



GSA MAS Schedule

**GENERAL SERVICES ADMINISTRATION  
Federal Supply Schedule  
Final Authorized Federal Supply Schedule Price List**

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 GSA Advantage!® is:  
<http://www.gsaadvantage.gov>

Special Item Number (SIN) :  
54151S --- Information Technology Professional Services  
54151HACS --- Highly Adaptive Cybersecurity Services

**Hawk Associates**  
1180 Desert Oak Place  
Sierra Vista, AZ 85635  
520-335-8788  
www.hawkassociates.us  
Contract Administrator: Elisabetta Scottorn  
Email: [lisa.scottorn@hawkassociates.us](mailto:lisa.scottorn@hawkassociates.us)

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov)

**Contract Number: 47QTCA20D00BX**

**Period Covered by Contract: June 30, 2020 through June 29, 2025**

Business Size: Small, Service Disabled, Veteran-Owned



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1a. AWARDED SPECIAL ITEM NUMBER:

SIN	DESCRIPTION
54151S	Information Technology Professional Services
54151HACS	Highly Adaptive Cybersecurity Services

1b. LOWEST PRICED ITEM. (Government net price based on a unit of one) See Pricelist

1c. HOURLY RATES: See Pricelist. (Includes discount and IFF)

2. MAXIMUM ORDER GUIDELINE. \$500,000

3. MINIMUM ORDER. \$100

4. GEOGRAPHIC COVERAGE. 48 States & Washington DC

5. PRODUCTION POINT. 1180 Desert Oak Place, Sierra Vista, AZ 85635

6. DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE.  
 GSA Net Prices are shown on the attached GSA Pricelist. Negotiated discount has been applied.

7. QUANTITY DISCOUNTS. 1% discount for orders equal to or greater than \$500,000.

8. PROMPT PAYMENT TERMS. Net 30.

9a. GOVERNMENT PURCHASE CARDS.  
 Accepted at or below the micro-purchase threshold

9b. GOVERNMENT PURCHASE CARDS.  
 Not accepted above the micro-purchase threshold

10. FOREIGN ITEMS. None



- 11a. TIME OF DELIVERY. 30 days or negotiated at the task order level
- 11b. EXPEDITED DELIVERY. Negotiated at the task order level.
- 11c. OVERNIGHT AND 2-DAY DELIVERY. As mutually agreed on between the vendor and ordering activity.
- 11d. URGENT REQUIREMENTS. As mutually agreed on between the vendor and ordering activity.
- 12. FOB POINT. Destination
- 13a. ORDERING ADDRESS. 1180 Desert Oak Place, Sierra Vista, AZ 85635
- 13b. ORDERING PROCEDURES.  
Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an establishing BPA for services. These procedures apply to all schedules. (BPA attached)
  - a. FAR 8.405-2 Ordering procedures for services requiring a statement of work.
- 14. PAYMENT ADDRESS. 1180 Desert Oak Place, Sierra Vista, AZ 85635
- 15. WARRANTY PROVISION. Contractor's standard commercial warranty.
- 16. EXPORT PACKING CHARGES. Not applicable
- 17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE. See 9a and 9b above.
- 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. CUSTOMER INFORMATION. Not applicable

21. LIST OF SERVICE AND DISTRIBUTION POINTS. Not applicable

22. LIST OF PARTICIPATING DEALERS. Not applicable

23. PREVENTIVE MAINTENANCE. Not applicable

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES. Not applicable

24b. INDICATE SECTION 508 COMPLIANCE INFORMATION IS AVAILABLE ON ELECTRONIC AND INFORMATION TECHNOLOGY SUPPLIES AND SERVICES. [www.Section508.gov/](http://www.Section508.gov/).

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER. 010738059

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM), PREVIOUSLY CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE. Registration valid

LABOR CATEGORY DESCRIPTIONS

Systems Administrator	
<b>Minimum Education:</b>	Level 1 – Bachelors Level 2 – Bachelors Level 3 – Bachelors Level 4 – Bachelors



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<p><b>Minimum Years' Experience:</b></p>	<p>Level 1 – 1                  Level 2 – 3                  Level 3 – 6                  Level 4 – 10</p>
<p><b>Responsibilities:</b>                  Maintains smooth operation of multi-user computer systems and network services on closed networks, for cloud services, and/or as part of Enterprise IT/Cybersecurity services. Coordinates installation of hardware and software, installs patches and updates, provides backup and recovery as part of Continuity of Operations (COOP), and supports local and Enterprise migration services. Develops and monitors policies and standards for allocation related to the use of computing resources. Other responsibilities may include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, and allocating mass storage space. Interacts with users, evaluates vendor products, and makes recommendations to purchase hardware and software as part of resource management and Lifecycle replacement.</p> <p><b>Level 1</b>  <b>Knowledge, Skills and Ability</b>                  Use and/or application of principles, theories, and concepts. Knowledge of industry practices and standards. Demonstrates the skill and ability to perform professional tasks.  <b>Problem Solving</b>                  Develops solutions to a variety of problems of moderate scope and complexity.  <b>Discretion/Latitude</b>                  Works under only very general supervision. Work is reviewed for soundness of judgment and overall adequacy and accuracy.  <b>Impact</b>                  Contributes to the completion of organizational projects and goals. Errors in judgment or failure to achieve results would normally be detected in supervisory oversight.  <b>Liaison</b>                  Frequent internal company contacts. Contacts are primarily with immediate supervisor, and other personnel in the section or group. Represents section or group on specific projects.</p> <p><b>Level 2</b>  <b>Knowledge, Skills and Ability</b>                  Frequent use and general knowledge of industry practices, techniques, and standards. General application of concepts, and principles. Demonstrates the skill and ability to perform moderately complex professional tasks.  <b>Problem Solving</b>                  Develops solutions to a variety of problems of moderate scope and complexity.  <b>Discretion/Latitude</b>                  Works under only very general supervision. Work is reviewed for soundness of judgment and overall adequacy and accuracy.  <b>Impact</b>                  Contributes to the completion of organizational projects and goals. Errors in judgement or failure</p>	



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to achieve results would normally require a moderate expenditure of resources to rectify.

**Liaison**

Frequent internal company and external contacts. Represents organization on specific projects. May make presentations to small groups.

**Level 3**

**Knowledge, Skills and Ability**

Complete understanding and application of principles, concepts, practices, and standards. Full knowledge of industry practices. Independently demonstrates the skill and ability to perform fairly complex professional tasks.

**Problem Solving**

Develops solutions to a variety of complex problems. May refer to established precedents and policies.

**Discretion/Latitude**

Performs fairly complex tasks and participates in determining objectives of assignment. Plan schedules and arranges own activities in accomplishing objectives. Work is reviewed upon completion for adequacy in meeting objectives.

**Impact**

Exerts some influence on the overall objectives and long-range goals of the organization. Erroneous decisions or failure to achieve objectives would normally have a serious effect upon the administration of the organization.

**Liaison**

Represents organization as a prime contact on contracts or projects. Interacts with senior internal and external personnel on significant matters often requiring coordination between organizations. May develop and deliver presentations.

**Level 4**

**Knowledge, Skills and Ability**

Contributes to the development of new concepts, techniques, and standards. Considered expert in field within the organization. Demonstrates the skill and ability to perform complex tasks. Able to communicate effectively and clearly present technical approaches and findings.

**Problem Solving**

Develops solutions to complex problems which require the regular use of ingenuity and innovation. Ensures solutions are consistent with organization objectives.

**Discretion/Latitude**

Most assignments are complex and performed independently without appreciable direction. Exercises considerable latitude in determining objectives and approaches to assignment.

**Impact**

Effects of decisions are long-lasting and heavily influence the future course of the organization. Errors in judgment or failure to achieve results would result in the expenditure of large amounts of company resources as well as problems with customer satisfaction.

**Liaison**



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Serves as consultant to management and special external spokesperson for the organization on major matters pertaining to its policies, plans, and objectives. Acts as an advisor to senior management and customers.

**Software Development Analyst**

<b>Minimum Education:</b>	Level 1 – Bachelors Level 2 - Bachelors Level 3 - Bachelors Level 4 - Bachelors
<b>Minimum Years' Experience:</b>	Level 1 – 1 Level 2 - 2 Level 3 - 5 Level 4 - 9

**Responsibilities:**  
 Researches, analyzes, designs, develops, and/or modifies enterprise-wide systems and/or applications software. Involved in planning system and software deployments, migrations, and implementations as well as for meeting software compliance standards. Evaluates interface between hardware and software, operational requirements, and characteristics of overall system. Documents testing and maintenance of system changes and corrections as part of the Change Management process.

**Level 1**

**Knowledge, Skills and Ability**

Use and/or application of technical principles, theories, and concepts. Demonstrates the skill and ability to perform professional tasks.

