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: GSAAdvantage.gov.

MULTIPLE AWARD SCHEDULE (MAS)
FSC Group: Information Technology
FSC Class: 54151S

Contract Number: 47QTCA22D002R

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract Period: Dec 22, 2021 – Dec 21, 2026

Pricelist current through # PO-0001 as of 12.22.21

Contractor: BAQ Solutions LLC
9357 River Crest Rd, Manassas, VA 20110-7902

Telephone: 703-752-9710
Fax: 703-821-2230
Web Site: www.baqsolutions.com
E-mail: contracts@baqsolutions.com
Contract Administration: Ryan Litrakis, VP Contracts
Business Size: Small business, Veteran Owned Business, Service-Disabled Veteran Owned Business

Prices Shown Herein are Net (discount deducted)
CUSTOMER INFORMATION

1a. Table of Awarded Special Item Number:

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<th>SINs</th>
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<th>SIN Title</th>
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<td>OLMRC</td>
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1c. Hourly Rates: See page 4 and page 9 for labor category descriptions.

2. Maximum order

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<td>OLM</td>
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3. Minimum order: $100

4. Geographic coverage (delivery area): Domestic

5. Points of production: United States

6. Discount from list prices: Government Net Prices (discounts already deducted.)

7. Quantity discounts: None

8. Prompt payment terms: 0 %; Net 30 Days

   "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."

9. Foreign Items: Not Applicable

10a. Time of Delivery: To Be Determined at the Task Order level

10b. Expedited Delivery: To Be Determined at the Task Order level

10c. Overnight and 2-day delivery: To Be Determined at the Task Order level

10d. Urgent Requirements: To Be Determined at the Task Order level

11. F.O.B. Point: Destination

12a. Ordering Address:

   9357 River Crest Rd
   Manassas, VA 20110-7902

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

13. Payment address:

   9357 River Crest Rd
   Manassas, VA 20110-7902
14. Warranty provision:
   a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for
      the entire schedule contract:
      (1) Time of delivery/installation quotations for individual orders;
      (2) Technical representations and/or warranties of products concerning performance, total system performance and/or
          configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software
          package submitted in response to requirements which result in orders under this schedule contract.
      (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or
          specifications furnished by the Contractor.
   b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

15. Export Packing Charges: Not Applicable

16. Terms and conditions of rental, maintenance, and repair: Not Applicable

17. Terms and conditions of installation: Not Applicable

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not Applicable

18b. Terms and conditions for any other services: Not Applicable

19. List of service and distribution points: Not Applicable

20. List of participating dealers: Not Applicable

21. Preventive maintenance: Not Applicable

22a. Special attributes such as environmental attributes: Not Applicable

22b. Section 508 Compliance for EIT: As Applicable

23. Unique Entity Identifier (UEI) number: EPPPN61REPM3 - DUNS 120925261

24. Notification Regarding Registration in System for Award Management (SAM) Database:
   Contractor has an Active Registration in SAM
## SIN 54151S Onsite Rates

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<tr>
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**SIN 54151S Offsite Rates**

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LABOR CATEGORY DESCRIPTIONS

Labor Category Levels

Level I: Work under direct supervision of a Project Manager, Project Lead, or Technical Lead. A Bachelor’s Degree and 0 years of experience is required.

Level II: Work under general supervision of a Project Manager, Technical Lead or Systems Engineer and is able to act on their behalf when authorized. Competent to consider most business implications of the application of technology to the current business environment. A Bachelor’s Degree and minimum of three (3) years of experience are required.

Level III: Requires only general direction from a Project Manager, Technical Lead or Systems Engineer. Provides expert guidance and services at the highest technical level. A Bachelor’s Degree and a minimum of five (5) years of specialized experience are required.

Level IV: Works independently under minimal direction. Top level technical expert in one or more highly specialized. Devises or modifies procedures to solve complex problems. Provides technical leadership on complex projects. Responsible for directing and monitoring the work of team members. Acts as expert in business or functional area. Deals with top level in both client and company organizations. A Master’s Degree and a minimum of four (4) years of work experience are required.

The following table details how work experience may be substituted to meet education level requirements.

<table>
<thead>
<tr>
<th>Education Level Specified</th>
<th>College Years</th>
<th>Degree and Work-Related Experience Substitution</th>
<th>Work Substitution for Degree (1 Year College = 1 Year Work)</th>
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<td>(1) Bachelor’s plus two years’ work-related experience &lt;br&gt;(2) Associate’s degree plus four years related work experience &lt;br&gt;(3) High school diploma plus six years related work experience</td>
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<td>4 Work Years</td>
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</table>

Information Technology Enterprise Resource Planning (ERP) Consultant II

Minimum/General Experience: A total of five (5) years experience is required for this position of which one (1) year must be specialized experience.

a. Specialized Experience. Experience in performing evaluation and implementation tasks for ERP and ERP-related software products.

