and Help Desk staff as required.
• Advises management of project status and problems (or potential problems) on a regular basis.
• Anticipates potential schedule or priority delays and initiates plans for alternative actions.
• Plans work schedules and assigns duties.
• Maintains records.
• Knows the principles, procedures and standards for the preparation and entry of computer data.
• Accurately maintains records, files and documentation.

Education and/or Experience

• Bachelor’s Degree
• At least seven years directly related professional experience.
Project Director

The Project Director is responsible for the overall management of projects and deliverables and requires significant customer interaction.

Essential Duties and Responsibilities

The Project Director's duties can include:
- Principal contact for clients regarding schedules, budgets, and projected needs and deliverables.
- Coordinates efforts of staff to ensure that projects are produced in accordance with client requirements and within budget.
- Supervises project personnel.
- Works with staff creating project specific programs and applications, including methodologies and sampling plans where applicable.
- Oversees Data Analysis of project to include review of Data Analysis.
- Develops and implements Quality Assurance Control for all aspects of the project.
- Delivers completed project to client.
- Generates invoices to clients upon completion of project.
- Directly manages online sites for clients.
- Prepares proposals for clients.
- Trains Data Entry, Administrative and Help Desk staff as required.
- Advises management of project status and problems (or potential problems) on a regular basis.
- Anticipates potential schedule or priority delays and initiates plans for alternative actions.
- Plans work schedules and assigns duties.
- Maintains records.
- Knows the principles, procedures and standards for the preparation and entry of computer data.
- Accurately maintains records, files and documentation.

Education and/or Experience

- Bachelor’s Degree
- At least ten years directly related professional experience.
- Ability to orally communicate effectively with others.
- Ability to communicate effectively in writing.
- Ability to work cooperatively with colleagues and supervisory staffs at all levels
- Displays excellent communication and interpersonal skills.
- Displays excellent attention to detail.
- Establishes and maintains effective working relationships with employees.
- Requires excellent organizational skills and the ability to meet deadlines.
Researcher

Experienced research professionals organize the collection of public and business opinion about products, services, advertising campaigns and/or organizations. Analyze and interpret the results of their surveys for clients. Mathematical and statistical ability is essential, as are good planning skills. They also have excellent writing skills, with extremely close attention to detail and a demonstrated ability to communicate clearly, concisely and accurately. Understanding of cultural differences and a sound knowledge and understanding of the businesses or industries they research help the Researchers design and interpret their studies more accurately. The ability to keep information private is critical. Where needed, research professionals will also develop and maintain client computer applications, systems, and programs.

Essential Duties and Responsibilities

Researchers perform the following tasks:

- Meet with and discuss the client’s needs
- Design surveys and questionnaires
- Organize and conduct surveys
- Train and/or supervise survey staff
- Personally conduct focus group or one-on-one interviews, or supervise subcontractors performing these services
- Collate survey and interview information collected
- Analyze and evaluate survey and interview results
- Present findings in reports
- If desired, recommend a course of action for clients based on information collected and results desired.
- Maintain web-based applications or other client-driven computer programs, as needed
- Troubleshooting system problems and providing fixes.

Education and/or Experience

- Bachelors’ degree or equivalent experience in a relevant field
- Five to ten years directly related professional experience
- Has conducted quantitative and qualitative research at this level
- Possesses a solid background in questionnaire design, sampling methodology, computer science and/or analysis
- Ability to orally communicate effectively with others
- Ability to communicate effectively in writing.
- Ability to work cooperatively with colleagues and supervisory staffs at all levels.

Writer/Editor

Consults daily with client’s customers and designs custom research, writes survey questions, analyzes study results, and coordinates distribution of results to clients. Maintains strong interest in current events, social issues and politics, and possesses a solid background in questionnaire design, sampling methodology, and analysis.

Essential Duties and Responsibilities

- Assist in the writing of proposals
- Assist in writing of survey questions
- Assist in writing of final reports and presentations
- Proof read and copy editing of primary deliverables which include final reports to customers
- Collaborate with editorial teammates
- Demonstrated excellent writing and editing skills
- Ability to exercise independent initiative
- Effective prioritization and time management skills
- Extremely close attention to detail
- Demonstrated ability to communicate clearly, concisely and accurately
**Education and/or Experience**

- Bachelor’s Degree
- Five to ten years directly related professional experience.

