



# General Services Administration Multiple Award Schedule for Professional Services Authorized Federal Supply Schedule Price List

Contract Number: **GS-00F-076CA**

Contract Period: **March 23, 2020 – March 22, 2025**

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



## GAP Solutions, Inc.

205 Van Buren Street  
Suite 205  
Herndon, VA 20170  
Phone: 703-707-2090 Fax 703-707-0400  
[www.gapsi.com](http://www.gapsi.com)

Contact  
Edsson F Contreras  
Contracts Manager  
703-707-2090  
[econtreras@gapsi.com](mailto:econtreras@gapsi.com)



Pricelist Current through Mod PO-0014  
Effective 03/23/2020

Business Size: Other than Small

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

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## Company Overview

Established in 1999, GAP Solutions has experienced years of continuous growth and success by focusing on delivering quality mission support services to our federal clients. GAP Solutions corporate headquarters is located in Herndon, VA, with close to 500 employees providing critical professional services throughout the United States.

GAP Solutions serves as a trusted partner to our customers. The strength of our reputation is founded on our ability to define, tailor, and deliver the resources our customers need. GAP Solutions is dedicated to our service commitments and has earned a reputation for service excellence. GAP Solutions holds an ISO 9001:2015 Certificate of Registration for our Quality Management System (QMS). Our ISO 9001:2015 QMS ensures consistent quality and value add to our government customers. Our ISO program establishes the quality assurance policies and documented procedures required for effective, standardized operations. The program requires adherence to ISO International Standards and promotes services that are reliable, high quality, and that will achieve customer satisfaction.

## Corporate Services

GAP Solutions, a mission solutions provider, works as a trusted partner with the federal government to develop and implement solutions to their complex challenges. Our diverse service offerings are highlighted below.

### **SECURITY AND INFORMATION MANAGEMENT**

GAP Solutions supports national security, law enforcement, and the warfighter through our contribution to the business processes of agencies focused on security oversight and education.

### **INFORMATION TECHNOLOGY SERVICES**

GAP Solutions delivers high caliber information technology solutions to our customers. Experience includes help desk operations, Section 508 compliance, social media management, data analysis, audio-visual, video, and teleconferencing services, and website development and maintenance.

### **SCIENTIFIC RESEARCH, ANALYSIS, AND POLICY DEVELOPMENT**

GAP Solutions serves as a strategic partner conducting research, carrying out evaluations, measuring performance, and making policy recommendations for our civilian and defense customers.

### **EMERGENCY MANAGEMENT**

GAP Solutions delivers expertise and mission solutions to multiple federal agencies focused on preparing for, responding to, and recovering from disasters.

### **Other GAP Solutions Multiple Award GSA Schedules:**

#### **General Purpose Commercial Information Technology (IT) Equipment Services**

GS-35F-0514M

SIN: 54151S

#### **Human Resources & Equal Employment Opportunity Services**

GS-02F-0083V

SINS: 541612HC

56131

561611

### PROCESS MANAGEMENT

GAP Solutions delivers mission critical outsourcing, process management, and supply chain management to our Defense and Federal Civilian customers.

### HUMAN RESOURCES SERVICES

GAP Solutions helps Federal clients accomplish mission critical work, providing varying levels of Human Resources support. Our staff play an integral role in supporting personnel management and actions from the creation of job announcements, recruitment, and on-boarding of government staff. Additionally, GAP Solutions subject matter experts assist with division specific readiness through counseling and advising of management on the most efficient use of organizational HR and staffing resources.

## Multiple Award Schedule Offerings

The Multiple Award Schedule (MAS) offers a full range of professional service offerings that can improve a federal agency's performance and their endeavor in meeting mission goals.

GAP Solutions offers professional services provides a full solution to federal agencies with a wide range of service offerings, including administrative, management and program analysis, logistics, human resources, Information technology, and subject matter expertise.