b. General Experience. Experience in work of a technical nature at progressively increasing levels of responsibility. Some programming experience is desirable.
Functional Responsibility

The Information Technology (IT) ERP Consultant II works independently or only under general direction on all phases of systems development. The IT ERP Consultant II performs collection, analysis, prototyping, and documentation of user requirements. The IT ERP Consultant II performs business processes analysis, business area models (data, activity, and interaction models), user requirements documents, and functional requirements documents. The IT ERP Consultant II assists in performing detailed technical design specifications to transform functional specifications into applications which may include (1) deriving physical data models for target database management systems (DBMS); (2) modifying prototypes and developing pilots in accordance with development standards; and (3) addressing conversion requirements. Duties include, but are not limited to, the following:

- Performs analysis and designs major system components. Provides technical and administrative direction for software development tasks.
- Performs quality assurance testing on deliverable and work products for correctness and adherence to the design concept and to Government standards; and reviews progress in accordance with schedules.
- Coordinates with the IT Project Manager, COTR, and Government technical and functional personnel, to ensure problem solution and user satisfaction.
- Makes recommendations, if needed, for approval of major system installations.
- Prepares milestone status reports and delivers oral presentations on system concepts to colleagues, subordinates, and user representatives.
- Provides technical direction to other staff members.
- Participates in the evolution of projects such as requirements analysis, applications, design, functional specification, programming, system testing, and implementation.
- Works with clients to understand business requirements.
- Provides knowledge of multiple functional areas or other areas of expertise with hands-on experience in multiple modules and has ability to transfer knowledge and skill including vendor selection criteria development and application.

Minimum Education

Bachelor’s degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

Information Systems Technology Specialist

Minimum/General Experience: A total of ten (10) years experience is required for this position. A minimum of five (5) years must be specialized. The remainder may be specialized or general.

  a. **Specialized Experience.** Should have demonstrated working experience in each of the following areas (in descending order of importance): The supervision and management of large-scale software applications development and/or maintenance efforts, analyzing user requirements to develop work plans, and system and database design specifications; demonstrated expertise in written and verbal communications with all levels of management, including task planning and task assignment, providing status reports, and verbal or written presentations; extensive programming experience; experience using tools to develop and document application development processes and models; experience in testing newly developed software programs; experience with mainframe and/or PC software library management systems and interactive debugging software packages; and experience in the recruitment and employment processes of automated data processing technical support staff personnel.
b. General Experience. Extensive and progressively more difficult software development and programming experience. Must have demonstrated capability for written and verbal communications with all levels of management, personnel, contractor, and client agency representatives.

Functional Responsibility

The Information Systems Technology Specialist serves as a working manager/technical project leader on large/complex projects, and interfaces with the Contractor’s management team to ensure problem resolution and customer satisfaction for all support categories within the scope of the contract. The Information Systems Technology Specialist may serve as the contractor’s authorized point of contact with the Contracting officer (CO) and the Contracting Officer’s Technical Representative (COTR). Duties include, but are not limited to, the following:

- Develops detailed project work plans.
- Provides supervisory, technical, and administrative direction for technical personnel.
- Proposes quantities and labor categories for task performance, and proposes technical solutions to problems.
- Reviews work products for correctness and adherence to the design concept and user standards.
- Is responsible for and monitors task progress and completion in accordance with established schedules and guidelines.
- Performs various software development tasks and exhibits technical competence regarding the software products utilized.

Minimum Education

Bachelor’s degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

Information Technology Project Lead III

Minimum/General Experience: A minimum of (5) years overall experience in functional or technical role in applicable areas of experience is required for this position.

   a. Specialized Experience. Management or principal liaison experience in software development and maintenance projects involving two (2) or more employees.

   b. General Experience. Five (5) years of progressive software development experience.

Functional Responsibility

IT Project Lead III directly serves the interests of both the client and BAQ. They often fulfill the role of an IT Project Manager on a small Time and Material or Labor Hour contract. They provide management assistance to IT Project Managers on large, complex IT contracts. They are responsible for coordinating all technical work. They may act as a central point of contact for specific portions of a technical project and will be responsible for coordinating the efforts of their team members and subcontractors. They may also be responsible for coordinating with other contractors when directed by the client. IT Project Lead IIIs are capable of negotiating and making binding decisions for their company within defined limits.

