GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICELIST

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

MULTIPLE AWARD SCHEDULE (MAS)

CONTRACT NUMBER: 47QTCA22D007Z
CONTRACT PERIOD: May 5, 2022 – May 4, 2027
Modification:

LARGE CATEGORY – INFORMATION TECHNOLOGY

SUBCATEGORY – IT HARDWARE
811212 – Maintenance of Equipment, Repair Services, and/or Repair/Spare Parts
SUBCATEGORY – IT SOFTWARE
54151-Software Maintenance Services
SUBCATEGORY – IT SERVICES
54151S – Information Technology Professional Services
SUBCATEGORY – MISCELLANEOUS
OLM – Order Level Materials

CONTRACTOR: CORDEV Corporation
146 Hillwood Ave, Suite 146B
Falls Church, VA 22046-2912
Bobby Powell | E-mail: bobby.powell@cordev.net | www.cordev.net
Phone Number: 703-237-2802

BUSINESS SIZE: Small Business
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CUSTOMER INFORMATION (Ordering Guidance)

1a. Special Item Numbers:

SIN 811212  Maintenance of Equipment, Repair Services, and/or Repair/Spare Parts
SIN 54151   Software Maintenance Services
SIN 54151S  Information Technology Professional Services
SIN OLM     Order-Level Materials

1b. Lowest Priced Item/SIN:

SIN 811212  IT Analyst I $55.37/hour
SIN 54151   Network Administrator Associate $55.00/hour
SIN 54151S  Remedy Administrator $37.69/hour

1c. Labor Category Descriptions

See page 11.

2. Maximum Order:

SIN 811212, SIN 54151, SIN 54151S $500,000; SIN OLM - $250,000

*Ordering activities may request a price reduction at any time before placing an order, establishing a BPA, or in conjunction with the annual BPA review. However, the ordering activity shall seek a price reduction when the order or BPA exceeds the simplified acquisition threshold. Schedule contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order or BPA.

3. Minimum Order: $100.00

4. Geographic Coverage: 48 States, District of Columbia (DC), HI, PR, AK

5. Points of Production: Falls Church, VA

6. Statement on Net Price: Prices shown in pricelist are net (negotiated discount has been applied and the IFF has been added).

7. Quantity Discounts: 2% discount from the GSA rate for single task orders above $250,000

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

9. Foreign Items: None

10a. Time of Delivery: 30 days or as negotiated with the ordering activity
10b. Expedited Delivery: Consult with Contractor.

10c. **Overnight and Two-day Delivery:** Consult with Contractor for rates.

10d. Urgent Requirements: Consult with Contractor.

11. F.O. B Points: Destination, 48 States, District of Columbia (DC), HI, PR, AK

12a. **Ordering Address:** Same as Contractor’s Address

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

13. **Payment Address:** Same as Contractor’s Address

14. **Warranty Provision:** Standard Commercial Warranty.

15. **Export Packing Charges:** N/A

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

17. **Terms and conditions of Installation** N/A

18a. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices** N/A

18b. **Terms and conditions for any other services** N/A

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

20. **List of participating dealers:** N/A

21. **Preventive Maintenance:** N/A

22a. **Environmental Attributes:** N/A

22b. **Section 508 Compliance:** N/A

23. **Unique Entity Identifier (UEI) number** JUHQH72K3MJ6

24. **SAM Registration:** SAM Registration valid and current.
ABOUT CORDEV CORPORATION

CORDEV Inc. is a privately held small business providing Information Technology and Telecommunication support services to the U.S. Government and commercial clients since 1991.

Headquartered in Falls Church Virginia, the company has established a reputation as a value-added service provider that consistently exceeds customer requirements and expectations.

With over fifteen years of experience in providing IT and Telecommunications services to US Military installations, we have developed a highly knowledgeable and effective organization.

Our size and culture allow us the flexibility to rapidly react to the ever-changing technology of the Telecommunications and IT worlds. We have the experience and knowledge to support projects that range in size from a single building to campus and multi-site enterprises.