**Senior Statistical Analyst**
Statistical analysts perform a number of work activities as part of their daily routine. The work carried varies enormously depending on the client, requirements, and time allocation. Reports to the project lead Researcher. During the life span of any given project a combination of activities will be carried out, these include, but are not limited to:

**Essential Duties and Responsibilities**

- Participating in devising, gathering, monitoring and updating client requirements. This could be done personally or by teaching others how to carry out the task;
- Understanding and solving problems; using various software applications and other testing methodologies;
- Communicating ideas and solutions to problems;
- Analyzing, testing and interpreting data to identify patterns and possible solutions;
- Preparing graphs, tables, charts and diagrams as part of the team presenting findings to clients;
- Acting as a consultant on research techniques and methodologies for internal and external clients;
- Develop and run statistical training;
- Develop web-based applications or other client driven computer programs, as needed;
- Maintain client computer programs, systems, or applications and make recommendations for changes as needed.

**Education and/or Experience**

- Bachelor’s degree or equivalent experience in a relevant field
- At least five to eight years directly related professional experience.
- A solid background in questionnaire design, sampling methodology, computer science and/or analysis.

**Project Manager**

Working under the general direction from the Vice President, and Project Director, the Project Manager is responsible for the overall coordination of the data control function and office services as well as general contract administration functions.

This position establishes and ensures adherence to procedures and standards designed to satisfy client requirements for information processing with maximum efficiency. Position primarily involves overseeing work to data entry and help desk operators and coordinating daily scheduling priorities. Also interacts with contractors on an as needed basis.

**Essential Duties and Responsibilities**

- Acts as liaison between data entry or help desk operators, customers, and corporate office.
- Coordinates work for data entry or help desk operators to meet required deadlines.
- Compiles electronic files of data to clients in various formats.
- Assists with review of Data Analysis of project.
- Assists with the Quality Assurance Control for all aspects of the project.
- Maintains and revises procedural list, control records, and coding schemes to process source data.
- Produces reports as required by client.
- Assists clients and employees with inquiries as needed.
- Maintains project files.
- Ensures strict confidentiality of client records.
- Manages projects on an as-needed basis.
- Supervises and assists in training of data entry and help desk personnel as-needed.
- Plans and coordinates work schedules and assigns duties.
• Knowledge of the principles, procedures and standards for the preparation and entry of computer data in various formats.
• Excellent communication and interpersonal skills.
• Accurately type a minimum of 50 wpm.
• Ability to learn and adapt to varied work assignments.
• Excellent attention to detail.
• Establish and maintain effective working relationships with employees and customers.
• Good organizational skills and the ability to meet deadlines.
• Ability to maintain accurate records, files and documentation including timesheets, billing and financial information related to a contract.
• Computer skills include but are not limited to Microsoft Office, Foxpro, and Excel.

Education and/or Experience

• Bachelor’s Degree.
• Previous data entry training.
• Minimum 5 years’ experience directly related to duties and responsibilities described.

Project Manager II

Working under the general direction from the Vice President, and Project Director, the Project Manager II is responsible for the overall coordination of the data control function and office services as well as general contract administration functions.

This position establishes and ensures adherence to procedures and standards designed to satisfy client requirements for information processing with maximum efficiency. Position primarily involves overseeing work to data entry and help desk operators and coordinating daily scheduling priorities. Also interacts with contractors on an as needed basis.

Essential Duties and Responsibilities

• Acts as liaison between data entry or help desk operators, customers, and corporate office.
• Coordinates work for data entry or help desk operators to meet required deadlines.
• Compiles electronic files of data to clients in various formats.
• Assists with review of Data Analysis of project.
• Assists with the Quality Assurance Control for all aspects of the project.
• Maintains and revises procedural list, control records, and coding schemes to process source data.
• Produces reports as required by client.
• Assists clients and employees with inquiries as needed.
• Maintains project files.
• Ensures strict confidentiality of client records.
• Manages projects on an as-needed basis.
• Supervises and assists in training of data entry and help desk personnel as-needed.
• Plans and coordinates work schedules and assigns duties.
• Knowledge of the principles, procedures and standards for the preparation and entry of computer data in various formats.
• Excellent communication and interpersonal skills.
• Accurately type a minimum of 50 wpm.
• Ability to learn and adapt to varied work assignments.
• Excellent attention to detail.
• Establish and maintain effective working relationships with employees and customers.
• Good organizational skills and the ability to meet deadlines.
• Ability to maintain accurate records, files and documentation including timesheets, billing and financial information related to a contract.
• Computer skills include but are not limited to Microsoft Office, Foxpro, and Excel.
Education and/or Experience

- Bachelor’s Degree.
- Previous data entry training.
- Minimum six years’ experience directly related to duties and responsibilities described.

