

GENERAL SERVICES ADMINISTRATION

Federal Supply Service Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!™, a menu-driven database system. The INTERNET address GSA Advantage!™ is: www.GSAAdvantage.gov

MAS - Multiple Award Schedule
Scientific Management: Testing and Analysis
Information Technology: IT Services
Professional Services: Business Administrative Services, Technical and
Engineering services (non-IT),

Contract Number: GS-00F-0007S

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

Contract Period: May 15, 2011 through May 14, 2021

Cornerstone Concilium, Inc.

**241 5th Street
San Francisco, CA 94103
Attn: Wayne H. Perry
Telephone:(415)705-7800; FAX:
(415)705-7801**

**Email: wperry@cornerstoneconcilium.com
www.cornerstoneconcilium.com**

Modification Number: A812 Effective April 13, 2020

Business Type: Small, Minority Owned SDB

CUSTOMER INFORMATION

1a. Table of Awarded special Item numbers

SIN 541611 and 541611RC: Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

SIN 541330ENG and 541330ENGR: Engineering Services

SIN 541420 and 541420RC: Engineering System Design and Integration Services

SIN 541380 and 541380RC: Testing Laboratory Services

SIN 54151S and 54151SRC: Information Technology Professional Services

SIN 541715 and 541715RC: Engineering Research and Development and Strategic Planning

SIN OLM: Order-Level Material

1b. Lowest priced model number and lowest unit price: Not applicable for this contract.

1c. Commercial job titles, experience, functional responsibility and education: As attached.

2. Maximum order. SINs 541611, 541330ENG, 541420, 541715: \$1,000,000.00; SIN 54151S: \$500,000; SINs 541380, OLM: \$250,000

3. Minimum order. \$100

4. Geographic coverage (delivery area). Domestic and Overseas

5. Point(s) of production (city, county, and State or foreign country). Services will be performed at the government site or at Cornerstone office as specified by each task order.

6. Discount from list prices or statement of net price. GSA Net Prices as shown

7. Quantity discounts. None

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

9a. Government purchase cards. Accepted at or below the micro-purchase threshold.

9b. Government purchase cards. Accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin). As indicated in Pricelist.

11a. Time of delivery. To be negotiated with ordering agency for services.

11b. Expedited Delivery. Items available for expedited delivery are noted in this price list.

11c. Overnight and 2-day delivery. To be negotiated with ordering agency.

11d. Urgent Requirements. To be negotiated with ordering agency.

12. F.O.B. point(s). FOB DESTINATION. **Destination for all locations within the 48 contiguous states and the District of Columbia.**

13a. Ordering address(es).

*Cornerstone Concilium, Inc. 44
241 5th Street
San Francisco, CA 94103*

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), are found in Federal Acquisition Regulation (FAR) 8.405-3

14. Payment address(es).

*Cornerstone Concilium, Inc. 44
241 5th Street
San Francisco, CA 94103*

15. Warranty provision. Contractor warrants that (i) it has the appropriate knowledge and skill to perform the agreed to services and (ii) it will use commercially reasonable efforts to provide the services on a timely basis and in the manner described. CORNERSTONE AND ITS QUALIFIED STAFFING COMPANIES OR QUALIFIED INDEPENDENT CONTRACTORS MAKE NO OTHER WARRANTIES EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, CONCERNING THE SERVICES PROVIDED. CORNERSTONE DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. With respect to the services furnished and any work product delivered as a result of performing such services, the Contractor's expressed warranties extend solely to ordering office or the end user entity represented by the ordering office. The Contractor will not be liable for any incidental, indirect, special, punitive or consequential damages arising out of Contractor provisions of services under the Contract and Orders against the Contract.