Multiple Award Schedule SIN Offerings:

| SIN       | SIN Description  |
|-----------|--|
| 541611    | Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services |
| 541614SVC | Supply and Value Chain Management  |
| 561210FS  | Facilities Support Services  |
| 54151S    | Information Technology Professional Services   |
| 541612HC  | Agency Human Capital Strategy, Policy and Operations   |
| OLM       | Order-Level Materials (OLM)  |

For additional information regarding the individual SIN offerings and procurement utilization please visit the [GSA eLibrary](#) website.

## Customer Information

### 1a. Awarded Special Item Numbers

| SIN       | SIN Description  |
|-----------|--|
| 541611    | Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services |
| 541614SVC | Supply and Value Chain Management  |
| 561210FS  | Facilities Support Services  |
| 54151S    | Information Technology Professional Services   |
| 541612HC  | Agency Human Capital Strategy, Policy and Operations   |
| OLM       | Order-Level Materials (OLM)  |

**1b. Pricing List:** The following labor rates are applicable to SINs 541611, 541614SVC, 561210FS, 54151S, & 541612HC

| Item | SIN                  | Awarded Labor Category | Year 6<br>03/22/2020<br>03/21/2021 | Year 7<br>03/22/2021<br>03/21/2022 | Year 8<br>03/22/2022<br>03/21/2023 | Year 9<br>03/22/2023<br>03/21/2024 | Year 10<br>03/22/2024<br>03/21/2025 |
|------|----------------------|------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|-------------------------------------|
| 1    | 541614SVC & 561210FS | Assistant I            | \$23.38                            | \$23.84                            | \$24.31                            | \$24.79                            | \$25.28                             |
| 2    | 541614SVC & 561210FS | Assistant II           | \$28.11                            | \$28.66                            | \$29.23                            | \$29.81                            | \$30.40                             |
| 3    | 541614SVC & 561210FS | Assistant III          | \$32.63                            | \$33.28                            | \$33.94                            | \$34.61                            | \$35.30                             |
| 4    | 541614SVC & 561210FS | Specialist I           | \$46.11                            | \$47.03                            | \$47.96                            | \$48.91                            | \$49.88                             |
| 5    | 541614SVC & 561210FS | Specialist II          | \$69.25                            | \$70.62                            | \$72.01                            | \$73.44                            | \$74.89                             |
| 6    | 541614SVC & 561210FS | Specialist III         | \$73.92                            | \$75.39                            | \$76.88                            | \$78.40                            | \$79.95                             |
| 7    | 541614SVC & 561210FS | Analyst I              | \$46.69                            | \$47.61                            | \$48.55                            | \$49.52                            | \$50.50                             |
| 8    | 541614SVC & 561210FS | Analyst II             | \$58.30                            | \$59.45                            | \$60.63                            | \$61.83                            | \$63.06                             |
| 9    | 541614SVC & 561210FS | Analyst III            | \$85.75                            | \$87.45                            | \$89.18                            | \$90.94                            | \$92.74                             |
| 10   | 541614SVC & 561210FS | Program Manager        | \$81.41                            | \$83.02                            | \$84.67                            | \$86.34                            | \$88.05                             |
| 11   | 541611               | Support Specialist I   | \$47.01                            | \$47.94                            | \$48.88                            | \$49.85                            | \$50.84                             |
| 12   | 541611               | Support Specialist II  | \$50.88                            | \$51.88                            | \$52.91                            | \$53.96                            | \$55.03                             |
| 13   | 541611               | Support Specialist III | \$58.84                            | \$60.01                            | \$61.19                            | \$62.41                            | \$63.64                             |
| 14   | 541611               | Program Analyst I      | \$64.19                            | \$65.46                            | \$66.75                            | \$68.08                            | \$69.42                             |
| 15   | 541611               | Program Analyst II     | \$70.14                            | \$71.53                            | \$72.94                            | \$74.39                            | \$75.86                             |
| 16   | 541611               | Program Analyst III    | \$84.02                            | \$85.68                            | \$87.38                            | \$89.11                            | \$90.87                             |
| 17   | 541611               | Program Analyst IV     | \$94.85                            | \$96.73                            | \$98.64                            | \$100.59                           | \$102.59                            |
| 18   | 541611               | Consultant I           | \$113.19                           | \$115.43                           | \$117.71                           | \$120.04                           | \$122.42                            |