**Problem Solving**

Develops recommended solutions to technical problems as assigned.

**Discretion/Latitude**

Work is reviewed for soundness of technical judgment, overall adequacy, and accuracy. Works under general supervision.

**Impact**

Contributes to the completion of assigned technical tasks. Failure to achieve results should be detected in supervisory oversight.

**Liaison**

Contacts are primarily with immediate supervisor, project leaders, and other professionals in the section or group

**Level 2**

**Knowledge, Skills and Ability**

General frequent use and application of technical standards, principles, theories, concepts, and techniques. Demonstrates the skill and ability to perform moderately complex professional tasks.



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**Problem Solving**

Provides solutions to a variety of technical problems of increasing scope and complexity as assigned

**Discretion/Latitude**

Work is reviewed for soundness of technical judgment, overall adequacy and accuracy. Works under general supervision.

**Impact**

Contributes to the completion of milestones associated with specific projects. Failure to achieve results or inadequate work product should be detected by supervisory oversight but may cause delay in program schedules and allocation of additional resources

**Liaison**

Primarily internal company contacts. Infrequent inter-organizational and outside customer contacts on routine matters.

**Level 3**

**Knowledge, Skills and Ability**

Complete understanding and wide application of technical principle, theories, and concepts in the field. General knowledge of other related disciplines.

**Problem Solving**

Provide technical solutions to a wide range of complex difficult problems. Solutions are imaginative, thorough, practicable, and consistent with organization objectives.

**Discretion/Latitude**

Works under only general direction. Independently determines and develops approach to solutions. Work is reviewed upon completion for adequacy in meeting objectives.

**Impact**

Contributes to the completion of specific programs and projects. Failure to obtain results or erroneous decisions or recommendations would typically result in serious program delays and considerable expenditure of resources.

**Liaison**

Frequent inter-organizational and outside customer contacts. Represents the organization in providing solutions to difficult technical issues associated with specific projects.

**Level 4**

**Knowledge, Skills and Ability**

Applies extensive technical expertise, and has full knowledge of other related disciplines. Able to communicate effectively and clearly present technical approaches and findings.

**Problem Solving**

Develop technical solutions to complex problems which require the regular use of ingenuity and creativity.

**Discretion/Latitude**

Work is performed without appreciable direction. Exercises considerable latitude in determining technical objectives of assignment. Completed work is reviewed from a relatively long- term perspective, for desired results.

**Impact**



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Guides the successful completion of major programs and may function in a project leadership role. Erroneous decisions or recommendations would typically result in failure to achieve major organizational objectives.

**Liaison**

Represents the organization as the prime technical contact on contracts and projects. Interacts with senior external personnel on significant technical matters often requiring coordination between organizations.

Help Desk Technical Support	
<b>Minimum Education:</b>	Level 1 – Bachelors Level 2 – Bachelors Level 3 – Bachelors Level 4 – Bachelors
<b>Minimum Years' Experience:</b>	Level 1 – 1 Level 2 – 2 Level 3 – 3 Level 4 – 6
<p><b>Responsibilities:</b> Resolves technical problems and answers user queries by telephone in support of internal and/or outside customer computer hardware, software, networks, cloud services, and telecommunications systems. Diagnoses, identifies, isolates, and analyzes problems. Provides trouble ticket input and tracks status in various Help Desk software tools/applications. May route calls to product line specialists. Maintains and updates records and tracking databases. Alerts management to recurring problems and patterns of problems based upon current situations and historical database records.</p> <p><b>Level 1</b></p> <p><b>Knowledge</b> Little or no knowledge of the job. Moderate understanding of general job aspects and some understanding of the detailed aspects of the job.</p> <p><b>Supervision Given and Received</b> Immediate Close supervision involving detailed verbal and written instructions. Frequent review of work performance.</p> <p><b>Typical Duties and Tasks</b> Duties &amp; tasks are simple and repetitive. Assists more senior staff members with routine tasks. Refers questions and problems to higher levels.</p> <p><b>Consequence of Errors</b> Errors can be easily and quickly detected within the immediate work unit and would result only in minor disruption or expense to correct.</p> <p><b>Contacts</b></p>	



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Contacts are primarily within immediate work unit. Contacts involve obtaining or providing information requiring little explanation or interpretation.

**Level 2**

**Knowledge**

Considerable Full knowledge of the job. Substantial acquaintance with and understanding of general aspects of the job with a broad understanding of the detailed aspects of the job.

**Supervision Given and Received**

Direct General supervision and instructions given for routine work and detailed instructions given for new activities or special assignments.

**Typical Duties and Tasks**

Duties & tasks are varied but standardized. Performs some more advanced functions. Resolves routine questions and problems and refers more complex questions to higher levels.

**Consequence of Errors**

Errors may be detected and corrected but may cause moderate loss of time or customer/user dissatisfaction.

**Contacts**

Contacts are typically with individuals within own department and occasionally with contacts outside own organization. Contacts involve obtaining or providing information or data requiring some explanation or interpretation.

**Level 3**

**Knowledge**

Full Considerable knowledge of the job. Complete acquaintance with and understanding of the general and detailed aspects of the job, and their practical applications to problems and situations ordinarily encountered.

**Supervision Given and Received**

Limited supervision. No instructions needed on routine work, and general instructions given on new lines of work or special assignments.

**Typical Duties and Tasks**

Duties & tasks are varied and moderately complex. Resolves most questions and problems, and refers complex questions to higher levels.

**Consequence of Errors**

Errors may be difficult to detect and would normally result in loss of customer business, material, or equipment to resolve.

**Contacts**

Contacts are frequent with individuals representing other departments, and/or representing outside organizations. Contacts involve obtaining or providing information or data on matters of moderate importance to the function of the department or which may be of sensitive nature.

**Level 4**

**Knowledge**



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Extensive knowledge in specialized functions. A wide and comprehensive acquaintance with, and understanding of, both general and specific aspects of the job and their practical application to complex problems and situations ordinarily encountered.

**Supervision Given and Received**

Minimal supervision. Work may be done without established procedures. May assist in orienting, training, assigning and checking the work of lower level employees. Often designated as lead worker.

**Typical Duties and Tasks**

Duties & tasks are varied and complex. Serves as a resource to others in the resolution of problems and issues.

**Consequence of Errors**

Errors are very difficult to detect and would normally require significant expenditures to resolve.

**Contacts**

Contacts are frequent with individuals representing outside organizations, and/or individuals of significant importance within the company. Contacts involve planning and preparation of the communications, require skill, tact, persuasion and/or negotiation to accomplish the objectives of the communication.

PC Network Support Tech	
<b>Minimum Education:</b>	Level 1 – Bachelors Level 2 – Bachelors Level 3 – Bachelors Level 4 – Bachelors
<b>Minimum Years' Experience:</b>	Level 1 – 1 Level 2 – 2 Level 3 – 3 Level 4 – 6
<p><b>Responsibilities:</b> Provides technical support for computers and associated networks. Installs, troubleshoots, services, and repairs personal computers, network equipment such as servers, modems, multiplexers, related PC software, telephones, cables, and connectors. Installs, services, and repairs personal computers, peripherals, and installs attendant software. Connects personal computers and terminals to existing data networks and cloud services. Maintains network diagrams and circuit records. Maintains trouble logs. Instructs users in the use of personal computers, networks, and cloud services. Investigates information, network, and communications needs of users, and makes recommendations regarding software and hardware purchases. Performs basic PC, PBX, and network software programming.</p> <p><b>Level 1 Knowledge</b> Little or no knowledge of the job. Moderate understanding of general job aspects and some understanding of the detailed aspects of the job.</p>	



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**Supervision Given and Received**

Immediate Close supervision involving detailed verbal and written instructions. Frequent review of work performance.

**Typical Duties and Tasks**

Duties & tasks are simple and repetitive. Assists more senior staff members with routine tasks. Refers questions and problems to higher levels.

**Consequence of Errors**

Errors can be easily and quickly detected within the immediate work unit and would result only in minor disruption or expense to correct.

**Contacts**

Contacts are primarily within immediate work unit. Contacts involve obtaining or providing information requiring little explanation or interpretation.

**Level 2**

**Knowledge**

Considerable Full knowledge of the job. Substantial acquaintance with and understanding of general aspects of the job with a broad understanding of the detailed aspects of the job.

**Supervision Given and Received**

Direct General supervision and instructions given for routine work and detailed instructions given for new activities or special assignments.

**Typical Duties and Tasks**

Duties & tasks are varied but standardized. Performs some more advanced functions. Resolves routine questions and problems and refers more complex questions to higher levels.

**Consequence of Errors**

Errors may be detected and corrected but may cause moderate loss of time or customer/user dissatisfaction.