Both our Headquarters and our client site teams work under a ISO 9001:2000 Quality Management Program that governs how we deliver customer support. Customer Service and Customer Satisfaction are the primary tenets of our corporate mission statement: CORDEV, Inc. is committed to providing Quality products and services that continually meet and exceed our customer’s expectations.
DESCRIPTION OF PRODUCTS & SERVICES
INFORMATION TECHNOLOGY

54151S Information Technology Professional Services
IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion, and implementation support; network services, data/records management, and testing.

811212 Maintenance of Equipment, Repair Services and/or Repair/Spare Parts -
Maintenance, Repair Service, and Repair Parts/Spare Parts for Government-Owned General Purpose Commercial Information Technology Equipment, Radio/Telephone Equipment

54151 Software Maintenance Services - Software maintenance services create, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance services includes person-to-person communications regardless of the medium used to communicate telephone support, online technical support, customized support, and/or technical expertise which are charged commercially.

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

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

OLM SIN-Level Requirements/Ordering Instructions:
OLMs are:
- Purchased under the authority of the FSS Program
- Unknown until an order is placed
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)
- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line-Item Number (CLIN)
- Subject to a Not to Exceed (NTE) ceiling price

OLMs are not:
- "Open Market Items."
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

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

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.
### Labor Categories & Hourly Rates (GSA Prices include IFF)
#### Customer and Contractor Facility Rates

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Labor Category Descriptions

Substitutions and Equivalencies
CorDev recognizes that successful performance depends on having personnel with the right skills and experience. These skills are acquired through a proper mix of education and professional experience. We have found that skills required to support today’s problems and tomorrow’s challenges are not always supported by the traditional formal education and work experience combination. Therefore, we have incorporated substitution allowances between equivalent education, certifications, and experience to provide the services required by the customer at the most reasonable price.

Equivalencies:
The following equivalencies apply, unless otherwise explicitly stated:
- Bachelor’s Degree is equivalent to four (4) years of relevant experience (and vice versa)
- Master’s Degree is equivalent to bachelor’s degree + four (4) years of relevant experience, and/or six (6) years of relevant experience
- One or more certifications is equivalent to one (1) year of relevant experience (and vice versa).

Program Manager (SIN 54151S)
**Functional Responsibility:** Coordinates and monitors the scheduling, pricing, and technical performance of company programs. Negotiates and prepares contracts by considering the financial conditions, resources, and contractual requirements. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations. Typically reports to a department head. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of the function and department processes. Program Management Professional (PMP) Certification could suffice for Minimum Education Requirement.

**Minimum Experience:** Ten (10) years of program related experience or prior management experience. Must possess excellent oral and written communication skills and the ability to conduct business briefings and presentations.

**Minimum Education:** Bachelor’s degree

Project Manager (SIN 54151S)
**Functional Responsibility:** Manages and oversees all aspects of a technology project to ensure it is completed on-time and within budget. Has overall responsibility for managing scope, cost,
schedule, internal staffing, vendors, and contractual deliverables. Develops detailed project plans. Monitors project milestones and generate periodic status reports. Evaluates and manages risk. Incorporates quality measures and standards to project deliverables. Possesses strong knowledge of technology. Typically requires a bachelor's degree or equivalent. May require Project Management Certification. Typically reports to a manager or head of a unit/department. Works autonomously. Goals are generally communicated in "solution" or project goal terms. May provide a leadership role for the work group through knowledge in area of specialization. Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge. Cisco Certified Network Associate (CCNA) will suffice for 2 years’ experience. Cisco Certified Network Professional (CCNP) Security will suffice for two years education.

**Minimum Experience:** Eight (8) years relevant professional experience with at least two (2) years providing project management and consulting for the quality and delivery of products and services for a project or subtask within a larger program.

**Minimum Education:** Bachelor’s degree

**Site Manager (SIN 54151S)**

**Functional Responsibility:** Manages all IT activities in the organization. Implements and maintains the policies and goals for the IT department to support the company's needs. Ensures proper information system operations and plans necessary upgrades. Oversees the internal IT support function including warehouse and inventory management. Conducts research and recommends the selection of IT equipment, applications, and supplies. Typically reports to top management. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of department processes.