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|------|--------|---|------------------------------------|------------------------------------|------------------------------------|------------------------------------|-------------------------------------|
| 19   | 541611 | Consultant II   | \$132.76                           | \$135.39                           | \$138.07                           | \$140.81                           | \$143.60                            |
| 20   | 541611 | Consultant III  | \$183.32                           | \$186.95                           | \$190.65                           | \$194.43                           | \$198.28                            |
| 21   | 541611 | Consultant IV   | \$202.48                           | \$206.49                           | \$210.57                           | \$214.74                           | \$218.99                            |
| 22   | 541611 | Subject Matter Expert I/ Technical Consultant         | \$227.35                           | \$231.85                           | \$236.44                           | \$241.12                           | \$245.89                            |
| 23   | 541611 | Subject Matter Expert II/ Consultant                  | \$234.11                           | \$238.75                           | \$243.48                           | \$248.30                           | \$253.21                            |
| 24   | 541611 | Subject Matter Expert III/ Executive Consultant       | \$255.89                           | \$260.95                           | \$266.12                           | \$271.39                           | \$276.76                            |
| 25   | 541611 | Subject Matter Expert IV/ Senior Executive Consultant | \$302.23                           | \$308.22                           | \$314.32                           | \$320.55                           | \$326.89                            |
| 26   | 54151S | Project Manager                                       | \$98.42                            | \$98.42                            | \$98.42                            | \$98.42                            | \$98.42                             |
| 27   | 54151S | Subject Matter Expert                                 | \$176.49                           | \$176.49                           | \$176.49                           | \$176.49                           | \$176.49                            |
| 28   | 54151S | IT Specialist I                                       | \$78.14                            | \$78.14                            | \$78.14                            | \$78.14                            | \$78.14                             |
| 29   | 54151S | IT Specialist II                                      | \$93.00                            | \$93.00                            | \$93.00                            | \$93.00                            | \$93.00                             |
| 30   | 54151S | IT Specialist III                                     | \$117.98                           | \$117.98                           | \$117.98                           | \$117.98                           | \$117.98                            |
| 31   | 54151S | Programmer I  | \$57.38                            | \$57.38                            | \$57.38                            | \$57.38                            | \$57.38                             |
| 32   | 54151S | Programmer II   | \$66.25                            | \$66.25                            | \$66.25                            | \$66.25                            | \$66.25                             |
| 33   | 54151S | Programmer III  | \$82.62                            | \$82.62                            | \$82.62                            | \$82.62                            | \$82.62                             |
| 34   | 54151S | Engineer/Analyst I                                    | \$72.95                            | \$72.95                            | \$72.95                            | \$72.95                            | \$72.95                             |
| 35   | 54151S | Engineer/Analyst II                                   | \$84.72                            | \$84.72                            | \$84.72                            | \$84.72                            | \$84.72                             |
| 36   | 54151S | Engineer/Analyst III                                  | \$102.71                           | \$102.71                           | \$102.71                           | \$102.71                           | \$102.71                            |
| 37   | 54151S | System Support Specialist I                           | \$58.12                            | \$58.12                            | \$58.12                            | \$58.12                            | \$58.12                             |
| 38   | 54151S | System Support Specialist II                          | \$67.11                            | \$67.11                            | \$67.11                            | \$67.11                            | \$67.11                             |
| 39   | 54151S | Help Desk Specialist I                                | \$42.50                            | \$42.50                            | \$42.50                            | \$42.50                            | \$42.50                             |
| 40   | 54151S | Help Desk Specialist II                               | \$49.63                            | \$49.63                            | \$49.63                            | \$49.63                            | \$49.63                             |
| 41   | 54151S | PC Support Specialist I                               | \$28.61                            | \$28.61                            | \$28.61                            | \$28.61                            | \$28.61                             |
| 42   | 54151S | Graphic Designer I                                    | \$39.36                            | \$39.36                            | \$39.36                            | \$39.36                            | \$39.36                             |
| 43   | 54151S | Graphics Support Specialist I                         | \$29.83                            | \$29.83                            | \$29.83                            | \$29.83                            | \$29.83                             |
| 44   | 54151S | Quality Assurance/Tester I                            | \$36.49                            | \$36.49                            | \$36.49                            | \$36.49                            | \$36.49                             |
| 45   | 54151S | Network Analyst I                                     | \$47.32                            | \$47.32                            | \$47.32                            | \$47.32                            | \$47.32                             |
| 46   | 54151S | Technical Writer II                                   | \$49.85                            | \$49.85                            | \$49.85                            | \$49.85                            | \$49.85                             |
| 47   | 54151S | Technical Writer III                                  | \$62.75                            | \$62.75                            | \$62.75                            | \$62.75                            | \$62.75                             |

