GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Pricelist

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: GSAAdvantage.gov.

MULTIPLE AWARD SCHEDULE

LARGE CATEGORY: INFORMATION TECHNOLOGY
SUBCATEGORY: IT SERVICES

SIN 54151S  Information Technology Professional Services

IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.

The Contractor shall not resell IT Professional Services, except that IT professional services may only be resold in direct support of products that are authorized to be sold via the schedule contract, e.g. SIN 54151 - Software Maintenance Services that supports SIN 511210 - Software Licenses. (This does not include SINs within the IT Services Subcategory).

NOTE: Subject to Cooperative Purchasing

FSC/PSC Code: D399

Maximum Order: $500,000

LARGE CATEGORY: MISCELLANEOUS
SUBCATEGORY: COMPLIMENTARY SINs

SIN OLM  Order-Level Materials (OLM)

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

OLM SIN-Level Requirements/Ordering Instructions:

OLMs are:
- Purchased under the authority of the FSS Program
- Unknown until an order is placed
- Defined and priced at the order level in accordance with GSAR clause 552.238-115 Special Ordering
Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)

- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price

OLMs are not:

- "Open Market Items"
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

OLM Pricing:

- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).
- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against a FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.

NOTE: Subject to Cooperative Purchasing

FSC/PSC Code: 0000

Maximum Order: $250,000

Schedule Contract Number
47QTCA20D0096

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at fss.gsa.gov.

Contract Period: April 18, 2020 through April 17, 2025

Contract current through: Modification 2 effective April 30, 2020
MASS Modification A815 effective May 1, 2020

United Development USA, Inc.
1700 Rockville Pike, Suite 400
Rockville MD 20852-1130
Telephone: 301-998-6115
Facsimile: 301-570-2123
www.udusa.net

Contractor Point of Contact for Contract Administration
Dat Bui-Quang
Chief Financial Officer
United Development USA, Inc.
1700 Rockville Pike, Suite 400
Rockville MD 20852-1130
Telephone: 301-357-4003
Facsimile: 301-570-2123
buid@udusa.net

A Small Disadvantage Business

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CUSTOMER INFORMATION

1a. Table of awarded Special Item Numbers:

Special Item Number 54151S
Special Item Number OLM

1b. Identification of lowest priced model number and corresponding price for each awarded Special Item Number:

<table>
<thead>
<tr>
<th>Special Item Number</th>
<th>Labor Category</th>
<th>GSA Price with IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Administrative Support</td>
<td>$49.66</td>
</tr>
</tbody>
</table>

1c. Identification of Services and Hourly Rates:

See Pages 5 through 17, below.

2. Maximum Order:

Special Item Number 54151S $500,000
Special Item Number OLM $250,000

3. Minimum Order: $100

4. Geographic Coverage:

Special Item Number 54151S Domestic
Special Item Number OLM Domestic

5. Point of Production:

Special Item Number 54151S Rockville, Maryland USA
Special Item Number OLM Rockville, Maryland USA

6. Discount from Commercial List Price or Market Rate:

The GSA Net Prices published on the GSA Advantage website reflect the fully burdened price. The negotiated discount has been applied and the Industrial Funding Fee has been added.

7. Quantity Discounts: Not Applicable

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. Government Purchase Card:

Accepted for sales at or below the micro-purchase threshold.

For purchases above the micro-purchase threshold, acceptance will be determined on a procurement-by-procurement basis.

10. Foreign Item(s): Not Applicable
11a. Time of Delivery:

Special Item Number 54151S  As negotiated with the Ordering Activity
Special Item Number OLM    As negotiated with the Ordering Activity

11c. Overnight and 2-day Delivery: Not Applicable.

11d. Urgent Requirements:

Ordering Activities can contact the Contractor’s Representative for the purpose of requesting accelerated delivery to meet urgent requirements.