**Minimum Experience:** Seven (7) years relevant professional experience. CompTIA SYO-601 Security+ will suffice for two years’ experience.

**Minimum Education:** Bachelor’s degree

**Network Engineer Senior (SIN 54151S)**

**Functional Responsibility:** Troubleshoots the complex network issues involving various factors. Installs, maintains and evaluates network systems and communications. Being a Senior Network Engineer must have extensive knowledge of Internet, computer, routers, switches, firewall, etc. Typically requires a bachelor's degree of computer science, or engineering or its equivalent. Conducts network architecture design, feasibility, and cost studies. In addition, Senior Network Engineer typically reports to a manager. Being a Senior Network Engineer
contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

**Minimum Experience:** Four (4) years of relevant experience. Microsoft Certified Solutions Expert (MCSE) Certification and CompTIA SYO-601 Security+ will suffice for 2 years’ experience.

**Minimum Education:** Bachelor’s degree

**Network Engineer Intermediate (SIN 54151S)**

**Functional Responsibility:** Troubleshoots the network issues with diverse scope. Installs, maintains, and evaluates network systems and communications. Being an Intermediate Network Engineer must have extensive knowledge of Internet, computer, routers, switches, firewall, etc. Typically requires a bachelor's degree of computer science, or engineering or its equivalent. Assists network architecture design, feasibility, and cost studies. In addition, Intermediate Network Engineer typically reports to a manager. Being an Intermediate Network Engineer gains exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

**Minimum Experience:** Two (2) years of relevant experience. Microsoft Certified Solutions Associate (MCSA) Certification and CompTIA SYO-601 Security+ will suffice for 1 year experience.

**Minimum Education:** Bachelor’s degree

**Network Engineer Associate (SINs 54151S, 811212)**

**Functional Responsibility:** Assists in the installation and maintenance of network communications. Configures various network devices and services. Troubleshoots the network issues within established guidelines. May assists network architecture design, feasibility, and cost studies. Must have knowledge of Internet, computer, routers, switches, firewall, etc. Typically requires a bachelor's degree of computer science, or engineering or its equivalent. Typically reports to a manager. Works on projects/matters of limited complexity in a support role. Work is closely managed.

**Minimum Experience:** One (1) year of relevant experience. CompTIA SYO-601 Security+ will suffice for 1 year experience.

**Minimum Education:** Bachelor’s degree

**Network Administrator Senior (SINs 54151S, 54151)**

**Functional Responsibility:** Installs, configures, and maintains system software. Responsible for daily administration of a network/server environment. Being a Senior Network Administrator plans and implements upgrades, patches, and installation of new applications and equipment.
Monitors network performance troubleshoots issues and deploys solutions. In addition, Senior Network Administrator creates and maintains a disaster recovery, security and backup and restore plan. May assist with evaluating new technologies to optimize network efficiency and performance. Requires a bachelor's degree. Typically reports to manager or head of a unit/department. May require Network Administrator certification. Being a Senior Network Administrator contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

**Minimum Experience:** Four (4) years of relevant experience. Cisco Certified Network Associate (CCNA) will suffice for 2 years’ experience. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for 1 year experience.

**Minimum Education:** Bachelor’s degree

**Network Administrator Intermediate (SIN 54151S, 54151)**

**Functional Responsibility:** Assists with the daily administration of a network/server environment. Monitors network performance and performs testing to provide diagnosis of issues and to assist with deployment of solutions. Being a Network Administrator Intermediate installs upgrades, patches, and new applications and equipment. Supports and enforces a disaster recovery, security and backup and restore plan. Typically reports to supervisor or manager. May require Network Administrator certification. Gains exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

**Minimum Experience:** Two (2) years of relevant experience. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for 1 year experience.