Project Manager III

Working under the general direction from the Vice President, and Project Director, the Project Manager III is responsible for the overall coordination of the data control function and office services as well as general contract administration functions.

This position establishes and ensures adherence to procedures and standards designed to satisfy client requirements for information processing with maximum efficiency. Position primarily involves overseeing work to data entry and help desk operators and coordinating daily scheduling priorities. Also interacts with contractors on an as needed basis.

Essential Duties and Responsibilities

- Acts as liaison between data entry or help desk operators, customers, and corporate office.
- Coordinates work for data entry or help desk operators to meet required deadlines.
- Compiles electronic files of data to clients in various formats.
- Assists with review of Data Analysis of project.
- Assists with the Quality Assurance Control for all aspects of the project.
- Maintains and revises procedural list, control records, and coding schemes to process source data.
- Produces reports as required by client.
- Assists clients and employees with inquiries as needed.
- Maintains project files.
- Ensures strict confidentiality of client records.
- Manages projects on an as-needed basis.
- Supervises and assists in training of data entry and help desk personnel as-needed.
- Plans and coordinates work schedules and assigns duties.
- Knowledge of the principles, procedures and standards for the preparation and entry of computer data in various formats.
- Excellent communication and interpersonal skills.
- Accurately type a minimum of 50 wpm.
- Ability to learn and adapt to varied work assignments.
- Excellent attention to detail.
- Establish and maintain effective working relationships with employees and customers.
- Good organizational skills and the ability to meet deadlines.
- Ability to maintain accurate records, files and documentation including timesheets, billing and financial information related to a contract.
- Computer skills include but are not limited to Microsoft Office, Foxpro, and Excel.

Education and/or Experience

- Bachelor’s Degree.
- Previous data entry training.
- Minimum seven years’ experience directly related to duties and responsibilities described.
Junior Research Associate I

Essential Duties and Responsibilities

- Assists with project coordination as directed by President, Vice President and Project Managers.
- Answers incoming calls and emails as needed
- Develops online survey programs.
- Formats and produces large reports and proposals, PowerPoint presentations under tight deadlines.
- Revises text and tables based on material from editors and research staff for accuracy and completeness.
- Collects, codes, inputs and reviews standard/complex business and statistical data, including free form data from mail respondents into computer processing system.
- Audits output of data.
- Develops, maintains and revises procedural lists, control records and coding schemes to process source data.
- Assists with the production of call center activity reports
- Assists with Quality Assurance as needed
- Identifies and resolves production related errors.
- Assists with coordinating the work of printing and mailing vendors.
- Coordinates confidential data either through phone or mail surveys.
- Coordinates and assists with training classes when requested.

Education and/or Experience

- High school diploma.
- 1 to 3 years relevant experience.
- Accuracy and ability to work unsupervised.
- Excellent keyboard skills and accurately type a minimum of 50 wpm or 7,500 keystrokes per hour.
- Ability to communicate effectively in writing and orally.
- Excellent judgment to plan and accomplish goals.
- Ability to learn and adapt to varied work assignments.
- Excellent attention to detail.
- Good organizational skills.
- Willingness to work as needed.
- Able to meet deadlines.
- Computer skills include but are not limited to Microsoft Office, FoxPro and Excel