16. Export packing charges. Export packing is available at extra cost outside the scope of this contract.

17. Terms and conditions of Government purchase card. Contact Contractor

18. Terms and conditions of rental, maintenance, and repair. Not applicable to this contract.

19. Terms and conditions of installation. Not applicable to this contract

20. Terms and conditions of repair parts. Not applicable to this contract

20a. Terms and conditions for any other services. Not applicable to this contract

21. List of service and distribution points (if applicable). Not applicable to this contract.

22. List of participating dealers (if applicable). Not applicable to this contract.

23. Preventive maintenance (if applicable). Not applicable to this contract.

24a. Special attributes such as environmental attributes. Not applicable to this contract.

24b. Section 508 compliance. Not applicable to this contract.

25. Data Universal Number System (DUNS) number. 555919091

26. Registration in System for Award Management. Registered.

PRICING AND LABOR CATEGORIES

SIN	Skill Category	Unit of Issue	Price Offered to Govt Labor Rates (Loaded) with .75% IFF
541611,541611RC, 541330ENG, 541330ENGRC	Principal	per hr	\$148.00
541611,541611RC, 541330ENG, 541330ENGRC	Project Manager/Director	per hr	\$138.01
541420,541420RC,541330ENG, 541330ENGRC 541715,541715RC	Resident Professional Engineer	per hr	\$133.00
541330ENG,541330ENGRC	Project Controls Manager	per hr	\$127.00
541420,541420RC, 541330ENG,541330ENGRC	Sr. Scheduler	per hr	\$136.00
541420,541420RC, 541330ENG,541330ENGRC	Cost Estimator	per hr	\$118.01
541380,541380RC 541330ENG,541330ENGRC	Construction Engineer	per hr	\$116.51
541380,541380RC 541330ENG,541330ENGRC	Construction Inspector	per hr	\$94.82
541380,541380RC 541330ENG,541330ENGRC	MEP and Specialty Inspector	per hr	\$93.00
541330ENG, 541330ENGRC, 541420,541420RC, 541380,541380RC 541715,541715RC	CAD Designer/Draftsperson *	per hr	\$71.00
541330ENG,541330ENGRC	Project Coordinator/ Contract Administrator	per hr	\$88.00
541420,541420RC 541330ENG,541330ENGRC	Document Control Manager/Specialist	per hr	\$71.00
54151S 5 4 1 5 1 SRC	Principal	per hr	\$148.00
54151S 5 4 1 5 1 SRC	Project Manager/Director	per hr	\$138.01
54151S 5 4 1 5 1 SRC	Systems Analyst	per hr	\$128.00
54151S 5 4 1 5 1 SRC	Sr. Systems Integrator	per hr	\$110.01
54151S 5 4 1 5 1 SRC	Sr. Database Administrator / Database Analyst / Programmer *	per hr	\$116.00
54151S 5 4 1 5 1 SRC	Sr. Systems Engineer	per hr	\$112.56
54151S 5 4 1 5 1 SRC	Systems Engineer	per hr	\$78.01
54151S 5 4 1 5 1 SRC	Database Administrator / Database Analyst / Programmer **	per hr	\$94.00
54151S 5 4 1 5 1 SRC	IT Field Technician/ Applications Installer / Support Technician **	per hr	\$62.21
54151S 5 4 1 5 1 SRC	Help Desk Support Services /	per hr	\$49.00

SCLS Matrix		
SCA Eligible Contract Labor Category	SCA Equivalent Code Title	WD Number, Rev, Date
CAD Designer/Draftsperson	30063 Drafter/CAD Operator III	WD 2015-5637 Rev 8, 1/10/18
Sr Database Administrator/ Database Analyst Programmer	14073 Computer Programmer III	WD 2015-5637 Rev 8, 1/10/18
Database Administrator/Database Analyst Programmer	14072 Computer Programmer III	WD 2015-5637 Rev 8, 1/10/18
IT Field Technician/Applications Installer/ Support Technician	14160 Personal Computer Support Technician	WD 2015-5637 Rev 8, 1/10/18
Help Desk Support Services / Management	14160 Personal Computer Support Technician	WD 2015-5637 Rev 8, 1/10/18

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

Based upon our review, the remaining Labor Categories do not fall under the SCA as they are Professional in nature.

