



**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE**

**AUTHORIZED FEDERAL ACQUISITION SERVICE PRICE LIST
FOR CONSOLIDATED CONTRACTS**

**General Purpose Commercial Information Technology Equipment, Software, and
Services (IT-70)**

SIN 132 51 – Information Technology Professional Services

Mission Oriented Business Integrated Services (MOBIS)

SIN C874-1 – Integrated Consulting Services

SIN C874-7 – Program Integration and Project Management Services

Information International Associates, Inc.

104 Union Valley Road

Oak Ridge, Tennessee 37830-8044

Website: www.iiaweb.com

Contract Number: GS-00F-0039P

Contract Period: December 17, 2012 – December 16, 2017

Price List current through Modification No. PO-0025, dated January 30, 2015

Business Size: Woman-Owned Small Business (WOSB)

Prices shown herein are *net*

Online 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.

ABOUT INFORMATION INTERNATIONAL ASSOCIATES, INC.

Information International Associates, Inc. (IIa) is a woman-owned small business that offers information sciences, information technology, scientific and technical information (STI) resource management, knowledge management, records and information management, consulting, meeting and decision facilitation, strategic planning, and program management services to both government and commercial clients throughout the United States. IIa, founded in 1988, has built a reputation for providing cost-effective, high-quality technical services throughout the information science, STI, and IT communities. IIa has steadily built on the principles of dependability, resourcefulness, technical innovation, and strong management. We follow a continuous process improvement strategy that promotes the development and application of new technologies to provide cost-efficient means for an agency to accomplish its mission.

CUSTOMER INFORMATION

1a - 1c. **Table of Awarded special item numbers (SINs) (Item descriptions and awarded prices are linked from the SINs.)**

- C132 51 Information Technology Professional Services
- C874 1 Integrated Consulting Services
- C874 7 Integrated Business Program Support Services

2. **Maximum Order:** The maximum order size for a task order is \$1,000,000.
3. **Minimum Order:** The minimum order size for a task order is \$200.
4. **Geographic Coverage:** Domestic delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, and Washington, D.C.
5. **Point(s) of Production:** As mutually agreed upon by the ordering agent and contractor.
6. **Discount from List Price:** All prices shown herein are net.
7. **Quantity Discounts:** None offered.
8. **Prompt Payment Terms:** Net 30 days. Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
- 9a. Government Purchase Cards **are accepted** for orders below the micro-purchase threshold. Contact the contractor's representative for credit card acceptance of orders above the micropurchase threshold.
- 9b. Government Purchase Cards **are accepted** for orders above the micropurchase threshold. Contact Contractor's Representative for credit card acceptance of orders above the micropurchase threshold.
10. **Foreign Items:** Not Applicable
- 11a. **Time of Delivery:** To be negotiated with ordering agency per individual task order.

- 11b. **Expedited Delivery:** To be negotiated with ordering agency per individual task order.
- 11c. **Overnight and Two-day delivery:** To be negotiated with ordering agency per individual task order.
- 11d. **Urgent Requirements:** To be negotiated with ordering agency per individual task order.
- 12. **F.O.B. Point:** Destination
- 13a. **Ordering Address:**

Information International Associates, Inc.
104 Union Valley Road
Oak Ridge, Tennessee 37830-8044
Attention: Chris Twiner
Telephone Number: (865) 298-1232
Facsimile Number: (865) 481-0390
E-mail: contracts@iiaweb.com
Web site: www.iiaweb.com

13b. **Ordering Procedures:**

For supplies and services, the ordering procedures and information on blanket purchase agreements (BPAs) are found in the *Federal Acquisition Regulation* (FAR) 8.405-3.

14. **Payment Address:** Electronic Transfer, Bank of America

Bank account information for wire transfer payments (electronic funds transfer [EFT]) will be shown on the invoice.

Mailing Address:

Information International Associates, Inc.
104 Union Valley Road
Oak Ridge, Tennessee 37830-8044

- 15. **Warranty Provision:** Ila's standard commercial warranty applies to all goods and services provided under this contract.
- 16. **Export Packing Charges:** Not Applicable
- 17. **Terms and Conditions of government purchase card acceptance (any thresholds above the micropurchase level):** Not Applicable
- 18. **Terms and conditions of rental, maintenance, and repair:** N/A
- 19. **Terms and conditions of installation:** N/A

20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:** N/A
- 20a. **Terms and conditions for any other services:** N/A
21. **List of service distribution points:** N/A
22. **List of participating dealers:** N/A
23. **Preventive maintenance:** N/A
- 24a. **Special Attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable
- 24b. **Section 508 Compliance:** Iia products and services comply with Section 508 in conformance with the requirements of individual contracts and orders. Section 508 compliance information is available on electronic and information technology (EIT) supplies and services by sending an email to contracts@iiaweb.com.

The EIT standard can be found at <http://www.section508.gov/>.
25. **Data Universal Numbering System (DUNS) Number:** 80-489-1851
26. **Information International Associates, Inc. (IIa) is registered in the System for Award Management (SAM) database.**

If you have questions for IIa, use the following contact information:

Chris Twiner, Director of Contracts and Pricing
Information International Associates, Inc.
104 Union Valley Road
Oak Ridge, Tennessee 37830-8044
Tel. No.: (865) 298-1232
Fax No: (865) 481-0390
E-mail: contracts@iiaweb.com

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

*****NOTE:** *All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.*

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT/IAM Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS

COMMENT

OCT 2008) (DEVIATION I- FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/IAM Professional Services.

9. INDEPENDENT CONTRACTOR

All IT/IAM Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT/IAM Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim

products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing

hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

Labor Category Descriptions begins on page 12.

GSA Awarded Rates

SIN C132-51—IT-70 Government Site Rates

IT SIN's - Government Site	12/17/2012 - 12/16/2013	12/17/2013 - 12/16/2014	12/17/2014 - 12/16/2015	12/17/2015 - 12/16/2016	12/17/2016 - 12/16/2017
Applications Specialist, Level 1 (GS)		\$133.76	\$133.76	\$133.76	\$133.76
Applications Specialist, Level 2 (GS)		\$161.26	\$161.26	\$161.26	\$161.26
Assistant Program Integration Manager	\$220.22	\$225.73	\$231.37	\$237.15	\$243.08
Communications Specialist	\$63.25	\$64.83	\$66.45	\$68.11	\$69.81
Computer Security Systems Specialist	\$75.11	\$76.99	\$78.91	\$80.88	\$82.90
Database Management Specialist	\$63.25	\$64.83	\$66.45	\$68.11	\$69.81
Database Manager	\$76.29	\$78.20	\$80.16	\$82.16	\$84.21
Electronic Publisher	\$54.01	\$55.36	\$56.74	\$58.16	\$59.61
Graphic Designer I	\$32.56	\$33.37	\$34.20	\$35.06	\$35.94
Graphic Designer II	\$37.65	\$38.59	\$39.55	\$40.54	\$41.55
Helpdesk Manager	\$64.55	\$66.16	\$67.81	\$69.51	\$71.25
Helpdesk Specialist	\$43.48	\$44.57	\$45.68	\$46.82	\$47.99
Information Engineer	\$94.87	\$97.24	\$99.67	\$102.16	\$104.71
Information Management Specialist	\$35.57	\$36.46	\$37.37	\$38.30	\$39.26
Information Technician	\$26.35	\$27.01	\$27.69	\$28.38	\$29.09
Internet Services Manager	\$71.15	\$72.93	\$74.75	\$76.62	\$78.54
Internet Services Specialist	\$39.53	\$40.52	\$41.53	\$42.57	\$43.63
Journeyman Data Center Administrator (GS)		\$48.24	\$48.24	\$48.24	\$48.24
Junior Computer Operator (GS)		\$35.84	\$35.84	\$35.84	\$35.84
Junior Data Center Administrator (GS)		\$44.51	\$44.51	\$44.51	\$44.51
Junior Systems Analyst	\$48.76	\$49.98	\$51.23	\$52.51	\$53.82
Master Data Center Administrator (GS)		\$69.17	\$69.17	\$69.17	\$69.17
Master Systems / Applications Programmer, Level 3 (GS)		\$101.84	\$101.84	\$101.84	\$101.84
Master Systems / Security / Network Engineer / DBA, Level 3 (GS)		\$102.10	\$102.10	\$102.10	\$102.10
Master Systems Analyst / Administrator, Level 3 (GS)		\$96.59	\$96.59	\$96.59	\$96.59
Network Hardware Installation Specialist	\$36.89	\$37.81	\$38.76	\$39.73	\$40.72