**Contacts**

Contacts are typically with individuals within own department and occasionally with contacts outside own organization. Contacts involve obtaining or providing information or data requiring some explanation or interpretation.

**Level 3**

**Knowledge**

Full Considerable knowledge of the job. Complete acquaintance with and understanding of the general and detailed aspects of the job, and their practical applications to problems and situations ordinarily encountered.

**Supervision Given and Received**

Limited supervision. No instructions needed on routine work, and general instructions given on new lines of work or special assignments.

**Typical Duties and Tasks**

Duties & tasks are varied and moderately complex. Resolves most questions and problems, and refers complex questions to higher levels.

**Consequence of Errors**



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Errors may be difficult to detect and would normally result in loss of customer business, material, or equipment to resolve.

**Contacts**

Contacts are frequent with individuals representing other departments, and/or representing outside organizations. Contacts involve obtaining or providing information or data on matters of moderate importance to the function of the department or which may be of sensitive nature.

**Level 4**

**Knowledge**

Extensive knowledge in specialized functions. A wide and comprehensive acquaintance with, and understanding of, both general and specific aspects of the job and their practical application to complex problems and situations ordinarily encountered.

**Supervision Given and Received**

Minimal supervision. Work may be done without established procedures. May assist in orienting, training, assigning, and checking the work of lower level employees. Often designated as lead worker.

**Typical Duties and Tasks**

Duties & tasks are varied and complex. Serves as a resource to others in the resolution of problems and issues.

**Consequence of Errors**

Errors are very difficult to detect and would normally require significant expenditures to resolve.

**Contacts**

Contacts are frequent with individuals representing outside organizations, and/or individuals of significant importance within the company. Contacts involve planning and preparation of the communications, require skill, tact, persuasion and/or negotiation to accomplish the objectives of the communication.

<b>Systems Software Analyst</b>	
<b>Minimum Education:</b>	Level 1 – Bachelors Level 2 – Bachelors Level 3 – Bachelors Level 4 – Bachelors
<b>Minimum Years' Experience:</b>	Level 1 – 1 Level 2 – 2 Level 3 – 5 Level 4 – 9
<b>Responsibilities:</b> Analyzes, enhances, installs, tests, and modifies enterprise-wide operating systems for both new and existing systems. Develops requirements, workflow, and systems analysis. Corrects programming errors, prepares operating instructions, compiles documentation of program development, and	



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analyzes system/software capabilities. Analyzes standards for design, development, maintenance, changes, and implementation of new and existing products.

**Level 1**

**Knowledge, Skills and Ability**

Use and/or application of technical principles, theories, and concepts. Demonstrates the skill and ability to perform professional tasks.

**Problem Solving**

Develops recommended solutions to technical problems as assigned.

**Discretion/Latitude**

Work is reviewed for soundness of technical judgment, overall adequacy and accuracy. Works under general supervision.

**Impact**

Contributes to the completion of assigned technical tasks. Failure to achieve results should be detected in supervisory oversight.

**Liaison**

Contacts are primarily with immediate supervisor, project leaders, and other professionals in the section or group

**Level 2**

**Knowledge, Skills and Ability**

General frequent use and application of technical standards, principles, theories, concepts and techniques. Demonstrates the skill and ability to perform moderately complex professional tasks.

**Problem Solving**

Provides solutions to a variety of technical problems of increasing scope and complexity as assigned

**Discretion/Latitude**

Work is reviewed for soundness of technical judgment, overall adequacy, and accuracy. Works under general supervision.

**Impact**

Contributes to the completion of milestones associated with specific projects. Failure to achieve results or inadequate work product should be detected by supervisory oversight but may cause delay in program schedules and allocation of additional resources

**Liaison**

Primarily internal company contacts. Infrequent inter-organizational and outside customer contacts on routine matters.

**Level 3**

**Knowledge, Skills and Ability**

Complete understanding and wide application of technical principle, theories, and concepts in the field. General knowledge of other related disciplines.

**Problem Solving**

Provide technical solutions to a wide range of complex difficult problems. Solutions are imaginative, thorough, practicable, and consistent with organization objectives.



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**Discretion/Latitude**

Works under only general direction. Independently determines and develops approach to solutions. Work is reviewed upon completion for adequacy in meeting objectives.

**Impact**

Contributes to the completion of specific programs and projects. Failure to obtain results or erroneous decisions or recommendations would typically result in serious program delays and considerable expenditure of resources.

**Liaison**

Frequent inter-organizational and outside customer contacts. Represents the organization in providing solutions to difficult technical issues associated with specific projects.

**Level 4**

**Knowledge, Skills and Ability**

Applies extensive technical expertise and has full knowledge of other related disciplines. Able to communicate effectively and clearly present technical approaches and findings.

**Problem Solving**

Develop technical solutions to complex problems which require the regular use of ingenuity and creativity.

**Discretion/Latitude**

Work is performed without appreciable direction. Exercises considerable latitude in determining technical objectives of assignment. Completed work is reviewed from a relatively long- term perspective, for desired results.

**Impact**

Guides the successful completion of major programs and may function in a project leadership role. Erroneous decisions or recommendations would typically result in failure to achieve major organizational objectives.

**Liaison**

Represents the organization as the prime technical contact on contracts and projects. Interacts with senior external personnel on significant technical matters often requiring coordination between organizations.

Network Communications	
<b>Minimum Education:</b>	Level 1 – Bachelors Level 2 – Bachelors Level 3 – Bachelors Level 4 – Bachelors
<b>Minimum Years' Experience:</b>	Level 1 – 1 Level 2 – 2 Level 3 – 5 Level 4 – 9
<b>Responsibilities:</b>	



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Maintains smooth operation of local area, Enterprise, and virtual private networks (VPN). Plans, evaluates, and coordinates installation, reconfiguration, and/or migration of hardware and software elements of data and/or voice communication networks. Maintains technical expertise in all areas of networks and computer hardware and software interconnection and interfacing, such as routers, multiplexers, firewalls, hubs, bridges, gateways, etc. May propose solutions to management to ensure all communications requirements based on future needs and current usage, configuring such solutions to optimize cost savings. Prepares or ensures that appropriate network documentation exists, including operational instructions. Provides regular monitoring and network analysis regarding short- and long-range planning for local and/or Enterprise systems and networks. May coordinate third-party maintenance for network equipment. May design network or portion of network that include selection of hardware and software packages, to include cloud services options.

**Level 1**

**Knowledge, Skills and Ability**

Use and/or application of technical principles, theories, and concepts. Demonstrates the skill and ability to perform professional tasks.

**Problem Solving**

Develops recommended solutions to technical problems as assigned.

**Discretion/Latitude**

Work is reviewed for soundness of technical judgment, overall adequacy, and accuracy. Works under general supervision.

**Impact**

Contributes to the completion of assigned technical tasks. Failure to achieve results should be detected in supervisory oversight.

**Liaison**

Contacts are primarily with immediate supervisor, project leaders, and other professionals in the section or group

**Level 2**

**Knowledge, Skills and Ability**

General frequent use and application of technical standards, principles, theories, concepts, and techniques. Demonstrates the skill and ability to perform moderately complex professional tasks.

**Problem Solving**

Provides solutions to a variety of technical problems of increasing scope and complexity as assigned

**Discretion/Latitude**

Work is reviewed for soundness of technical judgment, overall adequacy, and accuracy. Works under general supervision.

**Impact**

Contributes to the completion of milestones associated with specific projects. Failure to achieve results or inadequate work product should be detected by supervisory oversight but may cause delay in program schedules and allocation of additional resources

**Liaison**



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Primarily internal company contacts. Infrequent inter-organizational and outside customer contacts on routine matters.

**Level 3**

**Knowledge, Skills and Ability**

Complete understanding and wide application of technical principle, theories, and concepts in the field. General knowledge of other related disciplines.

**Problem Solving**

Provide technical solutions to a wide range of complex difficult problems. Solutions are imaginative, thorough, practicable, and consistent with organization objectives.

**Discretion/Latitude**

Works under only general direction. Independently determines and develops approach to solutions. Work is reviewed upon completion for adequacy in meeting objectives.

**Impact**

Contributes to the completion of specific programs and projects. Failure to obtain results or erroneous decisions or recommendations would typically result in serious program delays and considerable expenditure of resources.

**Liaison**

Frequent inter-organizational and outside customer contacts. Represents the organization in providing solutions to difficult technical issues associated with specific projects.

**Level 4**

**Knowledge, Skills and Ability**

Applies extensive technical expertise and has full knowledge of other related disciplines. Able to communicate effectively and clearly present technical approaches and findings.

**Problem Solving**

Develop technical solutions to complex problems which require the regular use of ingenuity and creativity.