- Report to a BAQ IT Project Manager and is accountable for assigned work.
- Fully grasp the “big picture” associated with the project and participates in project status meetings.
- Responsible and accountable for their technical work and are required to be knowledgeable of all aspects of the project.
- Coordinate team assignments and assures satisfactory performance.
- Demonstrate effective leadership and managerial skills.
- Ensure compliance with applicable guidelines and recommends tailoring as needed.
• Assist in the development of project plans, WBS/OBSs, integrated schedules, performance baselines, resolving staffing issues and participates in resolution of technical issues.
• Track deliveries to ensure project objectives are fulfilled.
• Provide for staffing and liaison with client managers to ensure fulfillment of performance expectations, when assigned to T&M or Labor Hour contracts
• Provide for integration management, scope management, cost and schedule management, project execution, monitoring and control, and closure, when assigned to a fixed price or cost reimbursable contract or task order.
• Assess earned value progress; determine root causes for variances and recommend corrective actions.
• Ensure that team members, including subcontractors, understand worksite requirements, contractual requirements, and are trained on client requirements and processes, such as documentation, security, and quality.
• Support Order task efforts as requested.
• Support the client on development of Statements of Work (SOWs), assessments of earned value, and estimating (cost and schedule) when requested.
• Fulfill client requirements for life cycle control gates including artifacts and presentations.
• Participate in development of reports as required by BAQ and as defined in task orders or other contractual documents.
• Maintain issue logs and assures prompt resolutions.

Minimum Education

Bachelor’s degree or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired. PMP certification is desired.

Information Technology Applications Architect

Category Levels: I, III, IV

Job summary

The Information Technology (IT) Applications Architect will lead efforts to define enterprise and IT system level goals, principals, and guidelines; and be responsible for the development and maintenance of the architecture and design principles for IT applications, build, and integration. This person will apply Enterprise Architecture goals and principles to execute project architecture governance, which includes review, approval, and ability to influence project alignment to Enterprise Architecture goals; define interactions between IT systems; and establish current state IT system architecture, future state models, and transition steps.

Functional Responsibilities

• Identify potential IT application reuse opportunities.
• Collaborate with other architects to define enterprise IT solution patterns and define optimal IT environment solutions for development, test, and production.
• Ensure compliance with all IT application architecture directions and standards through cross organization consulting and direct involvement in development efforts.
• Work with technical architects to determine the most appropriate IT application partitioning to achieve optimal performance, scalability, etc.
• Design of high-quality IT application architectures that meet clients’ requirements and are consistent with enterprise architectural standards.
• Collaborate with business and information architects to ensure application-level software components are derived from and consistent with the business object model.
• Ensure functional requirements are successfully implemented in the business domain/object model; identify the techniques and technologies that should be applied at the application level; define the IT system and operational requirements that the technical infrastructure must support.

• Participate in IT application/project design and review sessions and in collaboration with other architects to validate and ensure the application design is in conformance with the enterprise technical, information and business architecture.

• Resolve the potential implications and conflicts between the application architecture, with any constraints imposed by the application (logical/physical) design to the architecture; provide viable alternative approaches and recommendations.

• Abstract and describe logical enterprise systems architecture to a variety of audiences.

**Information Technology Business Analyst**

**Category Levels: I**

**Job summary**

The Information Technology (IT) Business Analyst is a crucial role in creating and maintaining the strategic partnership between business needs and technology delivery in a project development environment. The IT Business Analyst has the ability to work under minimal guidance as part of a project team, using knowledge of technology, information systems, client specific industry, customers, organization, and business objectives in a problem-solving capacity. The IT Business Analyst will work closely with the client and Subject Matter Expert(s) in the definition, testing, training, implementation, and support of functional requirements. The IT Business Analyst will identify requirements via industry standard analysis techniques such as data flow modeling, workflow analysis, and functional decomposition analysis. The IT Business Analyst will solicit requirements through interviews, workshops, and/or existing IT systems documentation or procedures.

**Functional Responsibilities**

• Anticipate client needs before they arise and present solutions to project management that encompass issues at hand.

• Understand expectations that were set with client and recognize when issues/events may affect delivery.

• Proactively communicate and collaborate with external and internal customers to analyze information needs and functional requirements.

• Collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.

• Serves as the conduit between the customer community (internal and external customers) and the software development team through which requirements flow.

• Work in partnership with IT architecture teams to identify feasible solutions to the business problem/request.

• Document Use Cases in support of IT system requirements to identify positive and negative scenarios.

• Collaborate with IT application development and test teams to review IT system requirements and gather levels of effort.

• Review and certify IT system design specifications to ensure the solution will satisfy the requirements.

• Document IT System User Guides and Release Notes that outline how the IT systems work.

• Analyze metrics to verify code effectiveness.

• Analyze trends and trouble shoot issues to maximize the efficiency of systems to support the enterprise.

• Partner with business units in the development of end to end business flows that define requirements.

• Create business cases to measure ROI of proposed changes/enhancements to systems.

• Maintain current knowledge of business metrics, goals and strategies.

• Manage multiple projects and drive to a successful outcome with minimal supervision.

• Make informed decisions and choices based upon priority, business necessity and bottom line impacts.
Information Technology Business Systems Analyst

Category Levels: II, IV

Job summary
The Information Technology (IT) Business Systems Analyst analyzes business processes, functions, and procedures to determine the most effective IT business systems software to meet the needs of the organization. The IT Business Systems Analyst establishes IT systems specifications and objectives, based on business requirements and cost effectiveness, and provides recommendations to management personnel. The IT Business Systems Analyst coordinates implementation of the IT system software, including conversion of data to the new system, and works with application support personnel to resolve system problems.