**Minimum Education:** Bachelor’s degree

**Network Administrator Associate (SIN 54151S, 54151)**

**Functional Responsibility:** Entry recommends and schedules repairs. Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to LAN. Entry installs and configures workstations. Provides end users support for all LAN-based applications. Typically reports to a project leader or manager. Works on projects/matters of limited complexity in a support role. Work is closely managed.

**Minimum Experience:** One (1) years of relevant experience. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for 1 year experience.

**Minimum Education:** Bachelor’s degree
Network Administrator Senior (SIN 54151S)

**Functional Responsibility:** Installs, configures, and maintains system software. Responsible for daily administration of a network/server environment. Being a Senior Network Administrator plans and implements upgrades, patches, and installation of new applications and equipment. Monitors network performance, troubleshoots issues and deploys solutions. In addition, Senior Network Administrator creates and maintains a disaster recovery, security and backup and restore plan. May assist with evaluating new technologies to optimize network efficiency and performance. Requires a bachelor’s degree. Typically reports to manager or head of a unit/department. May require Network Administrator certification. Being a Senior Network Administrator contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

**Minimum Experience:** Four (4) years of relevant experience. Cisco Certified Network Associate (CCNA) will suffice for 2 years’ experience. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for 1 year experience.

**Minimum Education:** Bachelor’s degree

Systems Engineer Senior (SIN 54151S, 811212)

**Functional Responsibility:** Responsible for the completion of long-term IT engineering projects. Performs engineering design evaluations and works to complete projects within budget and scheduling restraints. Develops, implements, and monitors information systems policies and controls to ensure data accuracy, security, and regulatory compliance. Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to determine and address problems. May require ongoing training in network/telecom seminars. Typically reports to a supervisor or manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature. Lead technical resource who also has experience in driving Cloud requirements and designing Cloud solutions. Applies methods, theories, and research techniques in the investigation and solution of Cloud related problems including migration, inspection, and testing.

**Minimum Experience:** Four (4) years of relevant experience. Cisco Certified Network Associate (CCNA) will suffice for 2 years’ experience. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for 1 year experience.

**Minimum Education:** Bachelor’s degree

Systems Engineer Associate (SIN 54151S, 811212)

**Functional Responsibility:** Responsible for the completion of long-term IT engineering projects. Performs engineering design evaluations and works to complete projects within budget and
scheduling restraints. Develops, implements, and monitors information systems policies and controls to ensure data accuracy, security, and regulatory compliance. Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to determine and address problems. May require ongoing training in network/telecom seminars. Typically reports to a supervisor or manager. Works on projects/matters of limited complexity in a support role. Work is closely managed. Works with Senior Systems Engineer in support of Cloud requirements and designing Cloud solutions. Applies methods, theories, and research techniques in the investigation and solution of Cloud related problems including migration, inspection, and testing.

Minimum Experience: One (1) years of relevant experience. Cisco Certified Network Associate (CCNA) will suffice for 2 years’ experience. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for 1 year experience.

Minimum Education: Bachelor’s degree

Systems Administrator Senior (SIN 54151S, 54151, 811212)

Functional Responsibility: Manages server operating systems and cloud infrastructure components for computing environments with some guidance. Provides support services for systems administration, networking, performance tuning, monitoring and capacity planning while adhering to enterprise ITIL processes and procedures. Enforces policies and procedures for maintaining the security and integrity of the system and/or cloud platform and ensures availability and disaster recovery requirements. Supports remote workers and other business computing environments. Administers and manages systems and provides support with acquisitions and maintenance of equipment throughout the system enterprise. Provides technical guidance to others throughout the system for staff deployed at multiple locations. Follows relevant security policies and regulatory governance associated with information technology (IT) policies.

Minimum Experience: Four (4) years of relevant experience. Microsoft Certified Solutions Expert (MCSE) will suffice for two years’ experience. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for 1 year experience. CompTIA Server+ and VMware certified Professional - Data Center Virtualization (VCP-DCV) will suffice for 1 year experience.