12. F.O.B. Point: Destination

13a. Ordering Address:

Dat Bui-Quang
Chief Financial Officer
United Development USA, Inc.
1700 Rockville Pike, Suite 400
Rockville MD 20852-1130
Telephone: 301-357-4003
Facsimile: 301-570-2123
buid@udusa.net

13b. Ordering Procedures:

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

14. Payment Address:

Dat Bui-Quang
Chief Financial Officer
United Development USA, Inc.
1700 Rockville Pike, Suite 400
Rockville MD 20852-1130
Telephone: 301-357-4003
Facsimile: 301-570-2123
buid@udusa.net

15. Warranty Provision: All services shall be performed in a good and workmanlike manner.


17. Terms and conditions of Government purchase card acceptance:

Please contact the Contractor for additional information.

18. Terms and conditions of Rental, Maintenance, and Repair: Not Applicable.

19. Terms and conditions of Installation: Not Applicable.
20. Terms and conditions of Repair Parts indicating date of parts price lists and any discounts from list prices:

Not Applicable.

20a. Terms and conditions for any other Service: Not Applicable.

22. List of Participating Dealer: Not Applicable.


24a. Special Attributes such as Environmental Attributes (E.G., Recycled Content, Energy Efficiency, and/or Reduced Pollutants):

Not Applicable.

24b. Section 508 Compliance Information:

Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT). The EIT standard can be found at: http://www.Section508.gov/.

25. Data Universal Number System (DUNS) Number: 132 504 353

26. Notification regarding registration in System for Award Management (SAM) database:

Contractor has a current registration in SAM.

27. Description of Services and Approved Hourly Rates – by SIN

SPECIAL ITEM NUMBER 54151S
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

Desktop Support Technician

Minimum Experience: Two years of experience in information technology, including knowledge of PC operating systems (e.g., DOS, Windows, etc.). Experience with networking and audio-visual systems is a plus.

Functional Responsibility: Provides daily support for all networked devices including desktop computers and peripherals, laptops, tablets and smart phones. Configures and deploys desktop hardware; activates and troubleshoots network drops. Performs routine maintenance and upgrades on desktop software and hardware. Develops and maintains desktop baselines and standards in accordance with the Technical Reference Model (TRM) and adds security tracking software to and implement encryption on laptops. Performs thorough on-site preliminary diagnoses of the problem to determine if escalation is necessary and also properly documents and provides information.

Minimum Education: Bachelor’s Degree in Engineering, Information Systems or Computer Science.

<table>
<thead>
<tr>
<th>Approved Substitutions</th>
<th>Years of Experience in IT Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School Diploma/GED and IT certificate</td>
<td>6</td>
</tr>
<tr>
<td>(Network+ / CompTIA A+)</td>
<td></td>
</tr>
<tr>
<td>Associate’s degree and IT certificate (Network+</td>
<td>4</td>
</tr>
<tr>
<td>/ CompTIA A+)</td>
<td></td>
</tr>
</tbody>
</table>
Senior Desktop Support Technician

Minimum Experience: Six years of experience in information technology, including knowledge of PC operating systems (e.g., DOS, Windows, etc.). Experience with networking and audio-visual systems is a plus.

Functional Responsibility: Provides daily support for all networked devices including desktop computers and peripherals, laptops, tablets, and smart phones. Performs routine maintenance and upgrades on desktop software and hardware. Configures and deploys desktop hardware; activates and troubleshoots network drops. Develops and maintains desktop baselines and standards in accordance with the Technical Reference Model (TRM) and adds security tracking software to and implements encryption on laptops. Supervises team of junior Desktop Support Technicians. May be asked to review computer systems in terms of machine capabilities and man-machine interface; and to prepare functional requirements and specifications for equipment acquisitions.

Minimum Education: Bachelor's Degree in Engineering, Information Systems or Computer Science.

Help Desk Technician

Minimum Experience: Two years of experience in information technology, including knowledge of PC operating systems (e.g., DOS, Windows, etc.). Experience with networking and audio-visual systems is a plus. Has demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Functional Responsibility: Provides telephone and in-person support to users in the areas of e-mail, directories, standard windows desktop COTS applications, and applications developed under this contract for predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC, and printer problems. Performs thorough on-site preliminary diagnoses of the problem to determine if escalation is necessary and also properly documents and provides information.

Minimum Education: Bachelor Degree in Computer Science, Information Systems, Engineering or related field.