Functional Responsibilities

• Document IT system specifications and note any changes in procedures.
• Act as a liaison between IT systems software development staff, management, and IT system end-users to determine requirements and obtain sign-off.
• Perform analysis and design system components.
• Analyze the problem and the information to be processed and define the problem along with developing system requirements and program specifications.
• Participate in IT systems development and design, including software programming and table, report, and panel design.
• Assist in designing and ensuring overall integrity of the testing strategy.
• Work with appropriate business partners and technology leads to determine the acceptable range for test results and performance.
• Help design, develop and implement test plans, test scripts, and testing tools using the detailed business requirements document provided by the business analysts.

Information Technology Database Administrator - Oracle

Category Levels: II, III, IV

Job summary
This position provides technical expertise in the design, architecture, implementation, and maintenance of relational database management systems (RDBMS). They will create logical data models and map them effectively and efficiently into physical data models that utilize the characteristics of the specific database management system being used. Additionally, this position is responsible for the database technology and operating systems needed to support multiple databases (i.e., Oracle, MS SQL) running enterprise-wide business applications on host based and client server technologies.

Functional Responsibilities

• Assist in the design, implementation, maintenance, and administration of databases with respect to performance, accessibility, availability, security, and configuration.
• Perform basic database tasks to support project activities and assist in supporting and maintaining enterprise applications linked to production databases.
• Establish, instruct, and manage policies and procedures related to database maintenance and administration.
• Work closely with design teams, technical infrastructure teams, and testing teams.
• Provide solutions to a variety of information system technical requirements of moderate scope and complexity.
• Provide technical support for company's database management systems and related applications.
• Follow standard policies, procedures, and best practices in maintaining and supporting the databases.
• Support all database environments including development, test, and production.
• Interface with test teams to support test strategies and plans.

**Information Technology Database Administrator**

**Category Levels**: II

**Job summary**

The Information Technology (IT) Database Administrator provides technical expertise in the use of relational database management software. The IT Database administrator’s responsibilities include designing, implementing, and maintaining the database system. The IT Database Administrator is expected to stay abreast of emerging database technologies and new design approaches.

**Functional Responsibilities**

• Evaluate and recommend available third-party tools that work with a specific Database Management System (DBMS) after matching user requirements with the capabilities of available commercial software.
• Provide database architectural support for new and existing database structures.
• Participate with the client and BAQ technical, applications, and operational staff to determine file organization, indexing methods, and security procedures for specific user applications.
• Assist project analysts with definition and design of required data structures.
• Participate in the creation and maintenance of database documentation, including data standards, procedures and definitions for the data dictionary ('metadata').
• Perform database testing and document findings/results of proposed architectural designs changes.
• Perform database and application performance monitoring, analysis, and tuning; database space monitoring, analysis, and tuning; database application user and account administration; and capacity planning.
• Maintain database and IT application security.
• Enhance database query performance, SQL Tuning.
• Test and implement database backup and recovery.
• Designs, implements, and tests various periodic and ad-hoc database reports.
• Troubleshoot and resolve database errors caused by applications.
• Document DBA processes; automate day-to-day DBA tasks; and installs and upgrades database software.
• Perform routinely database object configuration/modification and migration to different environment as new application releases arises.
• Address database related questions/concerns regarding the well-being of an application.
• Provide data migration support during production implementation.

**Information Technology Developer - PeopleSoft**

**Category Levels**: I, III, IV

**Job summary**

Works primarily in ERP/ORCL-PS client/server enterprise application. Builds and develops application tables, panels, and reports. Codes individual modules and complex functions. Responsible for software integration, external interface development and technical documentation. Designs and develops most aspects of data conversion. Troubleshoots and
resolves testing issues. Competent to work at the highest technical level of all phases of ERP/ORCL-PS client/server enterprise application activities.

Functional Responsibilities

• Supports all aspects of PeopleSoft technical activities including: software architecture, technical design, design reviews, prototype development and demonstration, programming, unit testing,
• and system testing for all new application development initiatives and production support requirements.
• Participates in design sessions, prototypes, demonstrations, with technical team and client community to establish requirements and technical design.
• Validates technical capabilities and requirements prior to final release phase, manages all application fix and release processes.
• Interfaces with both functional and technical team members.

Information Technology Enterprise Architect

Category Levels: III, IV

Job summary

Information Technology (IT) Enterprise Architects are essential for evolving information systems and developing new IT systems that optimize their value. This is accomplished in logical or business terms (e.g., mission, business functions, information flows, and systems environments) and technical terms (e.g., software, hardware, communications), and includes a sequencing plan for transitioning from the baseline environment to the target environment. IT Enterprise Architects establish information requirements for the development of enterprise-wide or large-scale IT systems. They design the architecture for software, hardware and communications to support overall requirements as well as providing for present and future cross-functional requirements and interfaces. IT Enterprise Architects are able to maintain a high-level view that comprehends how applications, data formats and hardware platforms interact.