Network Installation Technician	\$35.57	\$36.46	\$37.37	\$38.30	\$39.26
Operations Manager	\$68.53	\$70.24	\$72.00	\$73.80	\$75.65
Principal Records Manager	\$107.12	\$109.80	\$112.55	\$115.36	\$118.24
Production Manager	\$39.53	\$40.52	\$41.53	\$42.57	\$43.63
Program Administration Specialist	\$34.26	\$35.12	\$36.00	\$36.90	\$37.82
Program Applications Specialist	\$63.25	\$64.83	\$66.45	\$68.11	\$69.81
Program Integration Manager	\$271.52	\$278.31	\$285.27	\$292.40	\$299.71
Program Manager	\$148.89	\$152.61	\$156.43	\$160.34	\$164.35
Project Control Specialist	\$59.29	\$60.77	\$62.29	\$63.85	\$65.45
Project Manager	\$119.90	\$122.90	\$125.97	\$129.12	\$132.35
Quality Assurance Manager	\$84.33	\$86.44	\$88.60	\$90.82	\$93.09
Records Manager	\$44.45	\$45.56	\$46.70	\$47.87	\$49.07
Senior Administrator (GS)		\$61.33	\$61.33	\$61.33	\$61.33
Senior Data Center Administrator (GS)		\$57.00	\$57.00	\$57.00	\$57.00
Senior Database Administrator (DBA), Level 2 (GS)		\$93.87	\$93.87	\$93.87	\$93.87
Senior Information Engineer	\$119.90	\$122.90	\$125.97	\$129.12	\$132.35
Senior Librarian/Information Specialist	\$68.53	\$70.24	\$72.00	\$73.80	\$75.65
Senior Network Installation Specialist	\$54.01	\$55.36	\$56.74	\$58.16	\$59.61
Senior Records Manager	\$81.70	\$83.74	\$85.83	\$87.98	\$90.18
Senior Systems / Applications Programmer, Level 2 (GS)		\$88.43	\$88.43	\$88.43	\$88.43
Senior Systems / Security / Network Engineer, Level 2 (GS)		\$88.43	\$88.43	\$88.43	\$88.43
Senior Systems Analyst	\$89.61	\$91.85	\$94.15	\$96.50	\$98.91
Sr. Business Process Reengineering Specialist	\$104.10	\$106.70	\$109.37	\$112.10	\$114.90
Systems / Applications Programmer, Level 1 (GS)		\$70.22	\$70.22	\$70.22	\$70.22
Systems / Security / Network Engineer / DBA, Level 1 (GS)		\$70.22	\$70.22	\$70.22	\$70.22
Systems Administrator	\$52.71	\$54.03	\$55.38	\$56.76	\$58.18
Systems Administrator I	\$33.69	\$34.53	\$35.39	\$36.27	\$37.18
Systems Administrator II	\$38.42	\$39.38	\$40.36	\$41.37	\$42.40
Systems Analyst	\$64.55	\$66.16	\$67.81	\$69.51	\$71.25
Technical Analyst/Indexer	\$46.13	\$47.28	\$48.46	\$49.67	\$50.91
Technical Writer/Editor	\$48.75	\$49.97	\$51.22	\$52.50	\$53.81

SIN C132-51—IT-70 Ila Site

IT SIN's - Ila Site	12/17/2012 - 12/16/2013	12/17/2013 - 12/16/2014	12/17/2014 - 12/16/2015	12/17/2015 - 12/16/2016	12/17/2016 - 12/16/2017
Applications Specialist, Level 1 (CS)		\$133.76	133.76	133.76	133.76
Applications Specialist, Level 2 (CS)		\$161.26	161.26	161.26	161.26
Assistant Program Integration Manager	\$254.89	\$261.26	\$267.79	\$274.48	\$281.34
Communications Specialist	\$80.35	\$82.36	\$84.42	\$86.53	\$88.69
Computer Security Systems Specialist	\$94.87	\$97.24	\$99.67	\$102.16	\$104.71
Database Management Specialist	\$77.74	\$79.68	\$81.67	\$83.71	\$85.80
Database Manager	\$88.31	\$90.52	\$92.78	\$95.10	\$97.48
Electronic Publisher	\$61.93	\$63.48	\$65.07	\$66.70	\$68.37
Graphic Designer I	\$37.71	\$38.65	\$39.62	\$40.61	\$41.63
Graphic Designer II	\$43.57	\$44.66	\$45.78	\$46.92	\$48.09
Helpdesk Manager	\$89.60	\$91.84	\$94.14	\$96.49	\$98.90
Helpdesk Specialist	\$56.64	\$58.06	\$59.51	\$61.00	\$62.53
Information Engineer	\$119.90	\$122.90	\$125.97	\$129.12	\$132.35
Information Management Specialist	\$51.38	\$52.66	\$53.98	\$55.33	\$56.71
Information Technician	\$31.62	\$32.41	\$33.22	\$34.05	\$34.90
Internet Services Manager	\$88.28	\$90.49	\$92.75	\$95.07	\$97.45
Internet Services Specialist	\$46.13	\$47.28	\$48.46	\$49.67	\$50.91
Junior Systems Analyst	\$63.25	\$64.83	\$66.45	\$68.11	\$69.81
Master Systems / Applications Programmer, Level 3 (CS)		\$115.08	115.08	115.08	115.08
Master Systems / Security / Network Engineer / DBA, Level 3 (CS)		\$115.08	115.08	115.08	115.08
Master Systems Analyst / Administrator, Level 3 (CS)		\$109.16	109.16	109.16	109.16
Network Hardware Installation Specialist	\$50.08	\$51.33	\$52.61	\$53.93	\$55.28
Network Installation Technician	\$51.38	\$52.66	\$53.98	\$55.33	\$56.71
Operations Manager	\$84.33	\$86.44	\$88.60	\$90.82	\$93.09
Principal Records Manager	\$123.99	\$127.09	\$130.27	\$133.53	\$136.87
Production Manager	\$50.06	\$51.31	\$52.59	\$53.90	\$55.25
Program Administration Specialist	\$47.44	\$48.63	\$49.85	\$51.10	\$52.38
Program Applications Specialist	\$76.43	\$78.34	\$80.30	\$82.31	\$84.37
Program Integration Manager	\$314.25	\$322.11	\$330.16	\$338.41	\$346.87
Program Manager	\$197.64	\$202.58	\$207.64	\$212.83	\$218.15
Project Control Specialist	\$76.43	\$78.34	\$80.30	\$82.31	\$84.37
Project Manager	\$148.89	\$152.61	\$156.43	\$160.34	\$164.35
Quality Assurance Manager	\$102.77	\$105.34	\$107.97	\$110.67	\$113.44
Records Manager	\$51.46	\$52.75	\$54.07	\$55.42	\$56.81
Senior Administrator (CS)		\$69.31	69.31	69.31	69.31

Senior Database Administrator (DBA), Level 2 (CS)		\$106.09	106.09	106.09	106.09
Senior Information Engineer	\$148.89	\$152.61	\$156.43	\$160.34	\$164.35
Senior Librarian/Information Specialist	\$60.61	\$62.13	\$63.68	\$65.27	\$66.90
Senior Network Installation Specialist	\$67.18	\$68.86	\$70.58	\$72.34	\$74.15
Senior Records Manager	\$94.87	\$97.24	\$99.67	\$102.16	\$104.71
Senior Systems / Applications Programmer, Level 2 (CS)		\$99.93	99.93	99.93	99.93
Senior Systems / Security / Network Engineer, Level 2 (CS)		\$99.93	99.93	99.93	99.93
Senior Systems Analyst	\$113.31	\$116.14	\$119.04	\$122.02	\$125.07
Sr. Business Process Reengineering Specialist	\$142.30	\$145.86	\$149.51	\$153.25	\$157.08
Systems / Applications Programmer, Level 1 (CS)		\$79.34	79.34	79.34	79.34
Systems / Security / Network Engineer / DBA, Level 1 (CS)		\$79.34	79.34	79.34	79.34
Systems Administrator	\$68.53	\$70.24	\$72.00	\$73.80	\$75.65
Systems Administrator I	\$39.01	\$39.99	\$40.99	\$42.01	\$43.06
Systems Administrator II	\$44.45	\$45.56	\$46.70	\$47.87	\$49.07
Systems Analyst	\$81.70	\$83.74	\$85.83	\$87.98	\$90.18
Technical Analyst/Indexer	\$55.34	\$56.72	\$58.14	\$59.59	\$61.08
Technical Writer/Editor	\$63.25	\$64.83	\$66.45	\$68.11	\$69.81

Labor Categories Descriptions for SIN C132-51

Information International Associates, Inc. (IIa)'s commercial practices include the education / experience substitutions identified below. In order to be consistent with commercial practices, IIa incorporates their commercial education /experience substitution methodology to all GSA labor categories.