Minimum Education: Bachelor’s degree

Systems Administrator Intermediate (SIN 54151S, 54151)

Functional Responsibility: Administers, installs, and troubleshoots a variety of operating systems. Maintains and supports the integrity of the operating system environment and various computer systems including cloud platforms. Schedules, installs, and tests system software upgrades for infrastructure or cloud related solutions. Performs systems maintenance tasks,
such as system back-up, recovery, and file maintenance. Configures software and resolves technical problems. Monitors and maintains software licensing and maintenance agreements. Typically reports to a project leader or manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Minimum Experience: Three (3) years of relevant experience. Microsoft Certified Solutions Associate (MCSA) will suffice for two years’ experience. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for 1 year experience. CompTIA Server+ and VMware certified Professional - Data Center Virtualization (VCP-DCV) will suffice for 1-year experience.

Minimum Education: Bachelor’s degree

Systems Administrator Associate (SIN 54151S, 811212)

Functional Responsibility: Analyzes and resolves problems associated with the operating system’s servers, hardware, applications, and software or cloud platforms. Installs, configures, and maintains operating systems. Detects, diagnoses, and reports related problems on servers. Typically reports to a supervisor or manager. Gains exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Minimum Experience: One (1) year of relevant experience. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for 1 year experience. CompTIA Server+ and VMware certified Professional - Data Center Virtualization (VCP-DCV) will suffice for 1-year experience.

Minimum Education: Bachelor’s degree

Software Developer (SIN 54151S)

Functional Responsibility: Performs coding, debugging, testing, and troubleshooting throughout the application development process. Designs and develops software applications. May direct a few junior level software engineers. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Minimum Experience: Four (4) years of relevant experience with industry standard software testing tools and techniques. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for 1 year experience. Microsoft Certified Azure Developer Associate (AS-204), Power Platform Developer Associate (PL-400), Azure IoT Developer Specialty (AZ-220), Microsoft 365 Certified Developer Associate (MS-600)

Minimum Education: Bachelor’s degree
IA Policy Compliance Specialist Senior (SIN 54151S)

**Functional Responsibility:** Responsible for performing and leading support of Certification and Accreditation (C&A) or other IA/CND Compliance and Auditing processes and inspections for all enterprise systems, networks, and cloud platforms; ensures validity and accuracy review of all associated documentation. Leads and performs compliance reviews of computer security plans, performs risk assessments, and validates and performs security test evaluations and audits. Analyzes and defines security requirement for information protection for enterprise systems and networks. Assists in the development of security policies. Analyzes the sensitivity of information and performs vulnerability and risk assessments based on defined sensitivity and information flow.

**Minimum Experience:** Eight (8) years of relevant experience working on multiple complex information technology projects, performing difficult and complex or highly specialized analysis. Professionally certified as Technical Level III as defined by DoDI 8570 is a requirement. Cisco Certified Network Professional (CCNP) Security, Certified Ethical Hacker (CEH), Certified Information Security Manager (CISM), Certified Information Systems Security Professional (CISSP), All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for two years education and four years’ experience.

**Minimum Education:** Bachelor’s degree

IA Policy Compliance Specialist Intermediate (SIN 54151S)

**Functional Responsibility:** Responsible for independent assessments (system and software security vulnerability, threat, and risk assessments) and penetration tests on development and large-scale operational environments including cloud platforms. Performs full-lifecycle (i.e., Concept to Deployment) Information Assurance (IA) security analyses to ensure the logical and systematic conversion of customer or product requirements into total secure systems solutions that acknowledge technical constraints.

**Minimum Experience:** Four (4) years of relevant experience working on multiple complex information technology projects, performing difficult and complex or highly specialized analysis. Cisco Certified Network Associate (CCNA), Certified Ethical Hacker (CEH), Certified Information Security Manager (CISM), Certified Information Systems Security Professional (CISSP), All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for two years education and two years’ experience.

**Minimum Education:** Bachelor’s degree

Information System Security Officer (SIN 54151S)

**Functional Responsibility:** Responsible for determining enterprise information security policy and strategy. Oversees the development, implementation, and enforcement of information security standards and procedures. Ensures that all information systems are functional correctly
regarding secure policy. In charge of IT risk evaluations, audits, and security incident investigation. Typically reports to top management. Manages a departmental function within a broader corporate function. Develops major goals to support broad functional objectives. Approves policies developed within various sub-functions and departments. Comprehensive knowledge of the overall departmental function.