Functional Responsibilities

• Evaluates enterprise architectural problems and develops corrective actions.
• Ensures IT systems are compatible and comply with standards for open system architectures, applicable reference models, and profiles of standards that apply.
• Defines architecture prioritization, development methodologies, standards and procedures.
• Supports requirements for life cycle control gates (artifacts and presentations).
• Provides consensus-based solutions that are scalable, adaptable and in synchronization with changing enterprise needs.
• Manages risks associated with information and IT assets through appropriate standards and security policies.
• Stays current on enterprise architectural frameworks and industry trends.

Information Technology Help Desk Technician

Category Levels: I, II, IV

Job summary

The Information Technology (IT) Help Desk Technician maintains and monitors end-user workstations and productivity on local area network. Performs a variety of maintenance, software installation, enduser support and training tasks to ensure end-user workstations and network performance meet company and user requirements. Provide support to staff on all company-supported IT applications. Troubleshoot computer problems, determine source and advise on appropriate action.
Complete application project-based work. Perform responsibilities in accordance with all company standards, policies and procedures. In addition, may provide application layer tier I and tier II support.

Functional Responsibilities

- Investigates user problems and identifies their source; determines possible solutions; tests and implements solutions.
- Plans and implements network security, including maintaining firewalls, configuring VPN, managing host security, file permissions, file system integrity, and adding and deleting users.
- Troubleshoots networks, IT systems and applications to identify and correct malfunctions and other operational difficulties.
- Develops and conducts various training and instruction for IT system users on operating systems and other applications; assists users in maximizing use of networks and computing systems.
- Maintains confidentiality with regard to the information being processed, stored or accessed by the end-users on the network.
- Assists personnel of other departments as a computer resource.
- Provides computer orientation to new and existing company staff.

Information Technology Developer – Java

Category Levels: I, II, III, IV

Job summary

The Information Technology (IT) Java Developer works on complex application problems involving all phases of software development and maintenance. The IT Java Developer analyzes requirements and develops detailed design specifications, develops block diagrams and logic flowcharts, and translates detailed designs to computer programs. The IT Java Developer codes, tests, debugs, and refines new software or makes enhancements to existing programs to produce the required product. The IT Java Developer must be able to participate in code reviews and provide constructive feedback to other developers.

Functional Responsibilities

- Design and develop software codes within established specifications using object oriented applications, languages and third party tools.
- Design, revise and maintain flow charts setting out code functions and classes as assigned.
- Test software for bugs and clean the code.
- Write testing scripts to operate and test all elements of IT programs. Review results and make necessary changes. Attempt to replicate problems, determine causes and fix codes to eliminate recurrence of problems.
- Integrate codes with portions of software package developed by other team members.
- Ensure that all development efforts are integrated so that code is readily readable and maintainable by other team members.
- Research new methods, libraries and tool versions. Maintain current awareness.
- Ability to install own software.
- Assist in the mentorship of new developers and able to provide guidance on project standards.
Information Technology Project Lead

Category Levels: IV

Job summary

Information Technology (IT) Project Leads often fulfill the role of an IT Project Manager on a small Time and Material or Labor Hour technical contract. They provide management assistance to IT Project Managers on large, complex IT contracts. They are responsible for coordinating all work. They may act as a central point of contact for specific portions of a project and will be responsible for coordinating the efforts of their team members and subcontractors. They may also be responsible for coordinating with other contractors. IT Project Leads are capable of negotiating and making binding decisions for their company within defined limits.

Functional Responsibilities

• Report to a BAQ IT Project Manager and is accountable for assigned work.
• Fully grasp the “big picture” associated with the project and participates in project status meetings.
• Responsible and accountable for their work and are required to be knowledgeable of all aspects of the IT project.
• Coordinate team assignments and assures satisfactory performance.
• Demonstrate effective leadership and managerial skills.
• Ensure compliance with applicable guidelines and recommends tailoring as needed.
• Assist in the development of project plans, WBS/OBSs, integrated schedules, performance baselines, resolving staffing issues and participates in resolution of technical issues.
• Track deliveries to ensure project objectives are fulfilled.
• Provide for staffing and liaison with client managers to ensure fulfillment of performance expectations, when assigned to T&M or Labor Hour contracts.
• Provide for integration management, scope management, cost and schedule management, project execution, monitoring and control, and closure.
• Assess earned value progress; determine root causes for variances and recommend corrective actions.
• Ensure that team members, including subcontractors, understand worksite requirements, contractual requirements, and are trained on client requirements and processes, such as documentation, security, and quality.
• Fulfill client requirements for life cycle control gates including artifacts and presentations.
• Participate in development of reports.
• Maintain issue logs and assure prompt resolutions.