**Discretion/Latitude**

Work is performed without appreciable direction. Exercises considerable latitude in determining technical objectives of assignment. Completed work is reviewed from a relatively long-term perspective, for desired results.

**Impact**

Guides the successful completion of major programs and may function in a project leadership role. Erroneous decisions or recommendations would typically result in failure to achieve major organizational objectives.

**Liaison**

Represents the organization as the prime technical contact on contracts and projects. Interacts with senior external personnel on significant technical matters often requiring coordination between organizations.

**Website Designer**



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<p><b>Minimum Education:</b></p>	<p>Level 2 – Bachelors Level 3 – Bachelors Level 4 – Bachelors</p>
<p><b>Minimum Years' Experience:</b></p>	<p>Level 2 – 2 Level 3 – 5 Level 4 – 9</p>
<p><b>Responsibilities:</b>                  Designs, configures, and maintains the website for customers' internal and external communications. Ensures the website is available to the desired audience with appropriate links and security to support the organizations' missions, to include Knowledge Management (KM) capabilities. Develops, assesses, and communicates website usage and security policies and procedures. Designs web page layout, graphics, color schemes, and infrastructure to maintain a cohesive website based on the organization's communications strategies and goals. Researches and evaluates new related technologies. May participate in SharePoint site development, layout, functionality, KM, and interactive capabilities for implementation by SharePoint Developers.</p> <p><b>Level 2</b>  <b>Knowledge, Skills and Ability</b>                  General frequent use and application of technical standards, principles, theories, concepts, and techniques. Demonstrates the skill and ability to perform moderately complex professional tasks.  <b>Problem Solving</b>                  Provides solutions to a variety of technical problems of increasing scope and complexity as assigned  <b>Discretion/Latitude</b>                  Work is reviewed for soundness of technical judgment, overall adequacy, and accuracy. Works under general supervision.  <b>Impact</b>                  Contributes to the completion of milestones associated with specific projects. Failure to achieve results or inadequate work product should be detected by supervisory oversight but may cause delay in program schedules and allocation of additional resources  <b>Liaison</b>                  Primarily internal company contacts. Infrequent inter-organizational and outside customer contacts on routine matters.</p> <p><b>Level 3</b>  <b>Knowledge, Skills and Ability</b>                  Complete understanding and wide application of technical principle, theories, and concepts in the field. General knowledge of other related disciplines.  <b>Problem Solving</b>                  Provide technical solutions to a wide range of complex difficult problems. Solutions are imaginative, thorough, practicable, and consistent with organization objectives.  <b>Discretion/Latitude</b>                  Works under only general direction. Independently determines and develops approach to solutions. Work is reviewed upon completion for adequacy in meeting objectives.</p>	



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**Impact**

Contributes to the completion of specific programs and projects. Failure to obtain results or erroneous decisions or recommendations would typically result in serious program delays and considerable expenditure of resources.

**Liaison**

Frequent inter-organizational and outside customer contacts. Represents the organization in providing solutions to difficult technical issues associated with specific projects.

**Level 4**

**Knowledge, Skills and Ability**

Applies extensive technical expertise and has full knowledge of other related disciplines. Able to communicate effectively and clearly present technical approaches and findings.

**Problem Solving**

Develop technical solutions to complex problems which require the regular use of ingenuity and creativity.

**Discretion/Latitude**

Work is performed without appreciable direction. Exercises considerable latitude in determining technical objectives of assignment. Completed work is reviewed from a relatively long- term perspective, for desired results.

**Impact**

Guides the successful completion of major programs and may function in a project leadership role. Erroneous decisions or recommendations would typically result in failure to achieve major organizational objectives.

**Liaison**

Represents the organization as the prime technical contact on contracts and projects. Interacts with senior external personnel on significant technical matters often requiring coordination between organizations.

Web Software Developer	
<b>Minimum Education:</b>	Level 1 – Bachelors Level 2 – Bachelors Level 3 – Bachelors Level 4 – Bachelors
<b>Minimum Years' Experience:</b>	Level 1 – 1 Level 2 – 2 Level 3 – 5 Level 4 – 9
<b>Responsibilities:</b> Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, C++, and JavaScript) for web services, applets and applications, web parts, technologies, and website capabilities.	



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Works with graphic and website designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Assists with interface implementation. Efforts include, but are not limited to: requirements collection and analysis, applet and application creation, GUI and web design, review for functionality, deployment, and maintenance of web capabilities including web hosted pages and apps, development in a .NET environment, Knowledge Management (KM) and SharePoint portals, databases, and their instantiations on systems and networks, associated web tools, web sites.

**Level 1**

**Knowledge, Skills and Ability**

Use and/or application of technical principles, theories, and concepts. Demonstrates the skill and ability to perform professional tasks.

**Problem Solving Discretion/Latitude**

Develops recommended solutions to technical problems as assigned. Work is reviewed for soundness of technical judgment, overall adequacy, and accuracy. Works under general supervision.

**Impact**

Contributes to the completion of assigned technical tasks. Failure to achieve results should be detected in supervisory oversight.

**Liaison**

Contacts are primarily with immediate supervisor, project leaders, and other professionals in the section or group

**Level 2**

**Knowledge, Skills and Ability**

General frequent use and application of technical standards, principles, theories, concepts and techniques. Demonstrates the skill and ability to perform moderately complex professional tasks.

**Problem Solving**

Provides solutions to a variety of technical problems of increasing scope and complexity as assigned

**Discretion/Latitude**

Work is reviewed for soundness of technical judgment, overall adequacy, and accuracy. Works under general supervision.

**Impact**

Contributes to the completion of milestones associated with specific projects. Failure to achieve results or inadequate work product should be detected by supervisory oversight but may cause delay in program schedules and allocation of additional resources

**Liaison**

Primarily internal company contacts. Infrequent inter-organizational and outside customer contacts on routine matters.

**Level 3**

**Knowledge, Skills and Ability**

Complete understanding and wide application of technical principle, theories, and concepts in the field. General knowledge of other related disciplines.



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**Problem Solving**

Provide technical solutions to a wide range of complex difficult problems. Solutions are imaginative, thorough, practicable, and consistent with organization objectives. **Discretion/Latitude**

Works under only general direction. Independently determines and develops approach to solutions.

Work is reviewed upon completion for adequacy in meeting objectives.

**Impact**

Contributes to the completion of specific programs and projects. Failure to obtain results or erroneous decisions or recommendations would typically result in serious program delays and considerable expenditure of resources.

**Liaison**

Frequent inter-organizational and outside customer contacts. Represents the organization in providing solutions to difficult technical issues associated with specific projects.

**Level 4**

**Knowledge, Skills and Ability**

Applies extensive technical expertise and has full knowledge of other related disciplines. Able to communicate effectively and clearly present technical approaches and findings.

**Problem Solving**

Develop technical solutions to complex problems which require the regular use of ingenuity and creativity.

**Discretion/Latitude**

Work is performed without appreciable direction. Exercises considerable latitude in determining technical objectives of assignment. Completed work is reviewed from a relatively long- term perspective, for desired results.

**Impact**

Guides the successful completion of major programs and may function in a project leadership role. Erroneous decisions or recommendations would typically result in failure to achieve major organizational objectives.

**Liaison**

Represents the organization as the prime technical contact on contracts and projects. Interacts with senior external personnel on significant technical matters often requiring coordination between organizations.

**Computer Scientist**

**Minimum Education:**

Associate: Bachelor degree from an accredited institution in Computer Science, Physics, Mathematics, or Software Engineering.