Title: Resident Professional Engineer

SIN: 541715, 541715RC, 541420 & 541420RC, 541330ENG & 541330ENGRC

Education Requirements: Technical Bachelor’s degree in engineering and experience directly related to design, construction, and contract administration. Registration as Architect or Engineer is required.
Experience Requirements: 10 years of intensive and progressive experience demonstrating the required proficiency levels related to design and construction, and knowledge of national and local building codes and regulations.
Responsibilities: Conducts advanced and complex engineering and related studies, evaluates alternatives, makes recommendations and writes reports. Supervises professional, technical and support staff on project including, determining workloads and schedules, developing, implementing and interpreting policies and procedures, evaluating and training staff and making hiring and termination recommendations. Prepares and directs the preparation of designs, specifications, plans, estimates and reports. Prepares a variety of written materials, including staff reports, engineering reports. Supervises design and construction, including reviewing plans, specifications, estimates and calculations and giving technical advice on corrective action. Prepares engineering documents, including agreements, maps, legal descriptions, resolutions and ordinances. Monitors conformance to standards, plans, specifications and codes; explains codes, requirements and procedures and evaluates alternatives. Performs project development for complex projects such as capital improvement, including finalizing scope of projects, preparing bid summaries, project budgets cost estimates.

Title: Project Controls Manager

SIN: 541330ENG & 541330ENGRC

Education Requirements: Bachelor’s degree from an accredited college or university which provides substantial knowledge of a technical or management sciences related discipline. Project Management Institute (PMI) Certification is a plus.
Experience Requirements: Requires 8 years of experience a working knowledge of project controls, previous experience in developing enterprise wide MIS-solutions, and possess excellent communications skills. Expertise in program / project management directly related to the field of cost, schedule, contracts administration.
Responsibilities: Responsible for developing and administering the contract specifications to which control the cost, schedule, and the contract specifications. The Project Controls Manager defines the work plan strategy for contract compliance, subcontracts, procurement/purchasing, budgets and schedules, document control, and the overall administration of the contract. Under the direction of the project manager, coordinates communication and all correspondence between the client, the consultant, and other team members concerning contractual implications. Develop “front end” specifications for contract documents as they pertain to cost and scheduling requirements. Develop and maintain documentation related to potential claims. Establish an effective filing and document control system. Establish claims avoidance procedures. Prepare potential claims and change order monitoring system supported by relevant project documentation including correspondence, RFIs, submittals, PCOs, COs, daily/weekly/monthly reports, disputes, etc. Administers contract such that the objectives for project schedule, cost and project quality are met or exceeded.

Title: Senior Scheduler**SIN: 541420, 541420RC, 541330ENG & 541330ENGR**

Education Requirements: Technical Bachelor's degree and experience directly related to cost, schedule, and contract administration. Certification as CM or PMI, Registration as Architect or Engineer, and/or GC license is preferred.

Experience Requirements: Requires 8 years experience and knowledge of planning methodology and schedule development and sequencing activity of production/construction activity. Working knowledge of project management systems and project management software i.e. Primavera Project Planner, and/or MS Project.

Responsibilities: Responsible for development of critical path project and project schedules (baseline and updated), analysis of schedules and potential change orders. Create logic sequence and resource loading requirements in conjunction with the project controls manager and cost engineer. Develop and/or provide analysis of "fragnets" as needed for potential change orders or delay claims. Develop critical path schedules as needed: Master schedules, milestone schedules, project summary schedules, design schedules, pre-bid schedules, preliminary project schedules, baseline and updated schedules, as-built schedules, etc. Analyze and report on schedules developed by others. Develop or review front-end specifications as they pertain to project's critical path scheduling requirements. Evaluate efficient construction sequencing, methodology and duration based on knowledge of field operations. Exercise sound independent judgment related to project/activity, project operations, and all schedule/work flow issues.