Information Technology Project Manager

Category Levels: I, III

Job summary

Information Technology (IT) Project Managers are responsible for planning, coordinating, executing and managing technology, including software and hardware, projects. They act as the central point of contact for a technical project and are ultimately responsible for coordinating the efforts of team members and subcontractors. They may also be responsible for coordinating with other contractors. IT Project Managers are capable of negotiating and making binding decisions for their company within defined limits. They have a demonstrated understanding of the technical nature of the project for successful delivery.

Functional Responsibilities

• Responsible for ensuring technical solutions are implemented according to plan.
• Ensure software development life cycle (SDLC) methodologies and techniques are followed.
• Demonstrate an understanding of the “big picture” associated with the project.
• Participate in program and project status meetings.
• Responsible for ensuring the project team has the right technical skills and optimizing the utilization of staff towards getting the project done.
• Responsible for the performance of the project team and demonstrate effective leadership and managerial skills.
• Ensure that all configuration management processes are carried out and team resources are effectively applied towards the successful completion of the project.
• Demonstrates a clear understanding of the functional and technical requirements of the project and the capabilities of the team.
• Resolve personnel performance and team conflict issues.
• Maintain issue logs and assures prompt resolutions.
• Responsible for the development of project plans, Work Breakdown Structures/Organizational Breakdown Structures, integrated schedules, performance baselines, and assuring resolution of technical issues.
• Provide for staffing and liaison with client managers to ensure fulfillment of performance expectations.
• Provide for integration management, scope management, cost and schedule management, project execution, monitoring and control and closure.
• Provide earned value management according to the BAQ EVMS and contract requirements.
• Provide for scaling of EVM techniques as appropriate.
• Ensure BAQ team members and subcontractors understand worksite requirements, contractual requirements, and are trained on client requirements and processes, such as documentation, security, and quality.
• Fulfill client requirements for life cycle control gates (artifacts and presentations).
• Develop reports as required.

Information Technology Security Analyst

Category Levels: III

Job summary

The IT Security Analyst analyzes and defines security requirements for multi-level IT security systems. May lead and participate in the performance of security risk assessments, IT system threat assessments, vulnerability assessments, and penetration analyses of facilities, Automated Information Systems and networks. The IT Security Analyst serves as security representative within a project team to; ensure that all IT security requirements are fulfilled, review the architecture, and assist the team with the creation of Security Package, MOUs, ISAs, etc.

Functional Responsibilities

• Performs all procedures necessary to ensure the safety of IT systems assets and to protect IT systems from intentional or inadvertent access or destruction.
• Researches, develops, coordinates, and maintains end user and technical security policies, standards, and procedures.
• Interfaces with user community to understand their IT security needs and implements procedures to accommodate them.
• Specifies technical security requirements for new application developments; coordinates with systems developers and engineers to configure, test, and deploy implemented IT system security solutions.
• Ensures that the user community understands and adheres to necessary procedures to maintain IT security.
• Examines and reports on policy and standard compliance for computing platforms, operating systems, and networks.
• Conducts accurate evaluation of the level of IT security required.

**Information Technology Security Architect**

**Category Levels: IV**

**Job summary**

Manages the development and delivery of IT security standards, best practices, architecture and IT systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards; facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and IT systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures.

**Functional Responsibilities**

• Perform IT risk assessments for new projects and the associated infrastructure and applications; periodically perform IT risk assessments of the existing infrastructure and applications. Assess effectiveness of internal controls (both information security and IT in general).
• Participate in the SDLC, both in a risk assessment and in an advisory role (for best practices such as secure coding, application security architecture, integration with control frameworks such as IDM, logging, etc.).
• Provide information security consulting services to include engineering, architecture, vulnerability assessment, threat analysis, and more.
• Help define operational processes to ensure predictable operational outcomes; refine Information Security processes and procedures.
• Participate in the development, review, and update of information systems policies and standards.
• Help define and/or refine project IT security requirements.
• Interact and influence both highly technical staff as well as senior management; must be able to earn the trust and respect of both groups.
• Maintain knowledge of security and privacy law/directives/regulations, industry best practices, and changes in technology, and advise on the potential impact.
• Architecture design, process design, scalability testing, monitoring and quality assurance.
• Serve as a IT Security technical liaison to project and functional teams.
• Work collaboratively with systems engineering, development groups, and functional areas to build organization roadmaps supporting business requirements and migration strategies.
• Project planning, leadership and management.

**Information Technology Training Specialist Level**

**Category Levels: II**

**Job summary**

The Information Technology (IT) Training Specialist is responsible for all activities associated with technical education programs for personnel within the information systems function or for user personnel. The IT training specialist may oversee contract training objectives and service levels of an outsourced training function and/or design and develop in-house
programs. The IT training specialist has a demonstrated understanding of the technical nature of the project for successful delivery and is responsible for maintaining records of training activities, employee progress, and program effectiveness.