Junior Research Associate II

Essential Duties and Responsibilities

- Assists with project coordination as directed by President, Vice President and Project Managers.
- Answers incoming calls and provides technical support and assistance with telephone and web respondents if necessary.
- Develops online survey programs.
- Formats and produces large reports and proposals, PowerPoint presentations under tight deadlines.
- Revises text and tables based on material from editors and research staff for accuracy and completeness.
- Collects, codes, inputs and reviews standard/complex business and statistical data including free form data from mail respondents into computer processing system.
- Audits output of data.
- Develops, maintains and revises procedural lists, control records and coding schemes to process source data.
- Identifies and resolves production related errors.
- Assists with coordinating the work of printing and mailing vendors.
- Coordinates confidential data either through phone or mail surveys.
- More difficult or confusing customer questions either from the customer or other employees are escalated for resolution.
• Assists with the preparation of call center activity reports
• Assists with Quality Assurance as needed
• Reviews error messages and corrects data where applicable, redirects data for error correction.
• Conducts training classes when requested.
• Assists in the development of training materials

Education and/or Experience

• High school diploma.
• 3-5 years relevant experience.
• Accuracy and ability to work unsupervised.
• Excellent keyboard skills and accurately type a minimum of 50 wpm or 7,500 keystrokes per hour.
• Ability to communicate effectively in writing and orally.
• Excellent judgment to plan and accomplish goals.
• Ability to learn and adapt to varied work assignments.
• Excellent attention to detail.
• Good organizational skills.
• Willingness to work as needed.
• Able to meet deadlines.
• Computer skills include but are not limited to Microsoft Office, FoxPro, and Excel.

Interviewer
Responsible for conducting telephone interviews for survey projects. Works with the Data Control Manager to make sure that all data elements are captured.

Essential Duties and Responsibilities

• Answers incoming calls and provides technical support and assistance with telephone and web respondents if necessary.
• Collects, codes, inputs and reviews standard/complex business and statistical data, including free form data from mail respondents into computer processing system.
• Assists with Quality Assurance as needed
• Supports other interviewing staff as appropriate
• Enters data from respondents
• Coordinates and prepares mail packages
• Assists with research into problem cases
• Must have good telephone manners
• Must be friendly, confident, courteous and tactful
• Must have good communication skills
• Must be well-organized, with legible handwriting and the ability to work with facts and figures
• Should enjoy talking to people in different places and situations
• Ability to learn and adapt to varied work assignments.
• Excellent attention to detail.
• Good organizational skills.
• Willingness to work as needed.
• Able to meet deadlines.

Education and/or Experience

• High school diploma.
• Previous interviewing experience a plus
• Minimum 2 years administrative or professional experience.
• Accuracy and ability to work unsupervised.
**Data Entry Control Clerk/Coder**
This position is responsible for the coding and verifying of data, organizing and processing data records, and may lead or direct the work of data entry operators for a variety of standard and/or complex coded or uncoded business and statistical data.

**Essential Duties and Responsibilities**

- Develops a list of codes that correspond to written survey text.
- Codes and reviews standard/complex business data into a format that is data entry ready.
- Audits output of data.
- Maintains and revises procedural lists, control records and coding schemes to prep source data.
- Identifies and resolves production related errors.
- Excellent keyboard skills and accurately type a minimum of 60 wpm or 10,000 keystrokes per hour.
- Excellent judgment to plan and accomplish goals.
- Ability to learn and adapt to varied work assignments.
- Excellent attention to detail.
- Good organizational skills.
- Willingness to work as needed.
- Able to meet deadlines.

**Education and/or Experience**

- High school diploma.
- Previous data entry training.
- Minimum 2 years administrative or professional experience.
- Data entry skills, accuracy, and ability to work unsupervised.

**Data Entry Operator**
This position is responsible for data entry and verification on assigned projects for a variety of standard and/or complex coded or uncoded business and statistical data.

**Essential Duties and Responsibilities**

- Supports interviewing staff as appropriate
- Displays excellent oral and written communication skills
- Pleasant telephone voice and demeanor
- Enters data from respondents
- Coordinates and prepares mail packages
- Assists with research into problem cases
- Retrieves information to be entered into the system from corporate office.
- Reviews and inputs data into computer processing system.
- Checks and verifies the correctness and completeness of data that has been entered.
- Makes minor modifications as necessary.
- Performs other clerical or processing functions as necessary.
- Supports preparation of production jobs as necessary
- Excellent keyboard skills.
- Accurately type a minimum of 60 wpm or 10,000 keystrokes per hour.
- Knowledge of field concepts, practices, and procedures required.
- Ability to follow written and verbal instructions and request assistance when needed.
- Ability to adapt to varied work assignments.
- Excellent attention to detail.
- Willingness to work as needed.
- Able to meet deadlines.
Education and/or Experience

- High school diploma
- Previous data entry training.
- Minimum 2 years administrative or professional experience.
- Ability to work unsupervised.