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<td>/ CompTIA A+)</td>
<td></td>
</tr>
</tbody>
</table>

Help Desk Specialist

Minimum Experience: Four years of experience in a specialized area. Specialized experience includes knowledge of PC operating systems (e.g., DOS, Windows, etc.); as well as networking and mail standards; and audio visual systems; and experience in supporting a help desk. General experience includes information systems development and other work in the client/server field or related fields. Has demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Functional Responsibility: Provides telephone and in-person support to users in the areas of e-mail, directories, standard windows desktop COTS applications, and applications developed under this contract for predecessors. Configures computers, communications devices, and peripheral equipment. Troubleshoots
hardware/software PC, audio video, and printer problems. May conduct site surveys; assess and document current site network configuration and customer requirements; and analyze existing requirements and prepare specifications for equipment acquisitions.

**Minimum Education:** Bachelor Degree in Computer Science, Information Systems, Engineering or related field.

**Senior Help Desk Specialist**

**Minimum Experience:** Six years of experience in Information Technology field. Experience includes knowledge of PC operating systems (e.g., DOS, Windows); audio visual systems; and installation and maintenance of Local Area Networks (LANs), and Wide Area Networks (WANs). General experience includes information systems development and other work in the client/server field or related fields. Has demonstrated ability to communicate orally and in writing and a positive customer service attitude.

**Functional Responsibility:** Provides support to users in the areas of e-mail, directories, standard windows desktop COTS applications. Troubleshoots hardware/software PC, audio video, and printer problems. Assists in managing LAN/WAN performance and maintains system security. Conducts site surveys; assesses and documents current site network configuration and customer requirements; prepares specifications for equipment acquisitions. Configures computers, communications devices, and peripheral equipment.

**Minimum Education:** Bachelor Degree in Computer Science, Information Systems, Engineering or related field.

**Network Administrator**

**Minimum Experience:** Two years of technical experience installing, maintaining, and managing Local Area Networks (LANs), and Wide Area Networks (WANs).

**Functional Responsibility:** Responsible for acquisition, installation, maintenance, and usage of the LAN/WAN. Determines best products to meet needs and present results. Manages LAN/WAN performance and maintains system security. Installs network hardware and software. Evaluates, develops, and maintains telecommunications systems. Troubleshoots system problems. Establishes and implements policies, procedures, and standards, and ensures their conformance to information systems objectives. Trains users on system operations.

**Minimum Education:** Bachelor Degree in Computer Science, Information Systems, Engineering or related field.

**Senior network Administrator**

**Minimum Experience:** Six years of technical experience installing, maintaining, and managing Local Area Networks (LANs), and Wide Area Networks (WANs).

**Functional Responsibility:** Responsible for acquisition, installation, maintenance, and usage of the LAN/WAN. Determines best products to meet needs and present results. Manages LAN/WAN performance and maintains system security. Installs network hardware and software. Evaluates, develops, and maintains telecommunications systems. Troubleshoots system problems. Establishes and implements policies,
procedures, and standards, and ensures their conformance to information systems objectives. Trains users on system operations. May perform network planning and engineering functions. May be responsible for both local and remote administration of networks.

**Minimum Education:** Bachelor Degree in Computer Science, Information Systems, Engineering or related field.

**Lead Network Administrator**

**Minimum Experience:** Six years of technical experience installing, maintaining, and managing Local Area Networks (LANs), and Wide Area Networks (WANs).

**Functional Responsibility:** Leads team of network administrators. Oversees acquisition, installation, maintenance, and usage of the LAN/WAN. Determines best products to meet needs and present results. Oversees management of LAN/WAN performance and maintenance of system security. Supervises network hardware and software installation. Evaluates, develops, and maintains telecommunications systems. Troubleshoots system problems. Establishes and implements policies, procedures, and standards, and ensures their conformance to information systems objectives. Trains users on system operation. Perform network planning and engineering functions. Responsible for both local and remote administration of networks.