Substitution of Education for Experience:

- An Associate's Degree may be substituted for one (1) year of experience for those labor categories requiring a High School Diploma.
- A Bachelor's Degree may be substituted for two (2) years of experience for those labor categories requiring a High School Diploma.
- A Master's Degree may be substituted for three (3) years of experience for those labor categories requiring a High School Diploma.
- A Master's Degree may be substituted for one (1) year of experience for those labor categories requiring a Bachelor's Degree.

Substitution of Experience for Education:

High School Diploma + Three (3) years of experience	=	Associate's Degree
High School Diploma + Seven (7) years of experience	=	Bachelor's Degree
Associates Degree + Four (4) years of experience	=	Bachelor's Degree
High School Diploma + 14 years of experience	=	Master's Degree
Associates Degree + Seven (7) years of experience	=	Master's Degree
Bachelor's Degree + Three (3) years of experience	=	Master's Degree

Labor Category: Assistant Program Integration Manager

Minimum Experience: Minimum of seven years total experience, at least three years of which must include specialized experience in program integration or a directly related discipline.

Minimum Education: Bachelor's degree in computer science, engineering or appropriate technical discipline.

Functional Responsibility: Applies understanding of complex, multi-platform IT infrastructure operations, processes and tools. Deploys and documents enterprise management solutions for complex heterogeneous IT environments. Provides hardware and software tool analysis and recommendations, and integrates systems, network, and help desk tools into an IT solution.

Labor Category: Communications Specialist

Minimum Experience: Minimum of six years' experience, four years of which must include communications software, communications hardware, or network specialty. General experience includes all aspects of communication networks. Communications hardware specialized experience includes installing, testing, and operating network and computer (host) communications equipment (e.g.,

switches, modems, controllers, terminals, and multiplexers), using and implementing communications hardware and electrical standards, using communications hardware test and monitoring equipment, and analyzing the results. Communications software specialized experience includes developing, testing, installing, and operating network and computer (host) communications software (e.g., access method and protocol software, application interfaces, transaction processors, and emulators), and using and implementing communications standards. Network specialized experience includes designing, testing, installing, implementing, and maintaining computer networks, using and implementing network standards (particularly those of the International Organization for Standardization [ISO]), operating computer networks identification and solution of problems, restarting/recovering additions, deletions, and modifications of terminals and hosts (e.g., optimization of network cost and performance), and implementing accounting and charge back systems. Must demonstrate the ability to work independently or under general direction.

Minimum Education: Bachelor's degree in a communications field.

Functional Responsibility: Analyzes network characteristics (e.g., traffic, connect times, transmission speeds, packet sizes, and throughput) and recommends procurements, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers.

Labor Category: Computer Security Systems Specialist

Minimum Experience: Minimum of eight years of experience, six years of which must be specialized in defining computer security requirements for high level applications, evaluation of approved security product capabilities, and developing solutions to problems.

Minimum Education: Bachelor's degree in electrical engineering, computer science, information science or systems, physics, math, or other related discipline.

Functional Responsibility: Analyzes and defines security requirements for multilevel security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, including risk assessments.

Labor Category: Database Management Specialist

Minimum Experience: Minimum of six years of experience, four years of which must include demonstrated experience using current database management system (DBMS) technologies, application design utilizing various DBMS, and experience with DBMS internals.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related discipline.

Functional Responsibility: Manages the development of database projects. Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines the organization, indexing methods, and security procedures for specific user applications.

Labor Category: Database Manager

Minimum Experience: Minimum of a total of eight years of experience, with six years of specialized experience in the development, design, and management of databases, or equivalent database experience.

Minimum Education: Bachelor's degree in computer science, engineering or appropriate technical discipline

Functional Responsibility: Manages the development and implementation of database projects. Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines the organization, indexing methods, and security procedures for specific user applications.

Labor Category: Electronic Publisher

Minimum Experience: Minimum of two years of experience in writing, editing, and layout using current publishing software applications, advanced word processing applications such as Microsoft Office, HTML, and Adobe PDF software applications as required. Knowledge of English grammar, usage, style and other standards as required. May require subject or foreign language skills or expertise. May require experience on a specific operating system, such as Macintosh or Windows 98.

Minimum Education: Associate's degree in office management or a bachelor's degree in technical communications, English, journalism or related field. May require coursework or degree in subject discipline.

Functional Responsibility: Enter, proofread, edit, and design layout of technical documents, reports, newsletters, presentations, brochures, and web pages, and other technical and promotional materials.

Labor Category: Graphic Designer I

Minimum Experience: A total of three years of experience, with two years specialized in the graphic arts, or an associate's degree (or equivalent) or certificate from an accredited school of graphic arts or similar accredited institution.

Minimum Education: Associate's degree (or equivalent) or certificate from an accredited school of graphic arts or similar accredited institution. High school diploma or general education development (GED) diploma and two years of relevant experience can substitute for an associate's degree or equivalent.

Functional Responsibility: Assembles and/or creates digital images, typography, and/or motion graphics to create designs which may be, but are not limited to, digital technical drawings, schematics, scientific charts, graphs, maps, graphics for map overlays, brochures, presentations, web graphics, and two- or three-dimensional graphical depictions. Provides advice to authors/editors regarding the effective use and placement of graphic designs and works in an iterative prototyping environment. A working knowledge of XML, HTML, and web programming scripts is necessary, and proficiency in using current graphic design programs is a requirement.

Labor Category: *Graphic Designer II*

Minimum Experience: A total of five years of experience with three years of specialized experience in the graphic arts, or an associate's degree (or equivalent) or certificate from an accredited school of graphic arts or similar accredited institution and two years of experience.

Minimum Education: Associate's degree (or equivalent) or certificate from an accredited school of graphic arts or similar accredited institution. High school or GED diploma and two years of relevant experience can substitute for an associate's degree or equivalent.

Functional Responsibility: Performs the duties of graphic designer I with a higher level of proficiency and understanding. Is capable of creating digital graphic designs from reviewing written content or from verbal concepts. Interacts directly with clients regarding graphic design requirements. Advises clients and editors regarding effective layouts based on the production and rendering methods of the project. Proficiency in the use of complex computer programs is required. Advises management regarding graphic design tools.

Labor Category: *Helpdesk Manager*

Minimum Experience: Minimum of seven years of experience, five of which must include management of help desks in a multi-server environment, comprehensive knowledge of computer operating systems, and networking and supervision of helpdesk employees, including development and delivery of technical and end-user training.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related discipline.

Functional Responsibility: Provides daily supervision and direction to staff members who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Microsoft Windows desktop applications, and applications developed or deployed under a contract.

Labor Category: *Helpdesk Specialist*

Minimum Experience: Minimum of five years of experience, three of which must include knowledge of computer operating systems, networking, mail standards, and work on a helpdesk. General experience includes information systems development 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.

Minimum Education: Associate's degree in computer science, information systems, engineering, business, or other related discipline.

Functional Responsibility: Provides phone and in-person support to users in the areas of e-mail, directories, standard Microsoft Windows desktop applications, and applications developed or deployed under a contract. Serves as the initial point of contact for troubleshooting hardware/software, computer and printer problems.

Labor Category: Information Engineer

Minimum Experience: Minimum of eight years of experience, six of which must be specialized in information and information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and document preparation. Also requires demonstrated experience in a combination of the following: implementation of information engineering projects, systems analysis, design and programming, systems planning, business information planning, and business analysis.

Minimum Education: Master's degree in computer science, information systems, engineering, business, or other related discipline.

Functional Responsibility: Applies business process improvement practices to re-engineer methodologies/ principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis, and modern business methods and performance of measurement techniques. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems.

Labor Category: Information Management Specialist

Minimum Experience: Minimum of three years of experience working in a library, document center, information center, or in a setting in which the primary responsibility is in collecting, analyzing, and interpreting information to determine solutions to library, records management, or other information-related needs. Requires familiarity with library, records, or document collection center requirements and processes. Capable of designing surveys, records audits, and retention schedules, and possesses knowledge of records requirements and regulations. Familiarity with electronic information systems and capable of managing records projects using both electronic and manual systems.

Minimum Education: Master's degree from an accredited program in a related area of concentration, or a bachelor's degree in an information field such as business administration with a concentration in records management, information management, or information systems.

Functional Responsibility: Manages the operations of a library, information center, records or document center, or specific divisions of an information-related program such as cataloging, technical services, user services, systems integration, reference and research, abstracting and indexing, records control and management, or other related areas. Capable of assisting users in locating information in the library or record collection. Provides bibliographic or records training and develops appropriate materials.

Labor Category: Information Technician

Minimum Experience: Minimum of two years of experience with records management, document control, or associated library work, to include management of both manual and automated information systems, as well as a variety of software packages for database management and project management. Familiarity with library, records, and/or document collection center requirements and processes is also required. Good numerical, organizational, and human relations skills, as well as good verbal and communication skills, are required.