Technology Specialist

Supports ORI research and data collection projects in the programming of websites, online survey instruments, pulling and transferring files via secure FTP files, and leading task activities that include web-based and mail surveys. Converts interview objectives and specifications into each project’s requisite data collection modes including web, Computer Assisted Telephone Interviewing (CATI), and U.S. mail.

Essential Duties and Responsibilities

- Works with Project Managers and other researchers design and program data collection tools using WEB, CATI or mail methodologies to meet internal or external user specifications
- Performs consistency checks, data range checks and conducts quality control on programming logic
- Performs quality control checks on survey instruments and on data files and maintains quality documentation
- Creates, tests and modifies computer programs
- Aggregates data files and ensures accurate file transfer to other users
- Uses discretion and independent judgment when developing computer programs and technical solutions for internal and external users

Education and/or Experience

- Undergraduate degree in computer science, mathematics or related field
- 3-5 years relevant work experience

Database/Systems Analyst

The Database/Systems Analyst provides and maintains technology services to effectively plan, operate, and maintain technology solutions for a client. The individual designs and implements technology solutions that enhance client capabilities and effectiveness.

Essential Duties and Responsibilities

- Provide system and management analysis for programs and provide information that will be used for making decisions on the administrative and programmatic aspects of these programs
- Analyze program requirements to develop program or administrative systems including the systems specifications, data gathering and analytical techniques, and systems evaluation methodology
- Consult with internal and external users to determine needs and confirm specifications
- Analyze and evaluate the effectiveness of program operations in meeting established goals and objectives
- Develop ad-hoc queries to access applicable program data, extract and prepare data in a variety of electronic formats for end users, and respond effectively to requests for case, trend, or other program information from staff
- Use object-oriented programming languages, as well as client and server applications development processes and multimedia and Internet technology, to automate staff functions designed to improve work flow
- Test, maintain, and monitor applicable program applications and other related systems
- Train staff and users to work with program applications and other related systems, and where necessary, provide assistance in solving computer related problems and issues
- Provide and maintain technology services to effectively plan, operate, and maintain technology solutions
- Work cooperatively with existing onsite data technology specialist to coordinate any overlapping activities
- Monitor on a daily basis system performance and identify and resolve system problems
Education and/or Experience

- Undergraduate degree with an emphasis in computer sciences or any related area or equivalent experience
- 5-7 years relevant work experience
- Preferred: professional experience developing and maintaining relational databases in Microsoft SQL and Oracle
- Intermediate level proficiency in using word processing and database software
- Intermediate level skill in Microsoft Office

**Programmer**

Programmers are highly proficient in programming using web based technologies to support the processing and analysis of data for research projects. Programmers participate in all aspects of ORI’s research projects. Primary responsibilities include performing a variety of tasks related to web programming, data collection, data processing, quantitative and qualitative data analysis, report writing, and data manipulation.

**Essential Duties and Responsibilities**

- Designing, documenting, testing, creating or modifying computer systems or programs to meet user or system specifications
- Manipulating and managing data in Relational Databases and Statistical packages
- Performing statistical analyses to support research projects
- Creating customized, automated reports
- Creating presentation-quality data listings, summary tables and figures
- Performing other related duties as assigned

**Education and/or Experience**

- Undergraduate degree in computer science, economics, statistics, public policy or related field or equivalent
- 5-7 years of experience writing web and statistical programming code
- 7-10 years of relevant work experience
- Thorough knowledge of data processing management
- Thorough knowledge of web technologies including statistical packages
- Strong analytical and organizational skills
- Good oral and written communication skills
- Ability to learn quickly and work in a collaborative team environment

**Education/Experience Equivalency Matrix**

<table>
<thead>
<tr>
<th>Education/Experience</th>
<th>Equivalent Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA or High School</td>
<td>BA</td>
</tr>
<tr>
<td></td>
<td>+ 4 years of experience=BA</td>
</tr>
<tr>
<td>BA/BS</td>
<td>MA/MS</td>
</tr>
<tr>
<td>+3 extra years of experience=MA/MS</td>
<td></td>
</tr>
<tr>
<td>MA/MS +4 extra years of experience=PhD</td>
<td></td>
</tr>
</tbody>
</table>

...
Service Contract Labor Standards

ORI’s awarded prices are compliant with the Service Contract Labor Standards.