**Minimum Education:** Bachelor Degree in Computer Science, Information Systems, Engineering or related field.

**Unix/Linux System Administrator**

**Minimum Experience:** Six years of experience in administrating UNIX/LINUX or open systems compliant systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network. Knowledge and experience with system technologies to include networking concepts, hardware, and software.

**Functional Responsibility:** Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems. Defines and develops UNIX/LINUX system and network requirements and architecture and configuration requirement; tests and implement solutions to ensure that all clients are able to access and use appropriate elements of the application.

**Minimum Education:** Bachelor Degree in Computer Science, Information Systems, Engineering or related field.

**Network Engineer**

**Minimum Experience:** Two year of technical experience designing, installing, and managing Local Area Networks (LANs) and Wide Area Network (WANs). May be required to hold a current certification in LAN/WAN administration or engineering appropriate to the network environment being supported (e.g. A+, Network +, etc.)
**Functional Responsibility:** Responsible for design, acquisition, installation, maintenance, and usage of network systems. Determines best products to meet needs and presents results. Assists in managing system performance and maintains system security. Installs network hardware and software. Troubleshoots system problems. Establishes and implements system policies, procedures, and standards, and ensures their conformance with information systems objectives. Trains users on system operations. Performs network planning and engineering functions. Responsible for both local and remote administration of networks.

**Minimum Education:** Bachelor Degree in Computer Science, Information Systems, Engineering or related field.

**Senior Network Engineer**

**Minimum Experience:** Six years of technical experience designing, installing, and managing Local Area Networks (LANs) and Wide Area Network (WANs). Holds a current certification in LAN/WAN administration or engineering appropriate to the network environment being supported (e.g., Microsoft Certified System Engineer (MCSE), Cisco Certified Network Agent (CCNA), Cisco Certified Network Professional (CCNP), Cisco Certified Design Professional (CCDP) etc.).

**Functional Responsibility:** Responsible for design, acquisition, installation, maintenance, and usage of network systems. Determines best products to meet needs and presents results. Manages system performance and maintains system security. Installs network hardware and software. Troubleshoots system problems. Establishes and implements system policies, procedures, and standards, and ensures their conformance with information systems objectives. Trains users on system operation. Performs network planning and engineering functions. Responsible for both local and remote administration of networks. Have access to highly technical and specialized OEM support, technical data, and software specific to the area of certification.

**Minimum Education:** Bachelor Degree in Computer Science, Information Systems, Engineering or related field with MCSE or CCNA/CCNP/CCDP.

**Information Engineer**

**Minimum Experience:** Two years of intensive and progressive experience performing computer programming and systems analysis in broad-based ADP projects including system level analysis, design, development and implementation on contemporary computer hardware, software systems and programming languages. Experience in application requirements, system development, and implementation.

**Functional Responsibility:** Performs high level information engineering planning, analysis, design, construction and implementation of Information Engineering (IE) based systems. Develops project plans, controls project scope, and tracks direction in review of IE products. Designs and facilitates rapid prototyping and joint application development (JAD) sessions designed to provide input into the IEF tool for development of the application.

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

Minimum Experience: Six years of experience in supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF1x, entity relationship diagrams), and other design techniques, object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. Knowledge of security requirements for Multilevel Security (MLS) issues a plus.

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

May be asked to analyze and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an organization’s mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment.

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

Computer Programmer

Minimum Experience: Two years of experience. Knowledge of computer equipment and ability to develop software to satisfy design objectives.

Functional Responsibility: Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation.

Minimum Education: Bachelor Degree in Computer Science, Information Systems, Engineering or related field.

Application Systems Analyst / Programmer

Minimum Experience: Six years of technical experience in applications software development, one of which is in systems analysis and acting as technical lead. Has a good understanding of the business or function for which the application is designed.

Functional Responsibility: Plans and monitors the work of team members. Sets priorities to meet the needs of users. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. May be involved in related areas such as database design/management, evaluation of commercial off-the-shelf software.
(COTS) products and analysis of network hardware/software issues. May direct the work of other systems analysts and programmers. This skill is qualified to operate in advanced technical environments that include C++, Client/Server, Oracle, Power Builder, Visual Basic, JAVA, and other source code requirements.