Minimum Education: Associate's degree in business, computer systems, or other related field preferable. Four years of experience working in a records division or library may be substituted for education. Coursework in records and/or information fields is desirable.

Functional Responsibility: Responsible for indexing, sorting, and analyzing active and inactive documents. Oversees filing, retrieving, and scanning of specific documents and collections. Responds to customers seeking information about historical collections using both manual and automatic systems. Provides assistance with the circulation and distribution of documents, publications, and other materials to other staff members, agencies, and organizations. Applies established access controls to information holdings.

Labor Category: Internet Services Manager

Minimum Experience: Minimum of six years of experience, two of which must be in internet-based services, including developing client environments, web-based servers, websites or internet-based information services. Must include experience managing people and/or managing multiple projects or tasks.

Minimum Education: Bachelor's degree in computer science, information science or systems, physics, math, or other related discipline, or associate's degree with an internet-related specialization. Two additional years of relevant internet-based experience can be substituted for a degree.

Functional Responsibility: Serves as the manager of web-based projects, and manages the technical specialists in developing quality, state-of-the-practice systems and services. Assists project and program managers in the developments and requirements of internet-based services, and under their guidance, is responsible for projects in these rapidly changing technological environments.

Labor Category: Internet Services Specialist

Minimum Experience: Minimum of two years of experience, one of which must be in internet-based services, including developing client environments, web-based servers, websites or web-based services. General experience includes performing telecommunications or network administration, building databases, developing and designing information systems, providing user help services, or performing computer-based information management.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business or other related discipline, or an associate's degree with an internet-related specialization. Two additional years of relevant internet-based experience can be substituted for a degree.

Functional Responsibility: Designs and develops internet-based services, including home pages, web-based databases, forms, and content access systems. Sets up client environments, internet connections, or servers for clients. Works with http, java, and other internet tools. Is familiar with commercial-off-the-shelf (COTS) packages and can select and implement appropriate tools for the client.

Labor Category: Junior Systems Analyst

Minimum Experience: This position is for a recent college graduate and requires one year of experience.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related discipline.

Functional Responsibility: Analyzes information requirements. Analytically and systematically evaluates problems of workflow, organization, and planning, and assists senior systems analysts in developing appropriate corrective actions. Assists in development of plans for automated information systems program specification. Defines problems, develops systems requirements and program specifications.

Labor Category: Network Hardware Installation Specialist

Minimum Experience: Minimum of six years of experience, four of which must include system analysis and evaluation of hardware capabilities and configurations. General experience includes increasing responsibilities with ADP systems, including systems analysis and programming. Must demonstrate the ability to work independently or under general direction.

Minimum Education: High school diploma.

Functional Responsibility: Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies regarding hardware. Prepares functional requirements and specifications for hardware acquisitions. Ensures that problems have been properly identified and that solutions will satisfy the user's requirements.

Labor Category: Network Installation Technician

Minimum Experience: Minimum of five years of experience, three of which must include analysis and installation of computer-based systems; analysis, design, and installation of local area networks; fiber optic cable installation; specialized interconnect cable design and fabrication; and analysis and installation of communications systems.

Minimum Education: High school diploma.

Functional Responsibility: Conducts site surveys; assesses and documents current site network configurations and user requirements. Designs and optimizes network topologies. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Prepares engineering plans and site installation technical design packages. Develops hardware installation schedules. Prepares drawings documenting configuration changes at each site. Prepares site installation and test reports. Configures computers, communications devices, and peripheral equipment. Installs network hardware and trains site personnel in proper use of hardware. Builds specialized interconnecting cables. .

Labor Category: Operations Manager

Minimum Experience: Minimum of seven years of experience, five of which must include supervision and operations experience on a large-scale computer system, knowledge of hardware, and software and operating systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related discipline.

Functional Responsibility: Manages computer operations. Ensures that production schedules are met and that computer system resources are used effectively. Coordinates the resolution of production-related problems.

Labor Category: *Principal Records Manager*

Minimum Experience: Minimum of seven years of experience in collecting, analyzing, and interpreting information from various sources to solve customer needs that require a senior-level professional knowledge of information management, support, and processing and in finding solutions to complex information and records management needs. Capable of working with senior and executive managers to organize, establish, and operate document and/or records centers, manage unique records collection throughout the enterprise. Directs and/or leads project tasks.

Minimum Education: Bachelor's degree in library or information science or appropriate technical discipline. Advanced degree preferred.

Functional Responsibility: Responsible for applying detailed methods of record retention, disposition, and control of records. Produces records based on established standards and procedures, and implements data integrity routines ensuring data quality control. Applies knowledge of National Archives and Records Administration (NARA) data elements and other pertinent standards. Experienced collecting, analyzing, and interpreting information. Experienced in planning information systems and electronic management of records in compliance with stated requirements and regulations. Recommends solutions to complex information and record management needs.

Labor Category: *Production Manager*

Minimum Experience: Minimum of five years of experience in bibliographic record creation and/or complex data entry, and an additional three years of experience in supervision of employees involved in input processing of records.

Minimum Education: Bachelor's degree or a minimum of ten years of relevant experience managing production projects may be substituted for the degree requirement.

Functional Responsibility: Manages the production of bibliographic records, including supervision of employee and quality control of all work prior to submission to the client. Recruits and trains employees who catalog, scan, or enter data into the database. Coordinates production with the client to ensure that milestones and timelines are met, and on cataloging issues.

Labor Category: *Program Administration Specialist*

Minimum Experience: Minimum of four years of experience, two of which must be specialized in general administration and preparation of technical reports, documents, and publications. At a minimum, also requires one year of specialized experience using commercial automated word processing, graphics systems, and desktop publishing systems.

Minimum Education: High school diploma.

Functional Responsibility: Coordinates schedules to facilitate completion of proposals, contract deliverables, task order reviews, briefings/presentations, and meeting preparations. Directly supports the program manager by maintaining personnel files and other files, prepares correspondence, performs scheduling, and coordinates travel.

Labor Category: *Program Applications Specialist*

Minimum Experience: Minimum of six years of experience, four of which must be specialized in applications programming on large-scale database management systems, use of computer equipment, and development of complex software to satisfy design objectives.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related discipline.

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

Labor Category: *Program Integration Manager*

Minimum Experience: Minimum of nine years of experience, five of which must include specialized experience in program integration or a directly related discipline.

Minimum Education: Bachelor's degree in computer science, engineering or appropriate technical discipline.

Functional Responsibility: Provides industry knowledge of specific software product modules or technical tools to gather and document customer business process requirements. Deploys and documents enterprise management solutions for complex, heterogeneous IT environments. Develops or executes basic functional and technical specifications and testing for system configuration, mapping, and reporting.

Labor Category: *Program Manager*

Minimum Experience: Minimum of 15 years of general experience, 10 of which must be in project development and management.

Minimum Education: Master's degree in computer or information science, information systems, engineering, business, or other related discipline.

Functional Responsibility: Directs the performance of a variety of related projects that may be organized by customer, service, or technology. Responsible for the effective management of program activities. Manages a program consisting of multiple projects, including project identification, design, development, and delivery.

Labor Category: Project Control Specialist

Minimum Experience: Minimum of six years of general experience, three of which must be in the preparation and analysis of financial statements and development of business applications for complex systems. Develops work breakdown structures and prepares charts, tables, graphs, and diagrams to assist in analyzing problems. Responsible for tracking, analyzing, reporting, and providing data on project operations, finances, contracts, and administrative issues, milestones, and deliverables.

Minimum Education: Bachelor's degree in computer or information science, information systems, engineering, business, or other related discipline.

Functional Responsibility: Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issue that may require a report and recommend solutions. Serves as project planner, coordinator, and facilitator working directly for a manager.

Labor Category: Project Manager

Minimum Experience: Minimum of 12 years of general experience, 9 of which must be specialized experience within program development and management.

Minimum Education: Master's degree in computer or information science, information systems, engineering, business, or other related discipline.

Functional Responsibility: Directs the performance of a variety of related projects that may be organized by customer, service, or technology. Responsible for the effective management of project activities.

Labor Category: Quality Assurance Manager

Minimum Experience: Minimum of eight years of general experience, five of which must be in configuration management, verification and validation, software testing and integration, or software metrics and their application to software QA.

Minimum Education: Bachelor's degree in computer or information science, information systems, engineering, business, or other related discipline. Master's degree preferred.

Functional Responsibility: Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at predetermined points throughout the development life cycle. Responsible for review of work products, documentation, and resolution of quality issues.

Labor Category: Records Manager

Minimum Experience: Minimum of three years of experience in collecting, analyzing, and interpreting information from various sources to solve customer needs that require a knowledge of information

management, support, and processing and in finding solutions to information and records management needs.