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	<p>Intermediate: Bachelor degree from an accredited institution in Computer Science, Physics, Mathematics, or Software Engineering.</p> <p>Principal: Bachelor degree from an accredited institution in Computer Science, Physics, Mathematics, or Software Engineering.</p>
<b>Minimum Years' Experience:</b>	<p>Associate: 1</p> <p>Intermediate: 2</p> <p>Principal: 4</p>
<p><b>Responsibilities:</b>                  Performs professional assignments in the general area of computer hardware, software, firmware, network, and cloud services such as: computer system protocol analysis; computer operations; programming; data base planning, development, structuring, and management; cognitive computing; migration services; resources and facilities management; and analysis of Command, Control, Communication, Computer, Combat Systems, Intelligence, Surveillance, and Reconnaissance (C5ISR), Automated Information Systems (AIS), and Information Technology/National Security Systems (IT/NSS). Work requires thorough knowledge of concepts and recent developments in the specialty area as well as proficiency in high-level languages. May provide IT Project Management for a Team or Teams to achieve organizational and technical objectives. Acceptable degree specialties include but are not limited to the following: Computer Science, Physics, Mathematics, and Software Engineering.</p>	

Information/Computer/Telecommunications Specialist	
<b>Minimum Education:</b>	<p>Associate: Bachelors Degree with at least one certification directly related to: network hardware and software (e.g. Juniper, Cisco) applications and operating systems (e.g. UNIX, Microsoft), voice and data switching systems (e.g. Nortel, Redcom, etc) telecommunications devices (e.g. ATM, fiber optics, IP) and PC maintenance and repair.</p> <p>Intermediate: Bachelors Degree with at least one certification directly related to: network hardware and software (e.g. Juniper, Cisco) applications and operating systems (e.g. UNIX, Microsoft), voice and data switching systems (e.g. Nortel, Redcom, etc) telecommunications</p>



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	<p>devices (e.g. ATM, fiber optics, IP) and PC maintenance and repair.</p> <p>Principal: Masters Degree and must have completed at least one intermediate level certification directly related to: network hardware and software (e.g. Juniper, Cisco) applications and operating systems (e.g. UNIX, Microsoft), voice and data switching systems (e.g. Nortel, Redcom, etc) telecommunications devices (e.g. ATM, fiber optics, IP) and PC maintenance and repair.</p>
<p><b>Minimum Years' Experience:</b></p>	<p>Associate: 3</p> <p>Intermediate: 5</p> <p>Principal: 7</p>
<p><b>Responsibilities:</b></p> <p>Performs technical assignments in the general areas of C5ISR, AIS, and IT/NSS, applying broad technical knowledge in one or more areas on specific systems or applications. Work requires knowledge of customary approaches, techniques, and requirements appropriate to the assigned C5ISR, AIS, and IT/NSS, including legacy systems and latest trends in related technologies. Requires specialized experience in evaluating, analyzing, maintaining, managing, or improving C5ISR, AIS, and IT/NSS performance, procedures, and requirements. Specialized skills include: programming; C5ISR systems and network administration; Information Exchange Requirements analysis for legacy to future systems migrations; systems integration; cloud services; and Joint Interoperability T&amp;E of IT/NSS.</p> <p>Acceptable degree specialties include but are not limited to the following: Information Technology, Information, Systems Technology, and Engineering Technology, MS Computer Information Systems, MS Information Technology, and MS Information Systems.</p>	

Engineer	
<p><b>Minimum Education:</b></p>	<p>Entry: - Bachelors Journeyman: Bachelors Senior: Bachelors</p>
<p><b>Minimum Years' Experience:</b></p>	<p>Entry: 8 years Journeyman: 10 years Senior: 12+ years</p>



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**Responsibilities:**

Knowledgeable in one of the following areas: Aeronautical, Aerospace, Civil, Elec, Metal, Mech, Chem/CBRN, Cyber, Computer, Comm, Software, Systems

Engineering expertise shall include the core competencies identified in the Basic PWS. These areas include Aeronautical, Aerospace, Civil, Electrical, Metallurgical, Mechanical, Chemical/CBRN, Cybersecurity, Computer, Communications, Software, and Systems Engineering.

Analyst Engineer: Goal is to expand the supported agency’s ability to conduct T&E of high-priority IT/NSS systems. Performs a variety of T&E-related analysis/engineering tasks, either independently or under supervision, which are broad in nature and within the scope of the PWS. Tasks include operational assessments of systems, system-of-systems, and/or system T&E to support determination of their effectiveness, suitability, and/or operational capability. Knowledgeable of personnel, hardware, software, and support facilities and/or equipment relevant to the T&E. May supervise project team of analysts/engineers through project completion.

Software Engineer: Performs a wide variety of software engineering tasks and develops/programs software solutions based upon PWS requirements. Generally, supervises one or more staff software engineers and heads up projects using of commercially available or custom software tools as required.

MOD/SIM Engineer: Performs a wide variety of modeling and simulation tasks based upon PWS requirements. Establishes and provides model verification and validation (V&V) expectations. Assists in conceptual model validation to identify inherent capabilities and limitations of model architecture and modeling approach. Assesses model capabilities and limitations. Provides detailed assessments on the adequacy of models and planned use. Reviews V&V plans and reports to support accreditation of models for intended use during OT&E. Operates models, assesses simulation results, and writes up results of analysis into formal Test Reports in a clear and concise manner.

Subject Matter Expert	
<b>Minimum Education:</b>	Bachelors degree
<b>Minimum Years’ Experience:</b>	10 years
<b>Responsibilities:</b>	
Specialized expertise can include core competencies identified in the PWS. SMEs professional and/or technical focus includes: Cybersecurity; Enterprise IT; System Architectures and interoperability; RMF; Artificial Intelligence (AI)/Cognitive computing; Internet of Things (IoT); Penetration Testing; IT/NSS T&E; C5ISR systems; Amazon Web Services; programming; Systems Security Engineering; Offensive/Defensive Cyber Operations; and/or other skills specific to the mission. May propose initiatives, and investigate, analyze, plan, design, develop, implement, and evaluate solutions for project and program efforts.	



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<b>Cyber Architect</b>	
<b>Minimum Education:</b>	Level 4 – Bachelors Level 5 - Bachelors Level 6 - Bachelors
<b>Minimum Years' Experience:</b>	Level 4 – 9 Level 5 – 14 Level 6 - 20
<p><b>Responsibilities:</b>                      Designs and develops cybersecurity systems, applications, and solutions for customers' enterprise-wide systems and networks. Ensures enterprise cybersecurity requirements are established and maintained for operations development, security requirements definition, security risk assessment, systems analysis, Security Architecture Reviews, security test and evaluation, certification and accreditation, systems hardening, vulnerability testing and scanning, incident response, disaster recover, and business continuity planning and provides analytical support for security policy development and analysis. Participates in RMF documentation development, integrates new architectural analysis of cybersecurity features and relates existing system to future needs and trends, embeds advanced forensic tools and techniques for attack reconstruction, provides engineering recommendations, resolves integrations and testing issues, and ensures proactive and reactive cybersecurity services are built into the enterprise. May interface with external entities including law enforcement, intelligence and other government organizations and agencies.</p> <p><b>Level 4</b>  <b>Knowledge, Skills and Ability</b>                      Applies extensive technical expertise and has full knowledge of other related disciplines. Able to communicate effectively and clearly present technical approaches and findings.</p> <p><b>Problem Solving</b>                      Develop technical solutions to complex problems which require the regular use of ingenuity and creativity.</p> <p><b>Discretion/Latitude</b>                      Work is performed without appreciable direction. Exercises considerable latitude in determining technical objectives of assignment. Completed work is reviewed from a relatively long- term perspective, for desired results.</p> <p><b>Impact</b>                      Guides the successful completion of major programs and may function in a project leadership role. Erroneous decisions or recommendations would typically result in failure to achieve major organizational objectives.</p> <p><b>Liaison</b>                      Represents the organization as the prime technical contact on contracts and projects. Interacts with senior external personnel on significant technical matters often requiring coordination between organizations.</p> <p><b>Level 5</b>  <b>Knowledge, Skills and Ability</b></p>	



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Apply advanced technical principles, theories, and concepts. Contributes to the development of new principles and concepts.

**Problem Solving**

Work on unusually complex technical problems and provide solutions which are highly innovative and ingenious.

**Discretion/Latitude**

Works under consultative direction toward predetermined long-range goals and objectives. Assignments are often self-initiated. Determine and pursue courses of action necessary to obtain desired results. Work checked through consultation and agreement with others rather than by formal review of superior.

**Impact**

Develops advanced technological ideas and guides their development into a final product. Erroneous decisions or recommendations would typically result in failure to achieve critical organizational objectives and effect the image of the organization technological capability. **Liaison**

Serves as organization spokesperson on advanced projects and/or programs. Acts as advisor to management and customers on advanced technical research studies and applications.

**Level 6**

**Knowledge, Skills and Ability**

Exhibits an exceptional degree of ingenuity, creativity, and resourcefulness. Apply and/or develop highly advanced technologies, scientific principles, theories, and concepts. Viewed as expert within the field. Able to communicate effectively at the highest levels. Viewed as expert in field within the corporation.

**Problem Solving**

Develops information which extends knowledge in a given field. Information may form the basis of newly developed concepts, theories, and products.

**Discretion/Latitude**

Acts independently to uncover and resolve issues associated with the development and implementation of operational programs. Plans R & D programs and recommends technological application programs to accomplish long-range objectives. Work accomplished typically supports long-range strategic goals. Work is checked only to the effectiveness of results obtained, typically requiring a long-term perspective. Virtually self-supervisory.

**Impact**

Designs research and develop highly advanced new applications resulting in new product/business opportunities for the company. Erroneous decisions or recommendations would have a long-term negative effect on organization reputation and business posture.

**Liaison**

Serves as consultant to top management in long-range company planning concerning new or projected areas of technological research and advancements. Prime spokesperson on company's technical capabilities and future directions. Often instrumental in attracting and obtaining major new company business.