**Minimum Experience:** Eight (8) years of relevant experience working on multiple complex information technology projects, performing difficult and complex or highly specialized analysis. Certified Information Security Officer (S-CISO) certification will suffice for three years work experience, Certified Information System Security Professional - Architecture (CISSP)(ISC2), Certified Information Security Manager (CISM), Certified Information Systems Security Professional (CISSP), All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for two years education and two years’ experience.

**Minimum Education:** Bachelor’s degree

**Information System Security Manager (SIN 54151S)**

**Functional Responsibility:** Responsible for developing and managing Information Systems cyber security, including disaster recovery, database protection and software development. Manages IS security analysts to ensure that all applications are functional and secure. Develops and delivers IS security standards, best practices, architecture, and systems to ensure information system security across the enterprise. Implements procedures and methods for auditing and addressing non-compliance to information security standards. Migrates non-compliant environments to compliant environments. Evaluates the organization to ensure compliance with standards and relevance with industry security norms. Typically reports to a director. Manages subordinate staff in the day-to-day performance of their jobs. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of the function and department processes.

**Minimum Experience:** Five (5) years of relevant experience working on multiple complex information technology projects, performing difficult and complex or highly specialized analysis. Certified Information System Security Professional - Architecture (CISSP)(ISC2), Certified Information Security Manager (CISM), Certified Information Systems Security Professional (CISSP), Certified Information Systems Auditor (CISA), All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for two years education and two years’ experience.

**Minimum Education:** Bachelor’s degree
Information System Security Engineer (SIN 54151S)

**Functional Responsibility:** Performs network security assessments and risk analysis. Recommends and install appropriate security products for various network platforms. Configures and maintains firewall and other network security tools. Typically reports to a manager or head of a unit/department. Occasionally directed in several aspects of the work. Gains exposure to some of the complex tasks within the job function.

**Minimum Experience:** Two (2) years of relevant experience. Certified Information Security Manager (CISM), Certified Ethical Hacker (CEH), Certified Information Systems Security Professional (CISSP), Certified Information Systems Auditor (CISA). All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for two years education.

**Minimum Education:** Bachelor’s degree

Help Desk Support Specialist Senior (SIN 54151S)

**Functional Responsibility:** Provides support to end users for computer, application, system, device, access, and hardware issues. Identifies, researches, and resolves the most complex technical problems. Responds to telephone, email, and online requests for technical support. Documents, tracks, and monitors the problem using applicable systems and tools. Coordinates with other teams or specialists to resolve an issue. May be responsible for the resolution of escalated issues of higher difficulty. May train, coach or assist less experienced team members. Typically reports to a supervisor or manager. Has gained proficiency in multiple competencies relevant to the job. Works independently within established procedures associated with the specific job function.

**Minimum Experience:** Five (5) years of relevant experience. Certified Help Desk Customer Service Representative (HDI-CSR), All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for two years education and two years’ experience.

**Minimum Education:** Bachelor’s degree

Help Desk Support Specialist Intermediate (SIN 54151S)

**Functional Responsibility:** Identifies, researches, and resolves technical problems of moderate complexity. Provides support to end users for computer, application, system, device, access, and hardware issues. Documents, tracks, and monitors the problem using applicable systems and tools. Responds to telephone, email, and online requests for technical support. Coordinate with other teams or departments to resolve user problems. Typically reports to a supervisor or manager.
Minimum Experience: Three (3) years of relevant experience. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for two years education.

Minimum Education: Bachelor’s degree

Help Desk Support Specialist Associate (SIN 54151S)
Functional Responsibility: Identifies, researches, and resolves routine technical problems of low complexity. Provides support to end users for basic computer, application, system, device, access, and hardware issues. Documents, tracks, and monitors the problem using applicable systems and tools. Responds to telephone, email, and online requests for technical support. May coordinate with other teams or departments to resolve user problems. May perform password re-sets for users. Typically reports to a supervisor. Works under the close direction of senior personnel in the functional area.