Title: Cost Estimator**SIN: 541420, 541420RC, 541330ENG & 541330ENGR**

Education Requirements: Technical Bachelor's degree and experience directly related to cost, schedule, and contract administration. Preferred: Registration as CPE, CCM, Architect or Engineer and previous estimating experience.

Experience Requirements: Requires 6 years experience and knowledge of cost estimating data based on sequencing activity and building methods and materials of production/construction activity. Working knowledge of project management systems and estimating software i.e. Timberline, and/or other industry estimating software.

Responsibilities: Responsible for the preparation of budgets, estimates and supporting project staff with their estimating and estimate review needs. Prepare or assist in the preparation of condition assessment estimates, budget estimates and estimating services from various stages (Conceptual, SD, DD, CD, Bid set) of project documents such as program narrative, sketches, plans, specifications. Prepare constructability review comments from various stages (Conceptual, SD, DD, CD, Bid set) of project documents (plans, specifications). Prepare cost analysis for alternate materials, systems or components. Participate in Value Engineering studies and sessions. Identify cost reduction ideas for various stages of design documents. Prepare independent change order estimates. Maintain current knowledge of market conditions as they relate to cost of labor, material, equipment, overhead and other expenses. Coordinate and participate in review of bid results and bid analysis.

**Title: Construction Engineer
& 541330ENGR****SIN: 541380 and 541380RC, 541330ENG**

Education Requirements: Bachelor Degree. Preferred: Certification as CM, ICBO or PMI, and/or GC license.

Experience Requirements: 10 years of intensive and progressive experience demonstrating the required proficiency levels related to construction management. Education may be substituted with 12 years of intensive and progressive experience demonstrating the required proficiency levels related to task.

Responsibilities: Directs and performs observation of overall construction, MEP and specialty site activities, maintains field book in accordance with project procedures, and performs measurements of construction work performed and quantity calculations of pay items. Prepares inspectors daily reports and other project documentation. Reports to construction manager on work progress including technical issues, work status and any deficiencies. Monitors compliance with company safety guidelines and reviews plans, specifications and submittals relating to project. Maintains company owned vehicle or other equipment assigned for use on the project.

**Title: Construction Inspector
541330ENGRC**

SIN: 541380 and 541380RC, 541330ENG &

Education Requirements: High school graduate or equivalent. Preferred: Certification as CM, ICBO or PMI, and/or GC license.

Experience Requirements: 6 years of intensive and progressive experience demonstrating the required proficiency levels related to construction management. Education may be substituted with 10 years of intensive and progressive experience demonstrating the required proficiency levels related to task.

Responsibilities: Performs observation of construction site activities, maintains field book in accordance with project procedures, and performs measurements of construction work performed and quantity calculations of pay items. Prepares inspectors daily reports and other project documentation. Reports to construction manager on work progress including technical issues, work status and any deficiencies. Monitors compliance with company safety guidelines and reviews plans, specifications and submittals relating to project. Maintains company owned vehicle or other equipment assigned for use on the project.

**Title: MEP and Specialty Inspector
& 541330ENGRC**

SIN: 541380 and 541380RC, 541330ENG

Education Requirements: High school graduate or equivalent. Preferred: Certification as CM, ICBO or PMI, and/or GC license.

Experience Requirements: 5 years of intensive and progressive experience demonstrating the required proficiency levels related to construction management. Education may be substituted with 6 years of intensive and progressive experience demonstrating the required proficiency levels related to task.

Responsibilities: Performs observation of MEP and specialty construction site activities, maintains field book in accordance with project procedures, and performs measurements of construction work performed and quantity calculations of pay items. Prepares inspectors daily reports and other project documentation. Reports to construction manager on work progress including technical issues, work status and any deficiencies. Monitors compliance with company safety guidelines and reviews plans, specifications and submittals relating to project. Maintains company owned vehicle or other equipment assigned for use on the project.