<table>
<thead>
<tr>
<th>SCA Eligible Contract Labor Category</th>
<th>SCA Equivalent Code Title</th>
<th>Current WD#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Junior Research Associate I</td>
<td>14041 – Computer Operator I</td>
<td>WD 2015-4281</td>
</tr>
<tr>
<td>Junior Research Associate II</td>
<td>14042 – Computer Operator II</td>
<td>WD 2015-4281</td>
</tr>
<tr>
<td>Interviewer</td>
<td>01052 – Data Entry Operator II</td>
<td>WD 2015-4281</td>
</tr>
<tr>
<td>Data Entry Control Clerk/Coder</td>
<td>01070 – Document Prep Clerk</td>
<td>WD 2015-4281</td>
</tr>
<tr>
<td>Data Entry Operator</td>
<td>01051 – Data Entry Operator I</td>
<td>WD 2015-4281</td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards (SCLS), formerly the Service Contract Act, apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).
<table>
<thead>
<tr>
<th>SIN</th>
<th>Skill Category</th>
<th>Price Offered to the Government Labor Rates (Loaded) Includes IFF Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>IT Vice President</td>
<td>$165.11</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Researcher</td>
<td>$86.88</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Jr. Research Associate I**</td>
<td>$45.77</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Jr. Research Associate II**</td>
<td>$52.31</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Senior Statistical Analyst</td>
<td>$90.15</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Project Director</td>
<td>$153.11</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Project Director I</td>
<td>$130.12</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Project Director II</td>
<td>$143.68</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Project Manager</td>
<td>$77.40</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Project Manager II</td>
<td>$120.98</td>
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<tr>
<td>54151S</td>
<td>IT Project Manager III</td>
<td>$136.70</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Data Entry Control Clerk/Coder**</td>
<td>$33.67</td>
</tr>
<tr>
<td>54151S</td>
<td>Information Technology Specialist</td>
<td>$84.61</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Database/Systems Analyst</td>
<td>$124.43</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Programmer</td>
<td>$130.78</td>
</tr>
<tr>
<td>541611 and 541910</td>
<td>Vice President</td>
<td>$165.11</td>
</tr>
<tr>
<td>541611 and 541910</td>
<td>Researcher</td>
<td>$86.88</td>
</tr>
<tr>
<td>541611 and 541910</td>
<td>Writer/Editor</td>
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<td>Database/Systems Analyst</td>
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<td>Programmer</td>
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<th>SIN</th>
<th>Product/Service/Training Description</th>
<th>Price Offered to the Government (Includes IFF Fees)</th>
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**Training Course:**

**QuestionPro Workshop**

i) Title: QuestionPro Workshop

ii) Brief description of the course, including major course objectives:

Part 1: Review QuestionPro project management tools and create a survey using questionnaire design techniques.

Goal: Learn how to incorporate QuestionPro for successful survey design and project management.
• How to review and update organizational, folder management, and collaboration settings
• Best practices to efficiently create and manage survey questions, customized scales, and security settings.
• Survey structure: managing survey blocks and logic settings.

Part 2: Review analytics and reporting tools available from QuestionPro using step by step instructions to generate and analyze data within QuestionPro.

Goal Learn how to incorporate QuestionPro’s analytics tool to drive actionable results to key stakeholders.

• Activate QuestionPro’s survey data cleansing tools
• How to view, edit, and update frequency distributions, cumulative frequency, mean, mode median, confidence score, etc.
• Filter, segment, and compare results with advanced analytics to analyze t-tests and pivot tables
• Run correlation, regression, and trends on custom criteria The same course can be given either remotely (online) or in-person.

iii) Length of Course (number of hours/days): Two half-day sessions (4 -5 hours each)

iv) Min/Max number of participants, and the price for additional students above maximum or below the minimum, if applicable: NA

v) Support materials provided as part of the course (e.g., training manuals, CDs, DVDs.): The QuestionPro help file, education, and training video resource platform will be available to all users.