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| Item | SIN      | Awarded Labor Category             | Year 6<br>03/22/2020<br>03/21/2021 | Year 7<br>03/22/2021<br>03/21/2022 | Year 8<br>03/22/2022<br>03/21/2023 | Year 9<br>03/22/2023<br>03/21/2024 | Year 10<br>03/22/2024<br>03/21/2025 |
|------|----------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|-------------------------------------|
| 48   | 541612HC | Human Resource Assistant II        | \$34.17                            | \$34.17                            | \$34.17                            | \$34.17                            | \$34.17                             |
| 49   | 541612HC | Human Resource Consultant I        | \$49.31                            | \$49.31                            | \$49.31                            | \$49.31                            | \$49.31                             |
| 50   | 541612HC | Human Resource Consultant II       | \$59.69                            | \$59.69                            | \$59.69                            | \$59.69                            | \$59.69                             |
| 51   | 541612HC | Human Resource Consultant III      | \$76.20                            | \$76.20                            | \$76.20                            | \$76.20                            | \$76.20                             |
| 52   | 541612HC | Human Resource Consultant IV       | \$88.16                            | \$88.16                            | \$88.16                            | \$88.16                            | \$88.16                             |
| 53   | 541612HC | Subject Matter Expert I            | \$104.69                           | \$104.69                           | \$104.69                           | \$104.69                           | \$104.69                            |
| 54   | 541612HC | Subject Matter Expert II           | \$139.74                           | \$139.74                           | \$139.74                           | \$139.74                           | \$139.74                            |
| 55   | 541612HC | Subject Matter Expert III          | \$166.05                           | \$166.05                           | \$166.05                           | \$166.05                           | \$166.05                            |
| 56   | 541612HC | Human Resource Specialist I        | \$47.18                            | \$47.18                            | \$47.18                            | \$47.18                            | \$47.18                             |
| 57   | 541612HC | Human Resource Specialist II       | \$54.58                            | \$54.58                            | \$54.58                            | \$54.58                            | \$54.58                             |
| 58   | 541612HC | Human Resource Specialist III      | \$65.77                            | \$65.77                            | \$65.77                            | \$65.77                            | \$65.77                             |
| 59   | 541612HC | Project Manager                    | \$94.74                            | \$94.74                            | \$94.74                            | \$94.74                            | \$94.74                             |
| 60   | 541612HC | SR Training Specialist             | \$147.82                           | \$147.82                           | \$147.82                           | \$147.82                           | \$147.82                            |
| 61   | 541612HC | Training Coordinator I             | \$31.52                            | \$31.52                            | \$31.52                            | \$31.52                            | \$31.52                             |
| 62   | 541612HC | Training Coordinator II            | \$35.67                            | \$35.67                            | \$35.67                            | \$35.67                            | \$35.67                             |
| 63   | 541612HC | Training Coordinator III           | \$39.46                            | \$39.46                            | \$39.46                            | \$39.46                            | \$39.46                             |
| 64   | 541612HC | Training Specialist I              | \$58.16                            | \$58.16                            | \$58.16                            | \$58.16                            | \$58.16                             |
| 65   | 541612HC | Training Specialist II             | \$56.43                            | \$56.43                            | \$56.43                            | \$56.43                            | \$56.43                             |
| 66   | 541612HC | Recruitment & Placement Specialist | \$57.85                            | \$57.85                            | \$57.85                            | \$57.85                            | \$57.85                             |