**Minimum Education**: Bachelor Degree in Computer Science, Information Systems, Engineering or related field.

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**Senior Computer Programmer**

**Minimum Experience**: Six years of experience, of which at least three years must be specialized. Specialized experience includes: experience as an applications programmer, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Demonstrated ability to work independently or under only general direction.

**Functional Responsibility**: Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program- level and user-level documentation. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.

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

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**Database Specialist**

**Minimum Experience**: Two years of experience. Demonstrated knowledge of terminology, usage, and operating characteristics of hardware, software, and operating system components that load, execute, store, and retrieve application program/files and perform a variety of functions related to business information systems; Demonstrated ability to perform structured data processing design principles, techniques, and methods used to analyze and translate user requirements into plans for system input, output, files, data dictionaries, controls, and processing methods.

**Functional Responsibility**: Provides technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Reviews logical and/or physical designs of existing database(s), and makes recommendations for tuning the database to assure maximum operating efficiency in its performance. Defines file organization, indexing methods, and security procedures for specific user applications.

**Minimum Education**: Bachelor's degree in Computer Science, Information Systems or other related discipline.
Senior Database Specialist

Minimum Experience: Six years of experience. Demonstrated knowledge of terminology, usage, and operating characteristics of hardware, software, and operating system components that load, execute, store, and retrieve application program/files and perform a variety of functions related to business information systems; Demonstrated ability to perform structured data processing design principles, techniques, and methods used to analyze and translate user requirements into plans for system input, output, files, data dictionaries, controls, and processing methods. Demonstrated ability to determine database and application performance, evaluate and diagnose database performance issues and recommend and implement solutions for database performance improvement. Demonstrated ability in the analysis, design, development, testing, and implementation of database systems.

Functional Responsibility: Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Reviews logical and/or physical designs of existing database(s), and makes recommendations for tuning the database to assure maximum operating efficiency in its performance. Defines file organization, indexing methods, and security procedures for specific user applications.

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

Systems Analyst

Minimum Experience: Two years of technical experience in software design, development, and implementation for applications and embedded projects. Competent to work at a high technical level for most phases of systems analysis and programming activities.

Functional Responsibility: Responsible for the entire software life cycle from defining requirements to system architecture to system integration testing to program maintenance. Set priorities to meet user’s needs. Formulates/defines system scope and objectives. Devises or modifies procedures to solve moderately complex problems considering computer equipment capacity and limitations. Establishes and implements system policies, procedures, and standards. May be involved in related areas such as database design/management and evaluation of commercial off-the-shelf (COTS) products.

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

Senior Systems Analyst

Minimum Experience: Six years of technical experience in software design, development, and implementation for applications and embedded projects. Competent to work at a high technical level for most phases of systems analysis and programming activities.

Functional Responsibility: Responsible for the entire software life cycle from defining requirements to system architecture to system integration testing to program maintenance. Set priorities to meet user’s needs. Formulates/defines system scope and objectives. Devises or modifies procedures to solve moderately complex problems considering computer equipment capacity and limitations. Establishes and implements system policies, procedures, and standards. May be involved in related areas such as database design/management and evaluation of commercial off-the-shelf (COTS) products. Qualified to operate in environments that include client-server technology, C, Oracle, SNMP, DCE, RPC and UNIX (AIX & SGI), etc.

Minimum Education: Bachelor's degree in Computer Science, Information Systems, Engineering or other related discipline.
Web Design & Administration Technician

**Minimum Experience:** Two years of experience in developing and managing full software life cycle development from conception of new automation needs to final implementation and maintenance of information systems. Experience in design of client-server and web-based architectures required.

**Functional Responsibility:** Develop and manage full software life cycle development from conception of new automation needs to final implementation and maintenance of information systems. Manage organizational, web-based complex project development efforts focusing on the delivery of customized web solutions to improve internal or external customer satisfaction, and business value. Responsible for directing day-to-day activities, including data collection, content gathering, presentation and site mission definition, and quality assurance. Able to see the broad context of a corporate need and work independently or as part of a high-performance team in fast-paced environments.