Minimum Education: Bachelor's degree in library or information science or appropriate technical discipline

Functional Responsibility: Responsible for applying detailed methods of record retention, disposition, and control of records. Produces records based on established standards and procedures, and implements data integrity routines to ensure data quality control. Experience collecting, analyzing, and interpreting information. Experience in planning information systems and electronic management of records in compliance with stated requirements and regulations.

Labor Category: Senior Business Process Reengineering Specialist

Minimum Experience: Minimum of ten years of experience, seven of which must include facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods and practices.

Minimum Education: Master's degree in computer science, information systems, engineering, business, or other related discipline.

Functional Responsibility: Applies process improvement and reengineering methodologies and principles to information programs and systems; conducts process modernization projects. Responsible for effective transitioning of existing project teams and facilitation of project teams in the accomplishment of project activities and objectives. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

Labor Category: Senior Information Engineer

Minimum Experience: Minimum of ten years of experience in information and information systems development, functional and data requirements analysis, systems analysis and design, programming, program design, and document preparation. A minimum of eight years of specialized experience is required in managing the implementation of information engineering projects, performing information systems analysis and design, and analyzing and designing scientific, environmental, engineering, and business applications and databases.

Minimum Education: Master's degree in computer science, information systems, engineering, business, or other related discipline.

Functional Responsibility: Applies an enterprise-wide set of disciplines for the planning, analysis, design, and construction of information programs and systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodologies for problem resolution. Performs enterprise-wide strategic planning, business information planning, business, and analysis. Performs process and data modeling, and applies reverse engineering and re-engineering to develop migration strategic and planning documents. Provides technical guidance in automated support tools.

Labor Category: Senior Librarian / Information Specialist

Minimum Experience: Minimum of five years of administrative or managerial experience, which may include program or project management. Additionally, this position may be filled based on five years of experience in a technical position, such as reference or technical services, with progressive responsibilities related to planning for information services and systems, project implementation, collection management, and staff utilization. General experience includes participation in or responsibility for planning, budgeting, and personnel supervision. May require reading ability of a foreign language or advanced knowledge of special subject tools and resources.

Minimum Education: Master's degree from an accredited program in a related area of concentration. May require coursework or undergraduate or advanced degrees in subject disciplines such as business, engineering, music, or computer science.

Functional Responsibility: Plans and implements information projects, programs, or library services. In an administrative position, responsible for providing information services, collections, staff and user training and orientations, outreach, marketing and public relations activities to meet the objectives of the organization and users served. Library or information center management includes responsibility for budgeting, strategic planning, and personnel management. In a research position, designs and implements short- and long-term research assignments requiring a high level of expertise in information tools, resources, and methods. Responsible for organizing, analyzing and reporting information research results that convey an overview and detailed description of the information infrastructure of a topic or discipline as required. In a technical services position, designs and implements information processing systems that provide access to materials in scope for the organization served. This may require research of existing information systems and vocabularies or thesauri, development of new systems that target unique content or materials, and/or application of new technologies.

Labor Category: Senior Network Hardware Installation Specialist

Minimum Experience: Minimum of nine years of experience, six of which must include supervision of installation technicians, analysis, design, and installation of computer-based systems, analysis, design, and installation of local area networks, and analysis and installation of communications systems.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related discipline or certification as a network engineer (CNE).

Functional Responsibility: Organizes and directs hardware installations based on site surveys. Assesses and documents current site network configurations and user requirements. Designs and optimizes network topologies. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Directs and leads preparation of engineering plans and site installation technical design packages. Develops hardware installation schedules. Mobilizes installation teams. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support.

Labor Category: Senior Records Manager

Minimum Experience: Minimum of five years of experience in collecting, analyzing, and interpreting information from various sources to solve customer needs that require a professional knowledge of

information management, support, and processing and in finding solutions to complex information and records management needs. Capable of working with managers and high-level personnel to organize, establish, and operate document and/or records centers, manage a unique records collection, and lead project tasks. Experience in planning information systems and electronic management of records and in ensuring that requirements and regulations are met in the maintenance of records. Knowledgeable NARA standard data elements, and capable of researching and learning other standards pertinent to required tasks. Capable of maintaining responsibilities for application of appraisal methods for record retention, disposition, and control, development of authority control systems, and performance of management and supervisory functions.

Minimum Education: Master's degree in library or information science from an American Library Association (ALA)-accredited program with coursework in records management, or a bachelor's degree in an information field such as business administration with a concentration in records management, information management, or information systems. Certified records management (CRM) credentials preferred.

Functional Responsibility: Provides oversight of all aspects of the records control system. Designs and implements access and retrieval systems, as well as record format and content, as required. Oversees record production based on established standards and procedures. Provides training on the records system and develops training materials for records personnel and users. Implements data integrity routines and oversees data quality control. Develops policy and procedures manuals related to record retention, disposition, and the control system. Provides daily supervision and direction of other records managers and data entry functions and personnel.

Labor Category: Senior Systems Analyst

Minimum Experience: Minimum of five years of general computing experience.

Minimum Education: A master's degree in computer or information science, information systems, business management, or other related discipline. Experience may be substituted for education.

Functional Responsibility: Analyzes and studies complex information system or business process requirements. Designs solutions and manages their implementation. Manages development and support using formal specifications, data flow diagrams, and other accepted design techniques. Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the project and/or program manager to ensure problem resolution and user satisfaction. Makes recommendations for approval of major systems installations. Prepares milestone status reports and provides presentations on the system concept to colleagues, subordinates, and end user representatives.

Labor Category: Systems Administrator

Minimum Experience: Minimum of four years of experience, three of which must be specialized in administering UNIX or open systems -compliant systems. General experience includes operations experience on a large-scale computer system or multi-server local area network.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related discipline.

Functional Responsibility: Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in assessing and using business systems.

Labor Category: Systems Administrator I

Minimum Experience: Minimum of two years of experience, one of which must be specialized in administering UNIX or open systems-compliant systems. General experience includes operations experience on a large-scale computer system or multi-server local area network.

Minimum Education: Associate's degree in computer science, engineering or technically appropriate discipline.

Functional Responsibility: Performs daily activities of configuration and operation of business systems which may be mainframe, mini, client/server based or web based. Provides assistance to users in assessing and using business systems. Strong customer service, interpersonal, and communications skills. Capable of writing technical documentation, acting as a vendor liaison, and making presentations to professional peers and management. Must be a team player. System specific certification such as Microsoft Certified Solutions Expert (MCSE) is desired.

Labor Category: Systems Administrator II

Minimum Experience: Minimum of three years of experience, two of which must be specialized in administering UNIX or open systems-compliant systems. General experience includes operations experience on a large-scale computer system or multi-server local area network.

Minimum Education: Bachelor's degree in computer science, engineering, or technically appropriate discipline.

Functional Responsibility: Performs daily activities of configuration and operation of business systems which may be mainframe, mini, client/server based or web based. Performs system capacity analysis and planning. Provides assistance to users in assessing and using business systems. Strong customer service, interpersonal, and communications skills. Capable of writing technical documentation, acting as a vendor liaison, and making presentations to professional peers and management. Must be a team player. System specific certification such as MCSE is desired.

Labor Category: Systems Analyst

Minimum Experience: Minimum of six years of general computing experience, four of which must be specialized in analysis and design of business applications and complex systems, including three years of experience in database management concepts. Knowledge of current storage and retrieval methods. One year of information systems analysis experience designing technical applications, and demonstrated ability to formulate specifications for use in solving systems problems.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related discipline.

Functional Responsibility: Analyzes and develops information systems, processing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems and applications to facilitate project completion. Analyzes problems and information to be processed.

Labor Category: Technical Analyst/Indexer

Minimum Experience: Minimum of five years of experience in database indexing using a controlled vocabulary. Should demonstrate a strong understanding of database functions, and may require the ability to read and write a foreign language. General experience includes strong writing skills and a working knowledge of computer systems and software.

Minimum Education: Bachelor's degree in a discipline related to the technical area to be analyzed.

Functional Responsibility: Responsible for the technical analysis of information and data and for accurately describing the content in controlled vocabularies and other database fields as required by the sponsoring organization. Other responsibilities could include translation of foreign language information, technical input to the controlled vocabulary, and the training of junior analysts.

Labor Category: Technical Writer/Editor

Minimum Experience: Minimum of three years of experience, one of which must include demonstrated experience in editing technical documents and preparing technical documentation, including researching of applicable government and industry documentation standards.

Minimum Education: Bachelor's degree in English or other related discipline.

Functional Responsibility: Assists in collecting and organizing information required for preparation of user manuals, training manuals, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents.

Labor Category: Application Specialist (AS) Level 1

Minimum Experience: Individuals possessing two or more years of experience in any application for which the market has driven up the price beyond that which is capable of being filled by the normal rates charged for other applications. This experience is in addition to the normal experience and education in related disciplines that one would expect to find in a senior or master programmer/analyst/administrator. The experience may be functional or technical, or a combination of both.