Functional Responsibilities

- Determine the overall technical and functional training needs.
- Develop training plans.
- Develop and update content for specific technical training topics that is 508 compliant.
- Deliver technical training.
- Collect training requirements and stakeholder expectations and develop metrics to measure the impact of training on trainees’ job performance.
- Administer technical training programs including planning, budgeting, execution, assessment, certifications and other documentation.
- Conduct technical training at various sites and arrange for facilities, audio-visual equipment, and other support for an effective training environment.
- Maintain expertise on advanced training tools and techniques and applies these appropriately.
- Validate course designs.

Information Technology Network Engineer

Category Levels: II

Job summary

Manages the purchase, installation, and support of IT network communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on complex problems where analysis of situation requires in-depth evaluation of various factors. Plans large scale IT systems projects through vendor comparison and cost studies. Provides work leadership and training to lower level network engineers. Requires expert knowledge of LAN/WAN systems, networks, and applications.

Functional Responsibilities

- Perform installs, operates, and maintains IT system devices, circuits, cables, components, software, and end user components, software, and connectivity.
- Performs remote and on-site diagnostics to identify network performance and resolve problems with hardware, software, LANs, networks, servers, and other data systems.
- Supports network operations and maintains network availability by monitoring and controlling network resources.
- Conduct network configuration and management.
- Conduct the evaluation, testing and recommendation of hardware, software, and network configurations.
- Ensure adequate backup for all recovery scenarios.
- Evaluates operational support technologies and assists with development of operational strategies.
- Interfaces with users and vendors to coordinate upgrades and installs.
- Performs evaluation and installation of IT security patches.
- Performs preventive maintenance of IT equipment/electronic devices.
- Planning and ensuring redundancy for all critical IT components.
- Planning and implementing firmware/management code updates.
- Planning and implementing IT service updates.
- Reviewing logs and hardware for errors or potential problem alerts and taking corrective action.
Information Technology Program Manager

Category Levels: II, IV

Job summary

Information Technology (IT) Program Managers are responsible for the management of multiple interdependent IT projects. They oversee all aspects of assigned IT programs throughout project lifecycles to ensure completion within the defined scope, quality, time, and cost constraints. They serve as the central point of contact for an IT program and are ultimately responsible for coordinating the efforts of project teams and subcontractors. They may also be responsible for coordinating their program activities with other contractors. Program Managers are capable of negotiating and making binding decisions within defined limits.

Functional Responsibilities

• Accountable for the success of assigned IT projects and work.
• Demonstrate an understanding of the “big picture” associated with the IT program and lead status meetings.
• Supervise project managers and demonstrates effective leadership and managerial skills.
• Resolve personnel performance and conflicts that are escalated to the program level.
• Ensure the timely development of project plans, integrated schedules, and performance baselines.
• Ensure accurate allocations of resources throughout the program.
• Lead multi-disciplinary teams, composed of various levels of personnel, vendors, and clients to create and deploy successful IT programs.
• When managing T&M or Labor Hour contracts, provides staffing and liaison with the client to ensure fulfillment of performance expectations.
• Ensure earned value management is practiced among projects according to the BAQ EVMS and contract requirement and utilizes EV data in making program decisions.

Information Technology Requirements Analyst

Category Levels: I, III

Job summary

The Information Technology (IT) Requirements Analyst (RA) acts as a liaison between the business analyst (BA) and software development team. To ensure quality, consistency, and thoroughness, the IT RA is the primary documenter and reviewer of software requirements during the gathering phase. The IT RA works with clients and business partners to understand their business needs, vision, and strategy. The IT RA defines the foundation for product development by capturing detailed descriptions of user needs, program functions, and steps required to develop or modify computer programs.

Functional Responsibilities

• Lead a project team to gather current client business practices and needs to develop in depth technical, functional and non-functional requirements.
• Elicit requirements via interviews, documents, and business analysis.
• Pursue and document detail for high-level business and user needs.
• Write detailed descriptions of user needs, program functions and steps required to develop or modify computer programs.
• Write and/or supervise product release note content.
• Works closely with Quality Assurance Analysts to ensure all requirements have corresponding test scripts.
• Manage client relationships and expectations during the requirements gathering phase.
• Ensure the project team, including: engineers, architects, quality assurance analysts, documentation specialists, and business analysts have clear, consistent, and testable requirements.
• Translate business problems into technical product and technology visions. Ensure that translated visions are in precise detail to support business requirements.
• Provide guidance on devising effective and efficient approaches to achieve the project objectives.
• Define quality attributes, external interfaces, constraints and other non-functional requirements.

**Information Technology Subject Matter Expert**

**Category Levels:** I, II, III, IV

**Job summary**

Information Technology (IT) SMEs may have, but are not limited to, the following specialties: information systems architecture; data management; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; enterprise application integration; and software development methodologies.