Title: CADD Designer/Draftsman

**SIN: 541330ENG, 541330ENGRC,
541420, 541420RC, 541380 &
541380RC, 541715, 541715RC**

Education Requirements: High school diploma. Certification in technical AutoCad, Microstation or equivalent software training is preferred.
Experience Requirements: High school diploma, with 3 years of related (i.e., architectural, mechanical, electrical, civil engineering) CADD experience. Equivalent post-secondary education (e.g., Associates of Applied Science or Applied Technology with an emphasis in CADD drafting) may be substituted for 2 years of the required experience.
Responsibilities: This position is responsible for creating detailed renovation drawings from existing architectural and engineering drawings by using a computer aided design and drafting (CADD) computer system. Performs a combination, but not necessarily all, of the following duties. Performs field survey to document existing conditions; performs topographical surveys on construction sites; updates master plan CADD files showing as-built conditions; prepares renovation drawings showing architectural, mechanical and electrical modifications. Meets with project representatives to resolve design issues; verifies and computes measurements of existing and new facilities utilizing, survey equipment, and CADD system. Prepares details required to delineate the extent of work on new construction and renovation projects; capable of board drafting for making minor revisions to paper drawings; performs design and engineering support; and provides other related duties as required.

Title: Project Coordinator / Contract Administrator SIN: 541330ENG & 541330ENGRC

Education Requirements: Bachelor's degree from an accredited college or university which provides substantial knowledge of a technical or management sciences related discipline. Project Management Institute (PMI) Certification is a plus.
Experience Requirements: 4 years of professional related experience in project management related to assigned functional area. Or any equivalent combination of education, experience, and training that provides the required knowledge, skills, and abilities. Knowledge of the laws, rules and regulations controlling budgetary, fiscal, and contract procedures. Skills in interfacing with various levels of personnel, Ability to work independently communicate verbally and in writing and reading, comprehending and interpreting technical specifications, laws and codes.

Responsibilities: Under the direction of the Project Manager or Project Controls Manager, administers contractual relationships to ensure compliance with required specifications and budgets. Coordinates the preparation and review of specifications for new and existing contracts. Monitors and facilitates the progress of projects through the bid process, contract review, and all phases of contract completion. Provides follow-up and detailed monitoring to ensure orderly and effective project implementation including, development of forms for policies and procedures. Establishes and maintains a complete specifications and resource library, and monitors and informs users of current contract standards. Coordinates the review and inspection of contractual specifications for compliance with Federal and State requirements. Coordinates the completion of assigned tasks with other outside contractors and consultants, and representatives of government. Investigates and defines contract problem areas, conducts studies and prepares reports recommending solutions or courses of action related to contract administration and/or projects. Monitors project budgets; contract modifications, amendments, subcontracts, and provides projections of financial requirements to provide timely and accurate project funding. Supervises clerical employees engaged in supporting administrative functions. Prepares clear and comprehensive contract status reports, recommendations and proposals, verbally and in writing.

**Title: Document Control Manager / Specialist
541330ENG & 541330ENGRC**

SIN: 541420 and 541420RC,

Education Requirements: High school graduate or equivalent.

Experience Requirements: Requires 3 years experience and a working knowledge of document management protocols, previous experience in assisting in the development of project-wide MIS-solutions, and possess excellent communications skills. Expertise in program / project management directly related to the archival systems for tracking project correspondence is required.

Responsibilities: Responsible for preparing and/or maintaining systems, programming and operations documentation, procedures and methods, contract documents. Maintains a current project-wide documentation system for tracking project contract documents. Provides or coordinates documentation filing and retrieval services as required. Ensures accuracy of technical documentation. Composes and finalizes documentation for potential contract changes, including specifications in the style and format required by the task.