Minimum Education: A BA degree in Computer Science, Information Systems, Business Management, Engineering or related field required. An AA degree or equivalent formal trade school training in computer system operations and relevant experience may be substituted.

Functional Requirements: Operates the control console of mainframe computers, large minicomputer arrays, client/server systems, and/or service center consoles/functions; monitors performance and security, and corrects equipment/system malfunctions; reviews error messages and makes corrections during operation; assists users in resolving problems; maintains records of all problems/errors occurring and actions taken to fix; and, performs root cause analysis of failures. Assists users with Internet/Intranet access. Provides technical assistance to operators, programmers, system analysts, users, and managers in order to evaluate alternatives and resolve problems; Assists users and clients in formulating requirements; and helps project managers with system and data.

Labor Category: Application Specialist (AS) Level 2

Minimum Experience: Same as Level 1 except has three or more years in this special application and more technical than functional experience. This individual may also have the specialized knowledge to be a Systems Administrator for the specialized application.

Minimum Education: A BA degree in Computer Science, Information Systems, Business Management, Engineering or related field required. An AA degree or equivalent formal trade school training in computer system operations and relevant experience may be substituted.

Functional Requirements: Operates the control console of mainframe computers, large minicomputer arrays, client/server systems, and/or service center consoles/functions; monitors performance and security, and corrects equipment/system malfunctions; reviews error messages and makes corrections during operation; assists users in resolving problems; maintains records of all problems/errors occurring and actions taken to fix; and, performs root cause analysis of failures. Assists users with Internet/Intranet access. Provides technical assistance to operators, programmers, system analysts, users, and managers in order to evaluate alternatives and resolve problems; Assists users and clients in formulating requirements; and helps project managers with system and data.

Labor Category: Journeyman Data Center Administrator

Minimum Experience: Four years in operating main, mini, or large-scale computer systems and/or distributed operating systems.

Minimum Education: Associate degree in computer science, information systems, business management, engineering or related field is required, relevant experience may be substituted.

Functional Requirements: Operates the control console of mainframe computers, large minicomputer arrays, client/server systems, and/or service center consoles/functions; monitors performance and security, and corrects equipment/system malfunctions; reviews error messages and makes corrections during operation; assists users in resolving problems; maintains records of all problems/errors occurring and actions taken to correct.

Labor Category: Junior Computer Operator

Minimum Experience: Six or more months as a Computer Operator, Help Desk Assistant, Tape Librarian and/or Data Entry Clerk.

Minimum Education: A high school degree/GED is required. Appropriate certified training may be substituted for experience.

Functional Requirements: Works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, resolves common operating problems or escalates them for resolution when required. May serve as assistant to a more senior level operator, working under close supervision or performing a portion of a more senior operator's work.

Labor Category: Junior Data Center Administrator

Minimum Experience: Two or more years in operating main, mini, or large-scale computer systems and/or distributed operating systems.

Minimum Education: A high school degree/GED with some technical school training is required.

Functional Requirements: Operates the control console of mainframe computers, large minicomputer arrays, client/server systems, and/or service center consoles/functions. Identifies problems and escalates them for resolution when required. Provides basic end user support on critical business applications. Maintains records of all problems/errors occurring and corrective actions taken.

Labor Category: Master Data Center Administrator

Minimum Experience: Eight or more years in operating main, mini, or large-scale computer systems and/or distributed operating systems.

Minimum Education: A BA degree in Computer Science, Information Systems, Business Management, Engineering or related field required. An AA degree or equivalent formal trade school training in computer system operations and relevant experience may be substituted.

Functional Requirements: Operates the control console of mainframe computers, large minicomputer arrays, client/server systems, and/or service center consoles/functions; monitors performance and security, and corrects equipment/system malfunctions; reviews error messages and makes corrections during operation; assists users in resolving problems; maintains records of all problems/errors occurring and actions taken to fix; and, performs root cause analysis of failures. Assists users with Internet/Intranet access. Provides technical assistance to operators, programmers, system analysts, users, and managers in order to evaluate alternatives and resolve problems; Assists users and clients in formulating requirements; and helps project managers with system and data analysis.

Labor Category: Master Systems Analyst/Administrator (Level 3)

Minimum Experience: Twelve or more years in applying systems analysis and administrative techniques to complex computer and telecommunications systems in functional areas such as financial, personnel or document management; logistics or program planning; or engineering, scientific or research management.

Minimum Education: An advanced degree in computer science, information systems, business management, engineering or related field is required.

Functional Requirements: Provides master level systems analysis and administrative techniques and management to the development and/or modification of systems and sub-systems. Guides users in formulating requirements; advises on alternatives and on the implications of new or revised data processing systems; analyzes resulting user project proposals, identifies omissions and errors in requirements and conducts feasibility studies; recommends optimum approach and develops systems design for approved projects. Interprets information and arbitrates between system users when conflicts exist. Provides technical support required to ensure proper operation of complex systems. May direct and integrates the work of others in the accomplishment of customer goals and contract objectives.

Labor Category: Master Systems/Applications Programmer (Level 3)

Minimum Experience: Twelve or more years of programming experience with both systems level and application programs.

Minimum Education: An advanced degree in computer science, information systems, business management, engineering or related field is required.

Functional Requirements: Applies expertise in programming to complex programs, recommends the design or redesign of programs, investigates and analyzes feasibility and program requirements and develops programming specifications. Plans and manages the full range of programming activities to produce interrelated, but different, products and solves difficult programming problems. Develops, modifies and maintains complex programs; designs and implements the interrelationships of files and records within programs; develops block diagrams and logic flow charts; and, translates detailed design into computer program-coded instructions. Tests, documents and writes operating instructions for all work. Confers with other project personnel to coordinate efforts and resolve problems. Works independently at the Technical Program Manager's direction. May supervise other programmers in the accomplishment of assigned work.

Labor Category: Master Systems/Security/Network Engineer/DBA (Level 3)

Minimum Experience: Twelve or more years' experience in the management, analysis, data base analysis, planning, design, production, test, installation and life cycle maintenance of computer hardware and software to support IT, telecommunications or other programs.

Minimum Education: An advanced degree in computer science, engineering, business management or a related field is required.

Functional Requirements: Provides master level systems engineering or DBA techniques to solve complex problems in the functional areas listed under Experience above. Provides leadership and systems engineering expertise to design, plan and execute IT, security, data base or communications solutions to identified problems and assigned tasks. Supervises the research, development, design, installation and testing of integrated systems to ensure conformity to functional specifications and client requirements. Directs and coordinates program activities designed to provide technology that ensures effective and economical support of products, systems or equipment. Directs and coordinates the operation, maintenance, repair and testing of equipment and systems in field installations. Oversees special research or technical studies critical to support functions, utilizing computer techniques for analysis or simulation. Manages and oversees planning, direction and coordination of work activity for technical staff involved in structured analysis, design, programming and testing of various integrated

systems. Provides business re-engineering services, security engineering, data base management, independent validation and verification, cost/performance trade-off studies and facility engineering and planning to clients as requested. May supervise others in the accomplishment of contractual requirements.

Labor Category: Senior Administrator

Minimum Experience: Eight years' experience, of which at least four years must be specialized. Specialized experience includes: editing documents, office management, technical writing or secretarial functions.

Minimum Education: An Associate's degree in English, literature, teaching, business or liberal arts is required.

Functional Requirements: Responsibilities may include one or more of the following: collects and organizes information required for preparation of user's manuals, training materials, installation guides, proposals, and reports; edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Gathers, analyzes, and composes technical information; conducts research and ensures the use of proper technical terminology; translates technical information into clear, readable documents to be used by technical and non-technical personnel. Performs data entry via on-line data terminal, key-to-tape, key-to-disk, or similar devices; verifies data entered, where applicable; composes correspondence requiring some understanding of technical matters; may sign for executive when technical or policy content has been authorized. Notes commitments made by executive during meetings and arranges for staff implementation. On own initiative, arranges for staff member to represent organization to conferences and meetings, establishes appointment priorities, or reschedules or refuses appointments or invitations. Reads outgoing correspondence for executive's approval and alerts writers to any conflict with the file or departure from policies or executive's viewpoints; gives advice to resolve the problems. Summarizes the content of incoming materials, specially gathered information, or meetings to assist executive; coordinates the new information with background office sources; draws attention to important parts or conflicts. In the executive's absence, ensures that requests for action or information are relayed to the appropriate staff member; as needed, interprets request and helps implement action; makes sure that information is furnished in timely manner; decides whether executive should be notified of important or emergency matters.

Labor Category: Senior Data Base Administrator (DBA) (Level 2)

Minimum Experience: Eight or more years of total IT experience with four or more years as a DBA in a production support or development role.