**Functional Responsibilities**

• Prepares presentations for staff members on a continuing basis to better educate the staff on technical area of expertise.
• Address technical issues including configuration control when required.
• Provide technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex IT systems in the subject matter area.
• Provide advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional IT systems analysis, design, integration, documentation, training, and implementation advice on complex problems which require intimate working knowledge of the subject matter for effective implementation.
• Participate as needed in all phases of project development with emphasis on the planning, analysis, testing, integration, documentation, training and presentation phases.
• Apply principals, methods, and knowledge of specific functional areas of expertise to specific task order requirements.
• Provide advice on esoteric problems which require extensive knowledge of the subject matter.
• Design and prepare technical reports, studies, and related documentation, makes charts and graphs to record results, prepares and delivers presentations, training, and briefings as required by the task order or upon client, project manager, or project lead request.
• Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts.

**Information Technology Technical Writer**

**Category Levels:** I, II, IV

**Job summary**

The Information Technology (IT) Technical Writer works independently but normally under the supervision of the Project Manager/Technical Manager. The IT Technical Writer develops, writes, and edits materials for information technology (IT) related reports, manuals, briefs, proposals, instructional materials, catalogs, technical publications, and software and hardware documentation.

**Functional Responsibilities**
• Prepare documentation in accordance with standards and specifications.
• Review technical documentation prepared by others to ensure that such documentation is complete, coherent, and concise; conforms to applicable standards, style, and terminology; and can be readily understood by the intended audience.
• Draft, write, and edit material used to present technical information to technical and nontechnical personnel for grammar, organization and clarity.
• Interface with users, specialists, analysts, programmers, or operations personnel to obtain information on IT-related technologies, methods, and standards.
• May maintain records and files of technical documents; and may arrange for typing, duplications, and distribution of material.
• Maintain quality records for all documentation.
• Interpret technical documentation standards and prepare documentation accordingly.
• Coordinate and organize material gathered from other members of the technical staff and make the necessary changes, as appropriate.
• Write, edit and/or prepare graphics presentation materials of technical information for both technical and non-technical personnel.

Information Technology Tester

Category Levels: II, III, IV

Job summary

The Information Technology (IT) Tester evaluates and tests new or modified software programs and software development procedures used to verify that programs function according to user requirements and conform to established guidelines. The IT tester writes, revises, and verifies quality standards and test procedures for technical program design and product evaluation to attain quality of software efficiently. The IT tester reviews new or modified IT programs, including documentation, diagrams, and flow charts to determine if the IT program will perform according to user requirements and conform to guidelines. The IT tester recommends program improvements or corrections to programmers.

Functional Responsibilities

• Develops and executes software test plans, including component testing, integration testing, systems testing, regression testing, performance testing, and stress testing.
• Maintains documentation of test results.
• Analyzes test results to ensure existing functionality and recommends corrective action.
• Provides training in creation of test cases for manual and automated testing.
• Participates in bug reviews to see that quality criteria are upheld.
• Works with Project Managers and IV&V to create test schedules.
• Monitors schedules and test resources to keep commitments, identifies risks and opportunities, and tracks effort estimates and actuals.
• Participates in the design of the software to advise on common errors and high-risk areas, suggests designs that facilitate testing, and looks for opportunities to automate.
• Apply knowledge of one or more IT systems and platforms, provide status, and escalate issues to the QA manager, as needed.
• Maintain and expand existing test documentation, including test plans, test cases and scripts, including manual and automated and defect reports for products and solutions.
• Assist with ongoing process improvement efforts to ensure test planning, execution, and reporting methods are effective, efficient, standardized, coordinated, and integrated.


**Information Technology Web Developer**

**Category Levels:** III, IV

**Job summary**

The Information Technology (IT) Web Developer is responsible for the design, layout and coding of a website. They are involved with the technical and graphical aspects of a website including how the site looks and works and may be involved with the maintenance of existing sites. The IT web developer should have a firm understanding of the complete project and any future development plans relating to the project. The web developer may work on a variety of projects including web-based applications, website enhancements, desktop applications, database-backed websites, and web layout enhancements.

**Functional Responsibilities**

- Performs complete testing of Web applications—unit and system, engaging users as necessary.
- Conducts all user acceptances testing, and reports results.
- Designs and implements user-driven templates, databases and interfaces for ease of use.
- Develops database-driven Web interfaces for rapid, real-time information sharing.
- Maintains and enhances existing Web applications and ensures that all internal systems are integrated.
- Develops external Web portals allowing users to input and retrieve accurate information.
- Designs, codes, and tests technical solutions.
- Identifies system deficiencies and recommends solutions.
- Shares acquired skills with team members through formal and informal channels.
- Creates prototypes for client engagements.

**Service Contract Labor Standards:** The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and/or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.