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

Senior Web Design & Administration Technician

**Minimum Experience:** Six years of experience in developing and managing full software life cycle development from conception of new automation needs to final implementation and maintenance of information systems. Experience in design of client-server and web-based architectures required.

**Functional Responsibility:** Develop and manage full software life cycle development from conception of new automation needs to final implementation and maintenance of information systems. Manage organizational, web-based complex project development efforts focusing on the delivery of customized web solutions to improve internal or external customer satisfaction, and business value. Responsible for directing day-to-day activities, including data collection, content gathering, presentation and site mission definition, and quality assurance. Able to see the broad context of a corporate need and work independently or as part of a high-performance team in fast-paced environments.

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

Communications Security Engineer

**Minimum Experience:** Two years of experience in defining computer security requirements for high-level applications, evaluating approved security product capabilities, and developing solutions to Multilevel Security (MLS) problems.

**Functional Responsibility:** Analyzes and defines security requirements issues. Designs, develops, engineers, and implements solutions for stated requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses that also include risk assessment.

**Minimum Education:** Bachelor's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related discipline.
Senior Communications Security Engineer

Minimum Experience: Six years of experience in defining computer security requirements for high-level applications, evaluating approved security product capabilities, and developing solutions to Multilevel Security (MLS) problems.

Functional Responsibility: Provides expert technical support and/or leadership for difficult assignments in the planning, analysis, design, testing, and troubleshooting of computer security systems. Analyzes and defines security requirements issues. Designs, develops, engineers, and implements solutions for stated requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses that also include risk assessment.

Minimum Education: Bachelor's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related discipline.

Information Security Engineer

Minimum Experience: Two years of experience in information security specialized experience. Demonstrated ability to work independently or under only general supervision. Demonstrated experience in information security issues as they apply to achieving system accreditation.

Functional Responsibility: Responsible for identifying information security requirements for information systems certification and accreditation. Analyzes information security user needs and recommends solutions to the hardware and/or software systems to bring the system to accreditation.

Minimum Education: Bachelor's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related discipline.

Senior Information Security Engineer

Minimum Experience: Six years of experience in information security specialized experience. Demonstrated ability to work independently or under only general supervision. Demonstrated experience in information security issues as they apply to achieving system accreditation.

Functional Responsibility: Responsible for identifying information security requirements for information systems certification and accreditation. Analyzes information security user needs and recommends solutions to the hardware and/or software systems to bring the system to accreditation. Provides technical direction and supervisory function to junior team members.

Minimum Education: Bachelor's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related discipline. A Master’s Degree (in the above fields) will be considered equivalent to one year of experience.

Minimum Education: Bachelor's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related discipline.
Administrative Support

**Minimum Experience:** One year of experience in providing assistance in preparing business or technical documentation, and supporting project operations.

**Functional Responsibility:** Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents. May be asked to perform data entry via online data terminal, key-to-tape, key-to-disk, or similar device. Verifies data entered, where applicable.

**Minimum Education:** Bachelor Degree in Business or Liberal Arts, or related field.

Technical Writer/Editor

**Minimum Experience:** Two years of experience in writing, designing, editing, and preparing business or technical documentation. Experience with and demonstrated knowledge of Federal Information Processing (FIP) or commercial documentation standards as appropriate to the assignment.

**Functional Responsibility:** Responsible for documentation design, development, and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Works with management, technical personnel, authors, and subject matter experts to define documentation content, guidelines, specifications, and development schedules. Prepares required documentation in an appropriate format. Adheres to required configuration management or quality assurance standards. Analyzes the data and user requirements to ensure that documentation is clear, concise, and valid. Performs substantive editing that ensures document organization and quality. Ensures that documents follow the appropriate style guide. May be responsible for any activity in the production cycle through document delivery and maintenance. Coordinates or supervises resources during the production cycle.

**Minimum Education:** Bachelor Degree in English, Liberal Arts

Training Specialist

**Minimum Experience:** One year of experience in information technology and telecommunications training, or related field. Demonstrates ability to communicate orally and in writing.

**Functional Responsibility:** Develops and revises training courses and prepares appropriate training catalogs. Prepares instructor materials (course outline, background material and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops and seminars.