Minimum Education: A Bachelor's degree in computer science, engineering, business management or a related field is required.

Functional Requirements: Provides mid-level DBA techniques to solve complex problems in the functional areas listed under Experience above. Provides DBA expertise to design, plan and execute IT or communications solutions to identified problems and assigned tasks. Accomplishes program activities designed to provide technology that ensures effective and economical support of databases. Assists in technical studies critical to support functions, utilizing system and database techniques for analysis or simulation. Assists in the planning, direction and coordination of work activity for technical staff

involved in structured analysis, design, programming and testing of various integrated systems. Assists in providing business re-engineering services, security engineering, independent validation and verification, cost/performance trade-off studies and facility engineering and planning to clients as requested.

Labor Category: Senior Data Center Administrator

Minimum Experience: Six or more years in operating main, mini, or large-scale computer systems and/or distributed operating systems.

Minimum Education: A BA degree in Computer Science, Information Systems, Business Management, Engineering or related field required. An AA degree or equivalent formal trade school training in computer system operations and relevant experience may be substituted.

Functional Requirements: Operates the control console of mainframe computers, large minicomputer arrays, client/server systems, and/or service center consoles/functions; monitors performance and security, and corrects equipment/system malfunctions; reviews error messages and makes corrections during operation; assists users in resolving problems; maintains records of all problems/errors occurring and actions taken to fix; and, performs root cause analysis of failures. Assists users with Internet/Intranet access. Provides technical assistance to operators, programmers, system analysts, users, and managers in order to evaluate alternatives and resolve problems; Assists users and clients in formulating requirements; and helps project managers with system and data analysis. Provides direct supervision and training of team members. Provides technical assistance to operators, programmers, system analysts, and users in order to resolve problems. Functions as a team or shift or project lead when required.

Labor Category: Senior Systems/Applications Programmer (Level 2)

Minimum Experience: Eight or more years of programming experience with both systems level and application programs.

Minimum Education: A Bachelor's degree in computer science, information systems, business management, engineering or related field is required.

Functional Requirements: Applies expertise in programming to complex programs, assists in the design or redesign of programs, investigates and analyzes feasibility and program requirements and develops programming specifications. Assists in planning the full range of programming activities to produce interrelated, but different, products and solves programming problems. Develops, modifies and maintains programs; designs and implements the interrelationships of files and records within programs; develops block diagrams and logic flow charts; and, translates detailed design into computer program-coded instructions. Tests, documents and writes operating instructions for all work. Works with other project personnel to coordinate efforts and resolve problems. Works under the direction of a Master Programmer or the Technical Program Manager. May supervise other programmers in the accomplishment of assigned work.

Labor Category: Senior Systems/Security/Network Engineer (Level 2)

Minimum Experience: Eight or more years' experience in the management, analysis, planning, design, production, test, installation and life cycle maintenance of computer hardware and software to support IT, telecommunications or other programs.

Minimum Education: A Bachelor's degree in computer science, engineering, business management or a related field is required.

Functional Requirements: Provides senior level systems engineering techniques and management to solve complex problems in the functional areas listed under Experience above. Provides systems engineering expertise to design, plan and execute IT or security or communications solutions to identified problems and assigned tasks. Directs and coordinates program activities designed to provide technology that ensures effective and economical support of products, systems or equipment. Utilizes computer-assisted engineering and design software and equipment to perform engineering tasks. Directs and coordinates the operation, maintenance, repair and testing of equipment and systems in field installations. Accomplishes technical studies critical to support functions, utilizing computer techniques for analysis or simulation. Provides business re-engineering services, security engineering, independent validation and verification, cost/performance trade-off studies and facility engineering and planning to clients as requested. May supervise junior engineers in the accomplishment of contractual objectives.

Labor Category: Systems/Applications Programmer (Level 1)

Minimum Experience: Four or more years of programming experience with either systems level or application programs.

Minimum Education: An Associate's degree in computer science, information systems, business management, engineering or related field is required.

Functional Requirements: Applies expertise in programming to assisting in the design or redesign of programs. Assists in the development, modification and maintenance of programs; assists in designing and implementing the interrelationships of files and records within programs; develops block diagrams and logic flow charts; and, assists in translating detailed design into computer program-coded instructions. Documents and writes operating instructions for all work. Works with other project personnel to coordinate efforts and resolve problems. Works under the direction of a senior or master programmer.

Labor Category: Systems/Security/Network Engineer/DBA (Level 1)

Minimum Experience: Four or more years' experience in the management, analysis, data base analysis, planning, design, production, test, installation and life cycle maintenance of computer hardware and software to support IT, telecommunications or other programs.

Minimum Education: Bachelor's degree in computer science, engineering, business management or a related field is required.

Functional Requirements: Provides systems engineering or DBA techniques to solve complex problems in the functional areas listed under Experience above. Provides systems engineering expertise

to design, plan and execute IT, security, data base or communications solutions to identified problems and assigned tasks. Accomplishes program activities designed to provide technology that ensures effective and economical support of products, systems or equipment. Assists in technical studies critical to support functions, utilizing computer techniques for analysis or simulation. Assists in providing business re-engineering services, security engineering, and data base management, independent validation and verification, cost/performance trade-off studies and facility engineering and planning to clients as requested.

GSA Awarded Rates:

SINs C874-1 & C874-7—Mission Oriented Business Integrated Services (MOBIS)

Customer Site Hourly Rates

	12/19/2012- 12/18/2013	12/19/2013- 12/18/2014	12/19/2014- 12/18/2015	12/19/2015- 12/18/2016	12/19/2016- 12/18/2017
Mobis Sin's - Government Site					
Administrative Assistant	\$ 39.29	\$ 40.27	\$ 41.28	\$ 42.31	\$ 43.37
Clerk III/Customer Support III/Technician III	\$ 33.50	\$ 34.34	\$ 35.20	\$ 36.08	\$ 36.98
Clerk II/Customer Support II/Technician II	\$ 26.98	\$ 27.65	\$ 28.34	\$ 29.05	\$ 29.78
Clerk I/Customer Support I/Technician I	\$ 23.89	\$ 24.49	\$ 25.10	\$ 25.73	\$ 26.37
Jr. Systems Analyst/Jr. Business Analyst	\$ 60.90	\$ 62.42	\$ 63.98	\$ 65.58	\$ 67.22
Program Manager/Consultant	\$ 91.95	\$ 94.25	\$ 96.61	\$ 99.03	\$ 101.51
Project Administration Specialist	\$ 44.96	\$ 46.08	\$ 47.23	\$ 48.41	\$ 49.62
Project Manager/Team Leader	\$ 63.00	\$ 64.58	\$ 66.19	\$ 67.84	\$ 69.54
Quality Assurance Manager/Quality Assurance Consultant	\$ 97.31	\$ 99.74	\$ 102.23	\$ 104.79	\$ 107.41
Sr. Information Scientist/Manager	\$ 99.57	\$ 102.06	\$ 104.61	\$ 107.23	\$ 109.91
Sr. Program Manager/Sr. Consultant	\$ 135.01	\$ 138.39	\$ 141.85	\$ 145.40	\$ 149.04
Sr. Systems Analyst/Sr. Business Analyst	\$ 75.59	\$ 77.48	\$ 79.42	\$ 81.41	\$ 83.45
Sr. Writer/Editor	\$ 80.10	\$ 82.10	\$ 84.15	\$ 86.25	\$ 88.41
Systems Analyst/Business Analyst	\$ 69.60	\$ 71.34	\$ 73.12	\$ 74.95	\$ 76.82
Writer/Editor	\$ 53.55	\$ 54.89	\$ 56.26	\$ 57.67	\$ 59.11