Minimum Experience: One (1) year of relevant experience. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for two years education.

Minimum Education: Bachelor’s degree

Audio/Video Technician (SIN 54151S, 811212)
Functional Responsibility: Performs production editing, routine maintenance, and inventory tracking. Responsibilities include installing, configuring, operating, disassembling, and troubleshooting audio visual equipment. Responds to and resolves routine questions and technical issues. Coordinates with clients on placement, integration, and ensures functionality of projectors, lighting, microphones, sound mixing, recording and video-conferencing equipment for live events and meetings. Typically reports to a supervisor or manager. Works under moderate supervision. Gaining or has attained full proficiency in a specific area of discipline.

Minimum Experience: One (1) year of relevant experience. Microsoft 365 Certified Teams Support Engineer Specialty (MS-740)/Cisco Meeting Server App, Global Video Services (GVS) certifications will suffice for two years education.

Minimum Education: Bachelor’s degree

Database Administrator Intermediate (SIN 54151S)
Functional Responsibility: Manages and maintains the company database of medium to high complexity. Optimizes database configuration and access. Resolves database performance and capacity issues. Performs database recovery and back-up. May involve in some development
work. Typically reports to a manager. Gains exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

**Minimum Experience**: Two (2) years of relevant experience. Microsoft Azure Database Administrator Associate (DP-300), MCSA SQL 2016/2019 certification. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for two years education and one years’ experience.

**Minimum Education**: Bachelor’s degree

**Database Administrator Associate (SIN 54151S)**

**Minimum Experience**: One (1) year of relevant experience. Microsoft Azure Database Administrator Associate (DP-300), MCSA SQL 2016/2019 certification. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for two years education and one years’ experience.

**Minimum Education**: Bachelor’s degree

**Remedy Administrator (SIN 54151S)**
*Functional Responsibility*: Receives and processes orders for materials and merchandise. Tracks orders, updates status and notifies customers of changes in delivery schedule. Maintains records of prices, delivery dates, inventory and other data related to each transaction. Utilizes a database or tracking system to process orders. Typically reports to supervisor. Possesses a moderate understanding of general aspects of the job. Works under the close direction of senior personnel in the functional area.

**Minimum Experience**: One (1) year of relevant experience. BMC Remedy certification, Cisco Certified Network Professional (CCNP) Security will suffice for two years education.

**Minimum Education**: Bachelor’s degree

**IT Analyst III (SIN 54151S, 811212)**
*Functional Responsibility*: Research, analyzes, and designs information systems to meet organizational requirements and for integration with existing and future systems including cloud platforms. Consults with users to identify current operating procedures, problems, and requirements. Designs models and utilizes analysis and solution development methods,
including process maps, flow charts, and diagrams. Scopes project costs and timelines. Documents installation, maintenance, and operating procedures. May create coding and logic specifications for developers. Typically reports to a supervisor or manager. Work is generally independent and collaborative in nature. Contributes to moderately complex aspects of a project.

**Minimum Experience:** Four (4) years of relevant experience. Cisco Certified Network Professional (CCNP) Security. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for two years education and one years’ experience.

**Minimum Education:** Bachelor’s degree

**IT Analyst II (SIN 54151S, 811212)**

**Functional Responsibility:** Research, analyzes, and designs information systems to meet organizational requirements and for integration with existing and future systems including cloud platforms. Consults with users to identify current operating procedures, problems, and requirements. Designs models and utilizes analysis and solution development methods, including process maps, flow charts, and diagrams. Scopes project costs and timelines. Documents installation, maintenance, and operating procedures. May create coding and logic specifications for developers. Typically reports to a supervisor or manager. Occasionally directed in several aspects of the work. Gaining exposure to some of the complex tasks within the job function.

**Minimum Experience:** Two (2) years of relevant experience. Cisco Certified Network Professional (CCNP) Security. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for two years education and one years’ experience.