**Minimum Education:** Bachelor Degree in Computer Science, Information Systems, Business.

Senior Training Specialist

**Minimum Experience:** Five years of training experience, of which at least three years must be specialized. Specialized experience includes developing and providing technical and end-customer training in LAN and WAN related issues. Demonstrates ability to communicate orally and in writing. Demonstrates ability to work independently or under only general direction.
**Functional Responsibility:** Conduct the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develops all instructor materials (course outline, background material and training aids). Develops student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops and seminars. Provides daily supervision and direction to training staff.

**Minimum Education:** Bachelor Degree in Computer Science, Information Systems, Business, or other related scientific or technical discipline is required.

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**Project Coordinator**

**Minimum Experience:** Five years of experience in project coordination, reporting procedures, expertise in the management and control of funds, demonstrated capability in managing multitask contracts and/or subcontracts of various types and complexity.

**Functional Responsibility:** Serves as project coordinator for complex task order/project and assist Project/Program Manager to liaise with the contract-level Contracting Officer’s Representative (COR) and customer agency representatives. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers and teaming partners and vendors to facilitate the delivery of services.

**Minimum Education:** Bachelor’s Degree in Engineering, Information Systems or Business Administration.

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**Project Manager**

**Minimum Experience:** Combination of five years information technology experience, including three years of experience in a management or supervisory capacity, plus two years of experience in the functional area of the project to be managed.

**Functional Responsibility:** Responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.

**Minimum Education:** Bachelor’s Degree in Engineering, Information Systems or Business Administration.

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**Program Manager**

**Minimum Experience:** Ten years of experience with five years information technology, telecommunication experience, and five years of experience in a management or supervisory capacity. Experience in project/program development from inception to deployment, reporting procedures, expertise in the management and control of funds, demonstrated capability in managing multitask contracts and/or subcontracts of various types and complexity.

**Functional Responsibility:** Serves as technical lead for the project/program. In addition, is responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters.

**Minimum Education:** Bachelor’s Degree in Engineering, Information Systems or Business Administration.
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INFORMATION TECHNOLOGY CATEGORY
IT SERVICES SUBCATEGORY
SPECIAL ITEM NUMBER 54151S
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

There are no additional terms.
The use of the Order Level Materials (OLM) SIN is limited to 59 OLM-eligible subcategories under the MAS program. Supplies and/or services provided utilizing OLM authority must be acquired in direct support of an individual task or delivery order that is placed under an OLM-eligible subcategory as identified below:

1) Apparel
2) Audio Visual Products
3) Audio Visual Services
4) Awards
5) Background Investigations
6) Business Administrative Services
7) Compensation and Benefits
8) Document Services
9) Electronic Commerce
10) Environmental Services
11) Facilities Maintenance and Repair
12) Facilities Services
13) Facilities Solutions
14) Financial Services
15) Fire/Rescue/Safety/Environmental Protection Equipment
16) Fitness Solutions.
17) Flags
18) Flooring
19) Fuel Management
20) Furniture Services
21) Healthcare Furniture
22) Household, Dormitory & Quarters Furniture
23) Human Resources
24) Identity Protection Services
25) Industrial Products
26) Industrial Products and Services Maintenance and Repair
27) IT Hardware
28) IT Services
29) IT Software
30) IT Solutions
31) IT Training
32) Language Services
33) Legal Services
34) Logistical Services
35) Machinery and Components
36) Mail Management
37) Marine and Harbor
38) Marketing and Public Relations
39) Medical Equipment
40) Miscellaneous Furniture
41) Musical Instruments
42) Office Furniture
43) Office Management Maintenance and Repair
44) Office Services
45) Packaged Furniture.
46) Printing and Photographic Equipment
47) Protective Equipment
48) Records Management
49) Search and Navigation
50) Security Animals and Related Services
51) Security Services
52) Security Systems
53) Signs
54) Social Services
55) Structures
56) Technical and Engineering Services (non-IT)
57) Telecommunications
58) Testing Equipment
59) Training

NOTE: More information related to the Order Level Materials SIN is available at gsa.gov/mascategoryrequirements