Title: Principal

SIN: 54151S and 54151SRC

Education Requirements: Bachelor's degree from an accredited college or university which provides substantial knowledge of a technical or management sciences related discipline. Project Management Institute (PMI) Certification is preferred or advanced degree or training preferred.

Experience Requirements: 12 years of intensive and progressive experience demonstrating the required proficiency levels related to task Education may be substituted with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task.

Responsibilities: Monitors and manages all commercial operations of program or projects, including developing short and long-range goals, objectives and budgets. Coordinates activities with senior project staff and client agency staff to fulfill senior management requirements. Directs and monitors overall budgets and expenditures, and provides commercial commitment to project delivery. Monitors reporting requirements, evaluating program or project service delivery and cost effectiveness. Prepares business correspondence, progress reports, costs, deficiencies, and milestones of ongoing work. Ensures adherence to policies and procedures to resolve commercial project-related issues. Has extensive professional knowledge of industry, market segment, technology and ability to anticipate future customer, industry and business trends.

Title: Project Manager / Director

SIN: 54151S and 54151SRC

Education Requirements: Masters degree, or Bachelor's degree in a related field and equivalent professional experience. Project Management Institute (PMI) Certification is preferred.

Experience Requirements: 10 years of intensive and progressive experience in managing IT programs, which includes 5 years experience supervising and managing personnel. Excellent oral and written communication skills.

Responsibilities: Responsible for overall management of the contract. Organizes, directs, and coordinates planning and production of all contract support activities. Responsible for the performance of all contract activities and task order requirements. Meets with appropriate Government management personnel, other contractor managers, and client agency representatives. Formulates and reviews strategic plans, marketing plans, subcontracting, and deliverable items, determines contract costs, and ensures conformity with contract terms and conditions.

Title: Systems Analyst

SIN: 54151S and 54151SRC

Education Requirements: Bachelor's degree from an accredited college or university in computer science, information systems, engineering or a mathematics-intensive discipline or major field of study which either provided substantial knowledge useful in managing large complex Automated Information Systems (AIS) projects or is closely related to the work as described and required by the task.

Experience Requirements: Requires 8 years of progressive and intensive experience managing, with at least 2 years of relevant experience in a position with duties commensurate to those defined in the task order requirement. Or 5 years specialized experience in a position with duties commensurate to those defined in the task order requirement.

Responsibilities: Responsible for applications systems analysis and programming activities for a Government site, facility or multiple locations. Identifies changes in computer and systems technology and interprets their meaning to senior management, bringing current and future knowledge of technology and systems as applied to the client's requirements. Provides technical assistance to facilitate planning and directing the design, installation, modification and operation of an information systems capability. Prepares long and short range plans for application selection, systems development, systems maintenance, production activities and for necessary support resources. Also responsible for applications systems analysis and programming activities for a group or section. Responsible for feasibility studies, time and cost estimates, and the establishment and implementation of new and revised applications systems and programs. Assists in projecting software and hardware requirements. Assigns personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding the activities of the applications systems and programming section. Confers and consults with Government personnel regarding performance and scheduling issues on tasks.

Title: Sr. Systems Integrator

SIN: 54151S and 54151SRC

Education Requirements: Bachelor's in Computer Science degree
Experience Requirements: 5 years comparable professional experience in Networking.
Responsibilities: Assist in the isolation and resolution of all equipment and data communications network problems to ensure service continuity to all Custom users at both central and remote locations. The System Integration Specialist shall be familiar with basic network device access to multiple varieties of systems and must have a basic understanding of network configurations and concepts.

Title: Sr. Database Administrator / Database Analyst / Programmer

**SIN: 54151S
and 54151SRC**

Education Requirements: Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects, is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline, or an applicable training certificate from an accredited training institution
Experience Requirements: Requires 3 years of increasingly complex and progressive experience as database programmer, performing systems analysis, development and implementation of business, mathematical, or scientific settings using a variety of information technology resources. Experience with current technologies and where required emerging technologies.