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<b>Cyber Information Assurance Analyst</b>	
<b>Minimum Education:</b>	Level 1 – Bachelors Level 2 – Bachelors Level 3 – Bachelors Level 4 – Bachelors
<b>Minimum Years' Experience:</b>	Level 1 – 1 Level 2 – 2 Level 3 – 5 Level 4 – 9
<p><b>Responsibilities:</b>                      Perform assessments of systems and networks within the enterprise environment or local enclave and identify where those systems and networks deviate from acceptable configurations, enclave policy, or local policy. Conduct active and passive evaluations such as compliance audits and Risk and Vulnerability assessments. Establishes strict program control processes to ensure mitigation of risks and supports obtaining certification and accreditation of systems. Includes support of process, analysis, coordination, security certification test, security documentation, as well as investigations, software research, hardware introduction and release, emerging technology research inspections and periodic audits. Provide RMF services and documentation and assist in implementation of the required government policy (i.e., NISPOM, DCID 6-3), make recommendations on process tailoring, participate in and document process activities. Perform analyses to validate established security requirements and to recommend additional security requirements and safeguards. Provide Security Operations Center services. Support the formal Security Test and Evaluation (ST&amp;E) required by each government accrediting authority through pre-test preparations, participation in the tests, analysis of the results and preparation of required reports. Document the results of Certification and Accreditation activities and technical or coordination activity and prepare the system Security Plans and update the Plan of Actions and Milestones POA&amp;M. Periodically conduct a complete review of each system's audits and monitor corrective actions until all actions are closed.</p> <p><b>Level 1</b>  <b>Knowledge, Skills and Ability</b>                      Use and/or application of technical principles, theories, and concepts. Demonstrates the skill and ability to perform professional tasks.</p> <p><b>Problem Solving</b>                      Develops recommended solutions to technical problems as assigned.</p> <p><b>Discretion/Latitude</b>                      Work is reviewed for soundness of technical judgment, overall adequacy, and accuracy. Works under general supervision.</p> <p><b>Impact</b>                      Contributes to the completion of assigned technical tasks. Failure to achieve results should be detected in supervisory oversight.</p> <p><b>Liaison</b>                      Contacts are primarily with immediate supervisor, project leaders, and other professionals in the section or group.</p>	



## GSA MAS Schedule

### Level 2

#### **Knowledge, Skills and Ability**

General frequent use and application of technical standards, principles, theories, concepts, and techniques. Demonstrates the skill and ability to perform moderately complex professional tasks.

#### **Problem Solving**

Provides solutions to a variety of technical problems of increasing scope and complexity as assigned.

#### **Discretion/Latitude**

Work is reviewed for soundness of technical judgment, overall adequacy, and accuracy. Works under general supervision.

#### **Impact**

Contributes to the completion of milestones associated with specific projects. Failure to achieve results or inadequate work product should be detected by supervisory oversight but may cause delay in program schedules and allocation of additional resources.

#### **Liaison**

Primarily internal company contacts. Infrequent inter-organizational and outside customer contacts on routine matters.

### Level 3

#### **Knowledge, Skills and Ability**

Complete understanding and wide application of technical principle, theories, and concepts in the field. General knowledge of other related disciplines.

#### **Problem Solving**

Provide technical solutions to a wide range of complex difficult problems. Solutions are imaginative, thorough, practicable, and consistent with organization objectives. **Discretion/Latitude**

Works under only general direction. Independently determines and develops approach to solutions.

Work is reviewed upon completion for adequacy in meeting objectives.

#### **Impact**

Contributes to the completion of specific programs and projects. Failure to obtain results or erroneous decisions or recommendations would typically result in serious program delays and considerable expenditure of resources.

#### **Liaison**

Frequent inter-organizational and outside customer contacts. Represents the organization in providing solutions to difficult technical issues associated with specific projects.

### Level 4

#### **Knowledge, Skills and Ability**

Applies extensive technical expertise and has full knowledge of other related disciplines. Able to communicate effectively and clearly present technical approaches and findings.

#### **Problem Solving**

Develop technical solutions to complex problems which require the regular use of ingenuity and creativity.

#### **Discretion/Latitude**



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Work is performed without appreciable direction. Exercises considerable latitude in determining technical objectives of assignment. Completed work is reviewed from a relatively long- term perspective, for desired results.

**Impact**

Guides the successful completion of major programs and may function in a project leadership role. Erroneous decisions or recommendations would typically result in failure to achieve major organizational objectives.

**Liaison**

Represents the organization as the prime technical contact on contracts and projects. Interacts with senior external personnel on significant technical matters often requiring coordination between organizations.

**Systems Analyst**

<b>Minimum Education:</b>	Associate: Bachelors
	Intermediate: Bachelors
	Principal: Bachelors
<b>Minimum Years' Experience:</b>	Associate: 4
	Intermediate: 8
	Principal: 12

**Responsibilities:**

Perform analytical work in support of systems, programs and/or planning activities. Typical duties involve assignments to design test plans and procedures, conduct online analysis during test conduct, perform post-test analysis, and support test report generation. Typical duties may also involve assignments to research, analyze, design, and develop relations and solutions to resolve problems within the specialty area. The work requires expertise in advanced theory and current practices in the specialty area. General fields for this category include Defensive and/or Offensive Cybersecurity; Python programming; Data Processing, Logistics Management, Communications and Electronics, Mathematics, IT Project Management, Acquisition Management, Systems Analysis, Operations Research, Engineering Technology, Cognitive computing, and Computer Systems Analysis. Educational background must include courses that develop analytical skills.

**Information Assurance Specialist**

<b>Minimum Education:</b>	Associate: Bachelors
	Intermediate: Bachelors



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	Principal: Bachelors
<b>Minimum Years' Experience:</b>	<p>Associate: 2- Normally has up to two years' experience in IA or related area.</p> <p>Intermediate: 5- Normally has at least two to five years' experience in IA or related area.</p> <p>Principal: 10 years experience in IA technology or a related area, and at a minimum comply with the DoD 8570.01 IAT/IAM/IASAE Level III and CND Analyst/Auditor.</p>
<p><b>Responsibilities:</b>                  Performs technical support focused on the development, operation, management, and enforcement of security capabilities for systems and networks. Technical support is concentrated on the protection and defense of information systems by ensuring their availability, integrity, authentication, confidentiality, and non-repudiation. This includes providing for their restoration by incorporating protection, detection, and reaction capabilities. Must possess experience with DoD's defense in depth architecture; the capabilities associated with the DoD architecture; Information Assurance (IA)/Computer Network Defense (CND) policies and procedures; RMF. This category addresses DoD 8570.01M current and anticipated requirements by focusing on the Information Assurance Technical (IAT), Information Assurance Management (IAM), CND Analyst, CND Auditor and IA Systems Architects and Engineers (IASAEs). Academia curricula which support this category include: Information Technology, Information Systems, Information Systems Technology, Engineering Technology, Computer Information Systems, Information Systems Engineering and Computer Science.</p>	

Systems Administrator	
<b>Minimum Education:</b>	<p>Associate: Bachelors</p> <p>Intermediate: Bachelors</p> <p>Principal: Bachelors</p>
<b>Minimum Years' Experience:</b>	<p>Associate: 1</p> <p>Intermediate: 2</p> <p>Principal: 5</p>
<p>Associate: Performs routine and recurring assignments, identifies, and resolves issues and problems, provides information and assistance to customers ensures the application of appropriate security measures are in place. Has knowledge of, and skill in applying operating systems installation and</p>	



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configuration procedures, ability to install, configure, and maintain operating systems components; install updates and temporary fixes to existing application programs. Has knowledge of, and skill in applying systems administration methods and procedures, software distribution tools, data recovery tools and techniques. Monitors and troubleshoots systems availability, recover ate in event of hardware or software failure. Possess appropriate Information Assurance (IA) credentials as mandated by DoD 8570.301M IAT Level I. Normally has up to two years of experience in system administration or a related field and must have obtained at least one industry IA certification directly related to this labor category, specific job requirements, and specified in DoD 5740.01M such as: A+, Network+, or SSCP.

Intermediate: Has knowledge of, and skills in applying principles and methods for integrating information system components and performing systems diagnostics and fault identification. Installs and maintains software and hardware, controls current version and future releases of applications software, optimizes the functionality of networks and systems, and diagnoses and recovers failed systems. Possess appropriate DoD 8570.301M IAT Level II or IAM Level I credentials. IAT Level II normally has at least two to five years in system administration or related area. Must have obtained at least one industry IA certification directly related to this labor category, specific job requirements, and specified in DoD 8570.01M such as: GSEC, Security+, SCNP, SSCP, GISF, GSLC.