**1c Service Contract Labor Standards Matrix**

The Service Contract Labor Standards (SCLS), formerly, the Service Contract Act (SCA) is applicable to this contract and it includes SCLS applicable labor categories. Labor categories mark with a (\*\*) on this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA Matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide) per the current Multiple Award Schedule solicitation. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCLS/SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

| SCLS/SCA Eligible Labor Category | SCLS/SCA Equivalent Code Title    | Wage Determination No |
|----------------------------------|-----------------------------------|-----------------------|
| Assistant I                      | 21150 – Stock Clerk               | 2015-4281             |
| Assistant II                     | 21110 – Shipping Packer           | 2015-4281             |
| Assistant III                    | 21050 – Material Handling Laborer | 2015-4281             |
| Support Specialist I             | 01311 - Secretary I               | 2015-4281             |
| Support Specialist II            | 01312 - Secretary II              | 2015-4281             |
| Support Specialist III           | 01313 - Secretary III             | 2015-4281             |

**1d. Labor Category Descriptions**

| JOB TITLE    | FUNCTIONAL RESPONSIBILITY  | MINIMUM EDUCATION | MINIMUM EXPERIENCE   |
|--------------|--|-------------------|--|
| Assistant I  | Under general supervision, this position provides shipping and receiving, stocking, packing, order filling, general labor, and may involve one or more of the following: sorts, or weighs incoming articles to verify receipt of items on requisition or invoice, examines stock to verify conformance to specifications, stores articles, fills orders or issues supplies from stock, prepares inventory of stock, requisitions articles to fill incoming orders, selects appropriate type and size of container, identifies potential hazards, inserts enclosures in container; applies labels or entering identifying data on container; receives, unpacks, sorts, labels, verifies and repackages incoming orders received against internal purchase orders.   | None              | Entry Level Position   |
| Assistant II | Under minimal supervision and with a minimum of three years of experience, this position provides shipping and receiving, stocking, packing, order filling, general labor, and may involve one or more of the following: sorts, or weighs incoming articles to verify receipt of items on requisition or invoice, examines stock to verify conformance to specifications, stores articles, fills orders or issues supplies from stock, prepares inventory of stock, requisitions articles to fill incoming orders, selects appropriate type and size of container, identifies potential hazards, inserts enclosures in container; applies labels or entering identifying data on container; receives, unpacks, sorts, labels, verifies and repackages incoming orders received against internal purchase orders. | None              | Three (3) years of progressive experience in logistics, warehouse, supply chain, or other support environment. |