Ila Site Hourly Rates

	12/19/2012- 12/18/2013	12/19/2013- 12/18/2014	12/19/2014- 12/18/2015	12/19/2015- 12/18/2016	12/19/2016- 12/18/2017
Mobis Sin's - Ila Site					
Administrative Assistant	\$ 45.10	\$ 46.23	\$ 47.39	\$ 48.57	\$ 49.78
Clerk III/Customer Support III/Technician III	\$ 35.74	\$ 36.63	\$ 37.55	\$ 38.49	\$ 39.45
Clerk II/Customer Support II/Technician II	\$ 30.97	\$ 31.74	\$ 32.53	\$ 33.34	\$ 34.17
Clerk I/Customer Support I/Technician I	\$ 27.43	\$ 28.12	\$ 28.82	\$ 29.54	\$ 30.28
Jr. Systems Analyst/Jr. Business Analyst	\$ 69.86	\$ 71.61	\$ 73.40	\$ 75.24	\$ 77.12
Program Manager/Consultant	\$ 105.52	\$ 108.16	\$ 110.86	\$ 113.63	\$ 116.47
Project Administration Specialist	\$ 52.07	\$ 53.37	\$ 54.70	\$ 56.07	\$ 57.47
Project Manager/Team Leader	\$ 72.26	\$ 74.07	\$ 75.92	\$ 77.82	\$ 79.77
Quality Assurance Manager/Quality Assurance Consultant	\$ 111.67	\$ 114.46	\$ 117.32	\$ 120.25	\$ 123.26
Sr. Information Scientist/Manager	\$ 114.26	\$ 117.12	\$ 120.05	\$ 123.05	\$ 126.13
Sr. Program Manager/Sr. Consultant	\$ 161.79	\$ 165.83	\$ 169.98	\$ 174.23	\$ 178.59
Sr. Systems Analyst/Sr. Business Analyst	\$ 86.75	\$ 88.92	\$ 91.14	\$ 93.42	\$ 95.76
Sr. Writer/Editor	\$ 91.94	\$ 94.24	\$ 96.60	\$ 99.02	\$ 101.50
Systems Analyst/Business Analyst	\$ 79.87	\$ 81.87	\$ 83.92	\$ 86.02	\$ 88.17
Writer/Editor	\$ 61.45	\$ 62.99	\$ 64.56	\$ 66.17	\$ 67.82

Labor Categories Descriptions for SINs C874-1 & C874-7

Labor Category: *Administrative Assistant*

General/Specialized Experience: Minimum of two years of experience in office environment providing project support.

Functional Responsibility: Responsible for providing secretarial/clerical support services to technical project staff, such as word processing, photocopying, scheduling, administrative reporting, supply ordering, management, and messaging.

Minimum Education: Associate's degree in computer or information science, business management, or related discipline. Experience may be substituted for education.

Labor Category: *Clerk III/Customer Support III/Technician III*

General/Specialized Experience: Minimum of four years of experience.

Functional Responsibility: Supports the planning and implementation of information, business, and management projects, programs, or services. Uses discretion in organizing, analyzing, and reporting research results on a variety of subjects.

Minimum Education: Associate's degree in business, computer systems, or related field. Experience may be substituted for degree requirement.

Labor Category: *Clerk II/Customer Support II/Technician II*

General/Specialized Experience: Minimum of one year of experience in use of word processing applications such as Microsoft Office, HTML, and Adobe PDF software applications as required. Knowledge of English grammar, usage, and style and other standards as required.

Functional Responsibility: Supports the planning and implementation of information, business, and management projects, programs, or services. Has limited decision-making responsibility.

Minimum Education: Associate's degree in business, computer systems, or related field. Experience may be substituted for degree requirement.

Labor Category: *Clerk I/Customer Support I/Technician I*

General/Specialized Experience: Minimum of one year of experience in use of word processing applications such as Microsoft Office, HTML, and Adobe PDF software applications as required. Knowledge of English grammar, usage, and style, and other standards as required.

Functional Responsibility: At instruction of supervisor, provides support to projects, tasks, or programs.

Minimum Education: High school diploma.

Labor Category: Jr. Systems Analyst/Jr. Business Analyst

General/Specialized Experience: Minimum of one year of general computing experience.

Functional Responsibility: Analyzes information systems and management requirements. Analytically and systematically evaluates workflows, organization, and planning, and assists senior systems analyst / senior business analyst, and systems analyst/business analyst to develop appropriate corrective action. Develops, in conjunction with functional users, system alternative solutions.

Minimum Education: Associate's degree in computer or information science, business management, or related discipline. Experience may be substituted for education.

Labor Category: Program Manager/Consultant

General/Specialized Experience: Minimum of five years of specialized management or consulting experience.

Functional Responsibility: Provides services to management personnel to review and evaluate current program operations, assists in developing leadership systems to improve processes, develops and carries out strategic planning activities, and assists in developing goals, processes, and procedures.

Minimum Education: Bachelor's degree in business, information science, computer science, or other scientific, technical, or functional discipline. Master's degree or above is preferred.

Labor Category: Project Administration Specialist

General/Specialized Experience: Minimum of four years of experience in general administration, two years of which are specialized in administration and preparation of technical reports, documents, and coordination of support activities.

Functional Responsibility: Coordinates activities to facilitate completion of projects. Provides direct support to program manager by maintaining files, arranging schedules, coordinating seminars or meetings, preparing correspondence, and performing other coordination activities in support of a project or deliverable.

Minimum Education: High school diploma.

Labor Category: Project Manager/Team Leader

General/Specialized Experience: Minimum of six years of general experience, three years of which must be in the preparation and analysis of financial statements and development of business applications for complex systems. Develops work breakdown structures, prepares charts, tables, graphs, and diagrams to assist in analyzing problems. Responsible for tracking, analyzing, reporting, and providing data on project operations, finances, contracts, and administrative issues, milestones, and deliverables.

Functional Responsibility: Serves as the customer's authorized interface with the contracting officer (CO), the contract level contracting officer's representative (COR), government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards,

assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. Also responsible for the overall contract performance.

Minimum Education: Bachelor's degree in business management, computer or information science, or related discipline. Experience may be substituted for education.

Labor Category: Quality Assurance (QA) Manager/OA Consultant

General/Specialized Experience: Minimum of five years of specialized QA experience in configuration management, verification and validation, software testing and integration, or software metrics and their application to software QA.

Functional Responsibility: Establishes and maintains a process for evaluating business practices and software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the business or software life cycle. Conducts formal and informal reviews at predetermined points throughout the development life cycle.

Minimum Education: A master's degree in computer or information science, information systems, business management, or other related discipline. Experience may be substituted for education.

Labor Category: Senior Information Scientist/Manager

General/Specialized Experience: Minimum of 12 years of general experience, 9 of which must be specialized experience within program development and management.

Functional Responsibility: Applies a set of disciplines for the planning, analysis, design, and construction of information programs and systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodologies for problem solutions. Performs enterprise-wide strategic planning, information planning, and business analysis. Performs process and data modeling in support of planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop migration strategy and planning documents.

Minimum Education: A master's degree in computer or information science, information systems, business management, or other related discipline. Experience may be substituted for education.

Labor Category: Senior Program Manager / Senior Consultant

General/Specialized Experience: Minimum of five years of specialized experience.

Functional Responsibility: Responsible for translating customer business requirements into technical specifications, applying technology to optimize customer business processes, and providing analytical and program specific support. Responsible for leading organizations or program studies and evaluations and developing operations and procedural manuals to assist management in operating more efficiently and effectively. May possess unique subject experience related to specific project requirements.

Minimum Education: Bachelor's degree in business, information science, computer science, or other scientific, technical, or functional discipline. Master's degree or above is preferred.

Labor Category: Senior Systems Analyst / Senior Business Analyst

General/Specialized Experience: Minimum of five years of general computing experience.

Functional Responsibility: Analyzes and studies complex information system or business process requirements. Designs solutions and manages their implementation. Manages development and support using formal specifications, data flow diagrams, and other accepted design techniques. Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the project and/or program manager to ensure problem solution and user satisfaction. Makes recommendations for approval of major systems installations. Prepares milestone status reports and provides presentations on the system concept to colleagues, subordinates, and end user representatives.

Minimum Education: A master's degree in computer or information science, information systems, business management, or other related discipline. Experience may be substituted for education.

Labor Category: Senior Writer/Editor

General/Specialized Experience: Minimum of three years of experience in editing technical documents and preparing technical documentation, including researching of applicable government and industry documentation standards.

Functional Responsibility: Assists in collecting and organizing information required for preparation of user manuals, training manuals, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents.

Minimum Education: Bachelor's degree in English or other related discipline. Experience may be substituted for education.

Labor Category: Systems Analyst/Business Analyst

General/Specialized Experience: Minimum of six years of general computing experience, four years of which must be specialized in analysis and design of business applications and complex systems, including three years of experience in database management concepts. Knowledge of current storage and retrieval methods, with one year of information systems analysis experience designing technical applications and demonstrated ability to formulate specifications for use in solving systems problems.

Functional Responsibility: Analyzes and develops information systems and management processes, possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, workloads, and proposed system modifications. Defines problems and develops requirements and program specifications from which detailed flow charts, programs, and tests can be developed. Coordinates closely with information professionals and programmers to ensure

proper implementation of program design and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Minimum Education: Bachelor's degree in computer or information science, information systems, business management, or other related discipline. Experience may be substituted for education.

Labor Category: *Writer/Editor*

General/Specialized Experience: Minimum of two years of experience in editing technical documents and preparing technical documentation, including researching of applicable government and industry documentation standards.

Functional Responsibility: With direction and supervision, assists in collecting and organizing information required for preparation of user manuals, training manuals, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents.

Minimum Education: Bachelor's degree in English or other related discipline.