Principal: Organizes and directs the configuration and operation of information management systems. Responsible for directing the work of other system administrators to provide the day-to-day system administration to include system resource optimization, and user assistance. Conducts capacity and performance analysis, and provides systems configuration change and upgrade recommendations. Increases system administrator efficiency and accuracy via the use of automated tools and scripts, develops system administrator procedures, and conducts system administrator training and skills assessment. Possess appropriate skills and credentials mandated by DoD 8570.301M IAT Level III or IAM Level II/III. Must have at least five years of experience in system administration or related area and have obtained at least one industry IA certification directly related to this labor category, specific job requirements, and specified in DoD 8570.01M such as: CISA, CISSP, GSE, SCNA, CISM, GSNA.

Cyber Analyst / Evaluator	
<b>Minimum Education:</b>	Entry: - Bachelors Journeyman: Bachelors Senior: Bachelors
<b>Minimum Years' Experience:</b>	Entry: 3 years Journeyman: 6 years Senior: 8 years
<b>Responsibilities:</b> Cybersecurity, Risk Management Framework, Information Assurance, Mission Assurance, and intelligence test and evaluation expertise (protection, defense, detection, recovery).	



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Cyber Analyst / Engineer expertise shall include the core competencies identified in the Basic PWS. These areas include Cybersecurity and Cyberspace expertise.

Entry Level: Provides technical and operational knowledge to exercise leads in support of Multidisciplinary Security, Joint Exercises, Joint Planning, exercise training objective development, and Joint Lessons Learned aspects for Mission Assurance. Assesses collected data to reveal positive and negative impacts on mission accomplishment. Develops assessment plans to dovetail with the overall assessment and ensure appropriate data will be collected. Drafts the cybersecurity assessment portion of the final exercise assessment report. Knowledgeable of Cyber Network Defense and Computer Network Exploitation.

Journeyman: Facilitates planning, execution, and reporting of cybersecurity assessments, data management (collection, processing, and reporting), incorporating common DOT&E processes and methodologies, DoD Architecture Framework (DoDAF) analysis to support assessments, mission verification/validation, and vulnerability remediation (VR). Provides in-depth technical and operational knowledge related to Risk Management Framework security control processes. Uses engineering experience, mathematical, and statistical knowledge to develop assessment metrics/measures meaningful to decision makers and operational commanders. Knowledgeable of Cyber Network Defense and Computer Network Exploitation.

Senior: Provides technical and operational knowledge as related to Risk Management Framework (RMF) (includes prior information assurance DIACAP), and information technology (IT), multidisciplinary security, joint exercises, joint planning, exercise training objective development, and Joint Lessons Learned. Applies engineering experience to conduct the mission assurance analyses and mathematical and statistical knowledge sufficient to support development of assessment metrics and measures. May supervise others.

Operator	
<b>Minimum Education:</b>	Entry: - Bachelors Journeyman: Bachelors Senior: Bachelors
<b>Minimum Years' Experience:</b>	Entry: 2 years Journeyman: 4 years Senior: 6 years
<b>Responsibilities:</b> Include: C5ISR systems expertise gained through operational use in the DoD or Intelligence Community; Cyberspace Evaluations; Electronic Warfare operations; ICBM operations, M&S/VV&A; Space Systems; Threat System Analysis/Intelligence; and Defensive/Offensive Cyber Operations. This experience or other specific operational expertise provides the unique ability for the organization to	



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enhance its ability to detect, deter, counter, cybersecurity threat/vulnerabilities through Risk and Vulnerability Assessments, Cyber Hunts, and Penetration Testing.

Scientist	
<b>Minimum Education:</b>	Entry: - Masters Journeyman: Masters Senior: Masters
<b>Minimum Years' Experience:</b>	Entry: 8 years Journeyman: 10 years Senior: 15 years
<b>Responsibilities:</b> Scientific expertise in areas to include: CBRN, Computer, Directed Energy, High Power Microwave, Artificial Intelligence, Social Media psychology and exploitation; Hypersonics, Electromagnetics, Cybersecurity and Electronic Warfare, Human Factors/Psych, M&S, VV&A, Nuke Survivability, High Altitude Electromagnetic Pulse (HEMP), Space & Terrestrial Weather.	

T&E Analyst	
<b>Minimum Education:</b>	Entry: - Bachelors Journeyman: Bachelors Senior: Bachelors
<b>Minimum Years' Experience:</b>	Entry: 2 years Journeyman: 4 years Senior: 6 years
<b>Responsibilities:</b> T&E analyst expertise identified in areas including: Agile Combat Support, CAP, Aircraft & Aircraft Systems, CBRN, C5ISR, Cyberspace, Cybersecurity and Electronic Warfare, GPS, ICBM, Cybersecurity, Munitions, Space Systems, Test Tech Support, Threat Systems Analysis, and IT/NSS threat and vulnerability analysis/evaluations. T&E Analyst supports capabilities that expand an organization's ability and/or capacity to conduct T&E on high-priority IT/NSS systems.	

T&E Engineer	
<b>Minimum Education:</b>	Entry: - Bachelors



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	Journeyman: Bachelors Senior: Bachelors
<b>Minimum Years' Experience:</b>	Entry: 4 years Journeyman: 8 years Senior: 12 years
<p><b>Responsibilities:</b> T&amp;E Engineer designs and/or develops capabilities that expand an organization's ability and/or capacity to conduct T&amp;E on high-priority IT/NSS systems. T&amp;E Engineer expertise includes: Agile Combat Support, CAP, Aircraft &amp; Aircraft Systems, CBRN, C5ISR, Cyberspace, Cybersecurity and Electronic Warfare, GPS, ICBM, Cybersecurity, Munitions, Space Systems, Test Tech Support, Threat Systems Analysis, and IT/NSS threat and vulnerability analysis/evaluations. Typically leads a project team or teams.</p> <ul style="list-style-type: none"> <li>• Plan, conduct, and report on effectiveness, suitability, and mission capability to meet user's operational requirements for high-priority IT/NSS and C5ISR systems.</li> <li>• Identify, schedule, and track program activities and deliverables for all tasked programs. Maintain a master schedule for all tasked programs using common project management software. Provide inputs to leadership to manage multiple programs.</li> <li>• Provide input to develop and/or revise the basis of estimate for test resources to accomplish the test/assessment design. Provide logistic planning for T&amp;E support.</li> <li>• Review for T&amp;E/assessment considerations and develop feedback on program documents, such as the: program management directive, capabilities documents, virtual/system threat assessment report, TEMP, SAMP, lifecycle management plan (LCMP), program protection documents, CONOPS/CONEMPs, and maintenance concepts.</li> <li>• Support the test director in identifying and/or developing integrated test opportunities.</li> <li>• Develop clear, concise, timely, and accurate test plans, deficiency reports, briefs, test/event reports, and other assigned deliverables.</li> <li>• Advise the client and/or task lead on task-related issues, testing issues, and lab- or infrastructure-related issues, as necessary.</li> </ul>	

**Due to the availability or limitation of education, occasionally substitution of experience as referenced below for a professional labor type with additional years of experience will be provided to the Federal Agency when responding to their requirements and it is solely the acquiring agency's determination, if the substitution is considered acceptable prior to an award.**



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**Experience Substitutions:**

- A Bachelor’s Degree may be substituted with Associate Degree + 2 years additional relevant experience
- A Bachelor’s Degree may be substituted for 4 years of required relevant experience with a High School Diploma
- A Master’s Degree may be substituted with a Bachelor’s Degree + 2 years of required relevant experience
- A Ph.D. may be substituted with Master’s Degree + 4 years additional relevant experience
- A Ph.D. may be substituted with a Bachelor’s Degree + 6 years relevant experience

PRICING

SIN	Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
54151S	Systems Administrator I	41.78	42.83	43.90	45.00	46.12
54151S	Systems Administrator II	45.86	47.01	48.19	49.39	50.63
54151S	Systems Administrator III	58.67	60.14	61.64	63.18	64.76
54151S	Systems Administrator IV	75.03	76.91	78.83	80.80	82.82
54151S	Software Development Analyst I	45.00	46.12	47.27	48.46	49.67
54151S	Software Development Analyst II	49.01	50.23	51.49	52.77	54.09
54151S	Software Development Analyst III	53.84	55.19	56.57	57.98	59.43
54151S	Software Development Analyst IV	60.68	62.19	63.75	65.34	66.98
54151S	Help Desk Technical Support I	27.84	28.54	29.25	29.98	30.73
54151S	Help Desk Technical Support II	32.61	33.42	34.26	35.11	35.99
54151S	Help Desk Technical Support III	36.18	37.08	38.01	38.96	39.93
54151S	Help Desk Technical Support IV	44.29	45.40	46.53	47.69	48.89
54151S	PC Network Support Tech I	28.12	28.82	29.54	30.28	31.04
54151S	PC Network Support Tech II	36.18	37.08	38.01	38.96	39.93
54151S	PC Network Support Tech III	42.82	43.89	44.99	46.11	47.27
54151S	PC Network Support Tech IV	50.78	52.05	53.35	54.69	56.05
54151S	Systems Software Analyst I	40.86	41.88	42.93	44.00	45.10