Responsibilities: Designs, implements and maintains complex databases. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design. Works at the highest level of all phases of database management.

Responsible for designing and developing database tools to support Schedule 70-related projects/programs. Guides database development projects from inception to timely and successful completion, including technical vision throughout all phases of tool development. Develops test plans and provides unit test for all objects developed and verifies that products meet specifications

Title: Sr. Systems Engineer

SIN: 54151S and 54151SRC

Education Requirements: Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects, is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Experience Requirements: Requires 6 years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific settings using a variety of information technology resources. Has experience with current technologies and, where required for the task, emerging technologies. Must have managed or had significant involvement with complex or substantive information technology projects including 1 year of experience demonstrating management and supervision capabilities.

Responsibilities: Formulates and defines specifications for operating system applications or modifies and maintains existing applications using engineering releases and utilities from the manufacturer. Responsible for program design, coding, testing, debugging and documentation. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting and advanced mathematical/scientific software packages. Instructs, directs, and checks the work of other task personnel. Responsible for quality assurance review and the evaluation of existing and new software products.

Title: Systems Engineer

SIN: 54151S and 54151SRC

Education Requirements: Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects, is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline, or an applicable training certificate from an accredited training institution.

Experience Requirements: Requires 2 years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific settings using a variety of information technology resources. Has experience with current technologies and, where required for the task, emerging technologies.

Responsibilities: Works from specifications to develop or modify operating systems applications. Assists with design, coding, benchmark testing, debugging and documentation of programs. Applications generally dealing with utility programs, job control language, macros, subroutines and other control modules. Works on most phases of software systems programming applications, and may require instruction and guidance in other phases.

**Title: Database Administrator / Database Analyst / Programmer
54151S**

SIN:

and 54151SRC

Education Requirements: Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects, is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline or an applicable training certificate from an accredited training institution.

Experience Requirements: Requires 3 years of increasingly complex and progressive experience as a database programmer, performing systems analysis, development, and implementation of

**Title: IT Field Technician / Applications Installer / Support Technician
54151S and 54151SRC**

SIN:

Education Requirements: High school graduate or equivalent.

Experience Requirements: Requires 8 years of intensive and progressive experience in functional or IT analysis/programming of subject matter closely related to the work to be automated.

Responsibilities: Provides high level functional and IT analysis, design, development, integration, documentation, and implementation assistance on problems which require a thorough knowledge of the related technical subject matter for effective system deployment. Participates in all phases of systems development. Applies principles and methods of the functional area to difficult problems in technical areas to arrive at automated solutions. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepares and delivers presentations and briefings as required by the task order.

**Title: Help Desk Support Services / Management Technician SIN: 54151S and
54151SRC**

Education Requirements: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

Experience Requirements: Requires a minimum of 6 years experience, of which at least 5 years must be specialized. Specialized experience includes: management of help desks in a multi-server environment, comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on help desk. General experience includes information systems development, network and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

1. With a Master's degree (in the fields described above): 4 years general experience of which at least three years must be specialized experience is required.

2. With a Bachelor's degree (in the fields described above): 5 years general experience of which at least 2 years must be specialized experience is required.

With 8 years general experience of which at least 6 years is specialized, a degree is not required.

Responsibilities: Has overall responsibility for help desk operations associated with the identification, prioritization and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under contract. Manages personnel who serve as the first point of contact for troubleshooting hardware/software PC and printer problems.

Responsible for ensuring the timely process through which problems are controlled.

Includes problem recognition, research, isolation, resolution, and follow-up steps.

Requires experience and understanding of MIS environment. Typically involves use of problem management database and help desk system.

Provides second-tier support to end-users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems.

Maintains currency and highest level of technical skill in field of expertise. Provides phone and in-person support to users in problem solving activities using information center tools. May also include support in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this task or predecessors.