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| JOB TITLE      | FUNCTIONAL RESPONSIBILITY  | MINIMUM EDUCATION   | MINIMUM EXPERIENCE   |
|----------------|--|---------------------|--|
| Assistant III  | Working independently, this position applies judgment and initiative to handle non-routine situations. This position may lead projects and provide limited oversight of less experienced specialists. With at least 5 years of experience, the Assistant III provides shipping and receiving, stocking, packing, order filling, general labor, and may involve one or more of the following: sorts, or weighs incoming articles to verify receipt of items on requisition or invoice, examines stock to verify conformance to specifications, stores articles, fills orders or issues supplies from stock, prepares inventory of stock, requisitions articles to fill incoming orders, selects appropriate type and size of container, identifies potential hazards, inserts enclosures in container; applies labels or entering identifying data on container; receives, unpacks, sorts, labels, verifies and repackages incoming orders received against internal purchase orders. | None                | Five (5) years of progressive experience in logistics, warehouse, supply chain, or other support environment.  |
| Specialist I   | Under general supervision, this position performs aspects of technical supply management work (e.g., inventory management, storage management, cataloging, and property utilization) related to depot, local, or other logistical, warehouse, and supply chain management activities.  | High School diploma | One (1) year of progressive experience in logistics, warehouse, supply chain, or other support environment.    |
| Specialist II  | This position may lead projects and provide oversight of less experienced specialists. Under minimal supervision, this position performs aspects of technical supply management work (e.g., inventory management, storage management, cataloging, and property utilization) related to depot, local, or other logistical, warehouse, and supply chain management activities.   | High School diploma | Five (5) years of progressive experience in logistics, warehouse, supply chain, or other support environment.  |
| Specialist III | This position serves as a lead specialist and may include management responsibilities and oversight of subordinate specialists. Working independently, this position performs aspects of technical supply management work (e.g., inventory management, storage management, cataloging, and property utilization) related to depot, local, or other logistical, warehouse, and supply chain management activities.  | High School diploma | Seven (7) years of progressive experience in logistics, warehouse, supply chain, or other support environment. |
| Analyst I      | Under general supervision, this position provides analytical support services including the following areas: solutions systems, life cycle management, program analysis, requirements development, budget analysis, needs analysis, supply chain management services, warehouse and logistics services, and/or technical analysis. Under close supervision, develops logistics plans in order to enhance distribution of goods and supplies. Identifies, prioritizes, and assesses key logistics assets and infrastructures. Assists in the development of policies, guidelines, and procedures to ensure quality and cost control. Conducts distribution and network studies, monitors inventory and analyzes requirements in order to develop strategies to achieve desired delivery times. This position manages a team of warehouse support workers.   | Bachelor's Degree   | Entry Level Position   |

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| JOB TITLE            | FUNCTIONAL RESPONSIBILITY  | MINIMUM EDUCATION   | MINIMUM EXPERIENCE   |
|----------------------|--|---------------------|--|
| Analyst II           | <p>This position may lead projects and provide oversight of less experienced analysts. Under minimal supervision, this position provides analytical support services including the following areas: solutions systems, life cycle management, program analysis, requirements development, budget analysis, needs analysis, supply chain management services, warehouse and logistics services, and/or technical analysis.</p> <p>Under minimal supervision, develops logistics plans in order to enhance distribution of goods and supplies. Identifies, prioritizes, and assesses key logistics assets and infrastructures. Assists in the development of policies, guidelines, and procedures to ensure quality and cost control. Conducts distribution and network studies, monitors inventory and analyzes requirements in order to develop strategies to achieve desired delivery times. This position manages a team of warehouse support workers.</p>   | Bachelor's Degree   | One (1) year of experience in logistics, warehouse, supply chain, or other support environment.    |
| Analyst III          | <p>This position serves as a lead specialist and may include management responsibilities and oversight of subordinate analysts. Working independently, this position provides analytical support services including the following areas: solutions systems, life cycle management, program analysis, requirements development, budget analysis, needs analysis, supply chain management services, warehouse and logistics services, and/or technical analysis.</p> <p>Functional Responsibility: Under minimal supervision, develops logistics plans in order to enhance distribution of goods and supplies. Identifies, prioritizes, and assesses key logistics assets and infrastructures. Assists in the development of policies, guidelines, and procedures to ensure quality and cost control. Conducts distribution and network studies, monitors inventory and analyzes requirements in order to develop strategies to achieve desired delivery times. This position manages a team of warehouse support workers.</p> | Bachelor's Degree   | Three (3) years of experience in logistics, warehouse, supply chain, or other support environment. |
| Program Manager      | <p>Reports directly to the Program Director. Has extensive project management expertise. Responsible for the delivery specifications, performance, and quality assurance for significant size efforts. The Program Manager is responsible for all aspects of one or more projects to ensure successful program delivery. This position may have management responsibilities and oversight of all subordinate staff members.</p>  | Bachelor's Degree   | Three (3) years of experience in logistics, warehouse, supply chain, or other support environment. |
| Support Specialist I | <p>Assists team (s) in variety of support functions. Performs administrative duties to technical, program, and management level personnel. Word-processing/Data entry of reports such as HR files and financial reports. Edits correspondences, memos, and newsletters. Meeting coordination, to include, but not limited to maintaining calendars, setting up room reservations and ordering catering. Budget activity, to include, but not limited to receiving and processing invoices and maintaining spreadsheets. Coordinate travel, to include researching and booking flight, transportation and hotel arrangements; process travel vouchers upon completion of travel. Other</p>  | High School Diploma | 0-2 years' experience performing support related services.   |