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54151S	Systems Software Analyst II	45.51	46.64	47.81	49.00	50.23
54151S	Systems Software Analyst III	59.09	60.57	62.08	63.63	65.23
54151S	Systems Software Analyst IV	74.39	76.25	78.16	80.11	82.12
54151S	Network Communications I	40.39	41.40	42.43	43.49	44.58
54151S	Network Communications II	50.18	51.44	52.72	54.04	55.39
54151S	Network Communications III	64.19	65.79	67.44	69.12	70.85
54151S	Network Communications IV	74.41	76.27	78.18	80.13	82.14
54151S	Website Designer II	51.31	52.59	53.91	55.26	56.64
54151S	Website Designer III	58.96	60.44	61.95	63.49	65.08
54151S	Website Designer IV	72.26	74.06	75.92	77.81	79.76
54151S	Web Software Developer I	57.60	59.04	60.52	62.03	63.58
54151S	Web Software Developer II	71.89	73.69	75.53	77.42	79.35
54151S	Web Software Developer III	80.13	82.13	84.18	86.29	88.45
54151S	Web Software Developer IV	96.00	98.40	100.86	103.38	105.96
54151S	Computer Scientist - Associate	39.47	40.46	41.47	42.51	43.57
54151S	Computer Scientist - Intermediate	55.73	57.12	58.55	60.01	61.51
54151S	Computer Scientist - Principal	71.78	73.57	75.41	77.30	79.23
54151S	Information/Computer/Telecommunications Specialist - Associate	39.99	40.99	42.01	43.06	44.14
54151S	Information/Computer/Telecommunications Specialist - Intermediate	45.70	46.85	48.02	49.22	50.45
54151S	Information/Computer/Telecommunications Specialist - Principal	54.60	55.97	57.37	58.80	60.27
54151S	Engineer - Senior	102.64	105.21	107.84	110.53	113.30
54151S	Engineer - Journeyman	77.87	79.82	81.82	83.86	85.96
54151S	Engineer - Entry	58.14	59.60	61.09	62.61	64.18
54151S & 54151HACS	Subject Matter Expert	155.11	158.99	162.96	167.03	171.21
54151HACS	Cyber Architect IV	93.34	95.68	98.07	100.52	103.03



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54151HACS	Cyber Architect V	102.62	105.19	107.82	110.51	113.27
54151HACS	Cyber Architect VI	113.65	116.49	119.41	122.39	125.45
54151HACS	Cyber Info Assurance Analyst I	61.43	62.97	64.55	66.16	67.81
54151HACS	Cyber Info Assurance Analyst II	70.11	71.87	73.66	75.50	77.39
54151HACS	Cyber Info Assurance Analyst III	79.04	81.02	83.04	85.12	87.25
54151HACS	Cyber Info Assurance Analyst IV	87.76	89.95	92.20	94.51	96.87
54151HACS	Systems Analyst - Associate	44.29	45.40	46.53	47.69	48.89
54151HACS	Systems Analyst - Intermediate	60.26	61.76	63.31	64.89	66.51
54151HACS	Systems Analyst - Principal	69.55	71.29	73.08	74.90	76.77
54151HACS	Information Assurance Specialist - Associate	44.29	45.40	46.53	47.69	48.89
54151HACS	Information Assurance Specialist - - Intermediate	52.41	53.72	55.06	56.44	57.85
54151HACS	Information Assurance Specialist - Principal	73.26	75.09	76.96	78.89	80.86
54151HACS	Systems Administrator - Associate	42.84	43.91	45.01	46.14	47.29
54151HACS	Systems Administrator - Intermediate	54.60	55.97	57.37	58.80	60.27
54151HACS	Systems Administrator - Principal	65.86	67.51	69.20	70.93	72.70
54151HACS	Cyber Analyst / Evaluator - Senior	140.38	143.88	147.48	151.17	154.95
54151HACS	Cyber Analyst / Evaluator - Journeyman	101.96	104.51	107.12	109.80	112.55
54151HACS	Cyber Analyst / Evaluator - Entry	65.98	67.63	69.32	71.06	72.83
54151HACS	Operator - Senior	121.65	124.69	127.81	131.01	134.28
54151HACS	Operator - Journeyman	109.37	112.11	114.91	117.78	120.73
54151HACS	Operator - Entry	68.39	70.10	71.85	73.65	75.49
54151HACS	Scientist - Senior	137.51	140.95	144.47	148.09	151.79
54151HACS	Scientist - Journeyman	125.64	128.78	132.00	135.30	138.69
54151HACS	Scientist - Entry	72.54	74.35	76.21	78.11	80.07
54151HACS	T&E Analyst - Senior	82.09	84.15	86.25	88.40	90.61
54151HACS	T&E Analyst - Journeyman	67.65	69.34	71.07	72.85	74.67
54151HACS	T&E Analyst - Entry	58.21	59.67	61.16	62.69	64.26
54151HACS	T&E Engineer - Senior	133.55	136.89	140.31	143.82	147.42
54151HACS	T&E Engineer - Journeyman	117.41	120.35	123.36	126.44	129.60



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54151HACS	T&E Engineer - Entry	97.38	99.82	102.31	104.87	107.49
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Terms & Conditions:

**Section III Terms and Conditions for all IT Contractors**

**1) Organizational Conflicts Of Interest**

a) Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

b) To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508

**2) Services Performed**

a) All services performed by the Contractor under the terms of this contract shall be as an

independent Contractor, and not as an agent or employee of the ordering activity.

b) The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

c) The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.



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3) **Travel.** Any Contractor travel required in the performance of services must comply with the Pub. L. 99-234 and FAR Part 31.205-46, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel.

4) **Warranty**

a) Unless otherwise specified in this contract, the Contractor's standard commercial warranty as

stated in the contract's commercial pricelist will apply to this contract.

b) The Contractor's commercial guarantee/warranty shall be included in the Commercial Supplier Agreement to include Enterprise User License Agreements or Terms of Service (TOS) agreements, if applicable.

c) Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

Regulation Number	Regulation Title/Comments
52.222-46	EVALUATION OF COMPENSATION FOR PROFESSIONAL EMPLOYEES (FEB 1993)
52.222-48	EXEMPTION FROM APPLICATION OF THE SERVICE CONTRACT LABOR STANDARDS TO CONTRACTS FOR MAINTENANCE, CALIBRATION, OR REPAIR OF CERTAIN EQUIPMENT CERTIFICATION (MAY 2014)
52.223-19	COMPLIANCE WITH ENVIRONMENTAL MANAGEMENT SYSTEMS (MAY 2011)
52.223-2	AFFIRMATIVE PROCUREMENT OF BIOBASED PRODUCTS UNDER SERVICE AND CONSTRUCTION CONTRACTS (SEP 2013)
52.229-1	STATE AND LOCAL TAXES (APR 1984)
52.222-62	PAID SICK LEAVE UNDER EXECUTIVE ORDER 13706 (JAN 2017)
52.223-13	ACQUISITION OF EPEAT - REGISTERED IMAGING EQUIPMENT (JUN 2014)
52.223-14	ACQUISITION OF EPEAT® - REGISTERED TELEVISIONS (JUN 2014)
52.223-16	ACQUISITION OF EPEAT® - REGISTERED PERSONAL COMPUTER PRODUCTS (OCT 2015)
552.238-115	SPECIAL ORDERING PROCEDURES FOR THE ACQUISITION OF ORDER-LEVEL MATERIALS (MAY 2019)
552.238-107	TRAFFIC RELEASE (SUPPLIES) (MAY 2019)
552.238-73	IDENTIFICATION OF ELECTRONIC OFFICE EQUIPMENT PROVIDING ACCESSIBILITY FOR THE HANDICAPPED (MAY 2019)
552.238-86	DELIVERY SCHEDULE (MAY 2019)
552.238-89	DELIVERIES TO THE U.S. POSTAL SERVICE (MAY 2019)
552.238-90	CHARACTERISTICS OF ELECTRIC CURRENT (MAY 2019)
552.238-91	MARKING AND DOCUMENTATION REQUIREMENTS FOR SHIPPING (MAY 2019)
552.238-92	VENDOR MANAGED INVENTORY (VMI) PROGRAM (MAY 2019)
552.238-93	ORDER ACKNOWLEDGMENT (MAY 2019)
552.238-94	ACCELERATED DELIVERY REQUIREMENTS (MAY 2019)