**Minimum Education:** Bachelor’s degree

**IT Analyst I (SIN 54151S, 811212)**

**Functional Responsibility:** Research, analyzes, and designs information systems to meet organizational requirements and for integration with existing and future systems including cloud platforms. Consults with users to identify current operating procedures, problems, and requirements. Designs models and utilizes analysis and solution development methods, including process maps, flow charts, and diagrams. Scopes project costs and timelines. Documents installation, maintenance, and operating procedures. May create coding and logic specifications for developers. Typically reports to a supervisor or manager. Occasionally directed in several aspects of the work. Gaining exposure to some of the complex tasks within the job function.
Minimum Experience: One (1) year of relevant experience. Cisco Certified Network Professional (CCNP) Security. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for two years education and one years’ experience.

Minimum Education: Bachelor’s degree

Email Administrator (SIN 54151S)
Functional Responsibility: Monitors server performance and mail routing. Administers and maintains the organization's email system(s). Provides first-level telephone support and troubleshoots issues. Creates user accounts and maintains security levels on databases. Monitors existing messaging infrastructure and server usage, ensuring proper working order. Provides recommendations and plans for improvements to e-mail network. May document internal policies or develop training for end-users. Typically reports to a manager. Gains exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Minimum Experience: Two (2) years of relevant experience. Microsoft Office Specialists: Microsoft Outlook 2016/2019 (77-731/MO-400), All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for two years education and one years’ experience.

Minimum Education: Bachelor’s degree

Configuration Manager (SIN 54151S)
Functional Responsibility: Formulates procedures for and executes the introduction of changes to engineering documents. Supervises the coordination and administration of configuration management activities. Oversees the review of released engineering change data and change documentation activities to ensure adherence to configuration management procedures and policies. May also be a level above a supervisor within high volume administrative/ production environments. Makes day-to-day decisions within or for a group/small department. Has some authority for personnel actions. Thorough knowledge of department processes.

Minimum Experience: Three (3) years of relevant experience. Configuration Management (CM2) certification, AutoCAD Professional certified. All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for two years education and one years’ experience.

Minimum Education: Bachelor’s degree
**Web Administrator (SIN 54151S, 54151)**

**Functional Responsibility:** Administers and maintains the organization's websites. Monitors site traffic and performance and recommends changes in the site's technical architecture to ensure that the website remains responsive and stable. Maintains related hardware and software, installs upgrades, and resolves system errors as they arise. Ensures the website is properly integrated with related computer systems and back-end processes. Typically reports to a manager or head of a unit/department. Work is generally independent and collaborative in nature. Contributes to moderately complex aspects of a project.

**Minimum Experience:** Four (4) years of relevant experience. Microsoft Azure Certified Virtual Desktop Specialty (AZ-140), All three combined CompTIA N10-007/8 (Net+), CompTIA Core 1&2 220-1001/2 (A+), CompTIA SYO-601 Security+ will suffice for one year’s education and one years’ experience.

**Minimum Education:** Bachelor’s degree

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**Subject Matter Expert (SIN 54151S)**

**Functional Responsibility:** Provides mission-critical subject matter support for complex IT System initiatives. Has demonstrated expertise in participating successfully on similar initiatives of comparable complexity. Has expert technical knowledge of functional areas and programmatic knowledge across the broad range of information systems and informatics. Provides industry-leading insight into complex, cutting-edge endeavors. Participates on cross-cutting panels and committees to provide transfer of knowledge and expertise to project stakeholders. Serves as principal/senior source of information for all relevant domain activities as required.

**Minimum Experience:** Fifteen (15) years of relevant experience working on multiple complex information technology projects, performing difficult and complex or highly specialized analysis. Provides technical / business knowledge and assistance to the team.

**Minimum Education:** Master’s degree

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**Service Contract Act:** The Service Contract Act (SCA) is applicable to this contract as it applies to the entire MAS and all services provided. While no specific labor categories have been identified as being subject to 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 SCA eligible labor categories. If and / or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.