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| JOB TITLE              | FUNCTIONAL RESPONSIBILITY  | MINIMUM EDUCATION   | MINIMUM EXPERIENCE  |
|------------------------|--|---------------------|---|
|                        | administrative duties including: answering phones, photocopying, and faxing. Other duties as assigned.   |                     |   |
| Support Specialist II  | Performs a variety of functions. Performs administrative support to technical, program and management-level personnel. Prepare correspondence with moderate supervision. Conduct research on special projects. Assist and create presentations. Generate reports utilizing proprietary and COTS programs. Able handle multiple projects at once. Provide assistance with budget development, management and updates. Coordinate travel, to include researching and booking flight, transportation and hotel arrangements; process travel vouchers upon completion of travel. Ability to work in MS Office including: Word, Excel, PowerPoint, and Outlook. Other duties as assigned.   | High School Diploma | 2+ years' experience performing support related services, or no experience with an Associate's Degree in a related field. Must be knowledgeable in MS Office.   |
| Support Specialist III | Performs a variety of functions. Performs administrative support functions to technical, program and management-level personnel. Conducts formative research and must be capable of analyzing datasets within the wide range of related field. Prepares correspondence, reports, and presentations with minimal supervision. Generates reports based on research or utilizing proprietary and COTS programs. Provides support with budget development, management and reporting. Coordinate travel, to include researching and booking flight, transportation and hotel arrangements; process travel vouchers upon completion of travel. Has knowledge of commonly used concepts, practices, and procedures within a particular field such as human resource, information technology, finance, accounting, contracting/procurement, or other program support fields. Able to multi-task and prioritize work assignments with minimal supervision. Proficiency in MS Office including: Word, Excel, PowerPoint, and Outlook. Other duties as assigned.  | High School Diploma | 4+ years' experience providing support related activities, or 2 years with an Associate's, or no experience with a Bachelor's Degree in a related field.  |
| Program Analyst I      | Works in support of the general management and business operation of a particular program, department, or office. Provides analysis and research to specific projects. Possesses basic knowledge in specialized technical fields including but not limited to finance, accounting, information technology, human resources, contracting/procurement, research and analysis, or other program support fields. Supports managers on a variety of tasks and projects to meet deadlines. Exercises discretion and independent judgment on the analysis, planning, and/or implementation of important program initiatives. Specializes in one or more of the following areas: tax; finance; accounting; budgeting; auditing; insurance; quality control; purchasing; procurement; advertising; marketing; research; safety and health; personnel management; human resources; employee benefits; labor relations; public relations; government relations; computer network, Internet and database administration; legal and regulatory compliance; administration, and other similar management and operational activities. | Bachelor's Degree   | 0 years' experience with a BA/BS degree. Relevant experience may be substituted for education: 4+ years' experience supporting program analysis activities with no degree<br><br>Relevant experience may be substituted for education: 4+ years' experience supporting program analysis activities, or no experience with a BA/BS degree. |
| Program Analyst II     | Works in support of the general management and business operation of a particular program, department, or office. Provides knowledge and experience relevant in  | Bachelor's Degree   | 2 years' experience with a BA/BS degree. No experience with a Master's Degree in a  |

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| JOB TITLE           | FUNCTIONAL RESPONSIBILITY   | MINIMUM EDUCATION | MINIMUM EXPERIENCE   |
|---------------------|---|-------------------|--|
|                     | <p>management consulting, facilitation, survey, analysis, and related activities. Applies intermediate knowledge of the subject matter to analyze and solve problems in areas including but not limited to finance, accounting, information technology, human resources, contracting/procurement, research and analysis, or other fields. Participates in teams with business requirement development and analysis, evaluation and implementation of systems or processes. Plans, designs, and conducts studies to include risk analyses, contingency planning and feasibility studies. Exercises discretion and independent judgment on the analysis, planning, and/or implementation of important program initiatives. Specializes in one or more of the following areas: tax; finance; accounting; budgeting; auditing; insurance; quality control; purchasing; procurement; advertising; marketing; research; safety and health; personnel management; human resources; employee benefits; labor relations; public relations; government relations; computer network, Internet and database administration; legal and regulatory compliance; administration, and other similar management and operational activities.</p>   |                   | <p>related field. Relevant experience may be substituted for education: 4+ years' experience providing program analysis activities with a related Associate's Degree. 6+ years' experience supporting program analysis activities with no degree.</p> <p>Relevant experience may be substituted for education: 4+ years' experience providing program analysis activities with a related Associate's Degree, or 2+ years' with an associated BA/BS degree, or no experience with a Master's Degree in a related field.</p> |
| Program Analyst III | <p>Works in support of the general management and business operation of a particular program, department, or office. Provides analysis, assessment, and technical or business area expertise. Utilizes advanced level or unique knowledge in areas including but not limited to finance, accounting, information technology, human resources, contracting/procurement, research and analysis, or other fields. Able to understand business practices and be able to analyze, evaluate and implement systems or processes. Lead teams that will develop business requirements, perform analysis, evaluation and implementation of systems, programs or processes. Plans, designs, and conducts studies to include risk analyses, contingency planning and feasibility studies. Exercises discretion and independent judgment on the analysis, planning, and/or implementation of important program initiatives. Specializes in one or more of the following areas: tax; finance; accounting; budgeting; auditing; insurance; quality control; purchasing; procurement; advertising; marketing; research; safety and health; personnel management; human resources; employee benefits; labor relations; public relations; government relations; computer network, Internet and database administration; legal and regulatory compliance; administration, and other similar management and operational activities.</p> | Bachelor's Degree | <p>4 years' experience with a BA/BS degree. 2 years' experience with a Master's Degree in a related field. Relevant experience may be substituted for education: 6+ years' experience providing program analysis activities with a related Associate's Degree. 8+ years' experience supporting program analysis activities with no degree.</p> <p>Relevant experience may be substituted for education: 4+ years' experience supporting program analysis activities, or no experience with a BA/BS degree.</p>             |
| Program Analyst IV  | <p>Provides analysis, assessment, and technical or business area expertise. May include proficient or unique knowledge in areas including, but not limited, to finance, accounting, information technology, human resources, contracting/procurement, research and analysis, or other fields. Possesses complex understanding of business practices and ability to analyze, evaluate and implement systems or processes. Lead teams and may supervise employees who develop business requirements, perform analysis, evaluation and implementation of systems, programs or processes. Plans, designs, and conducts</p>  | Bachelor's Degree | <p>6 years' experience with a BA/BS degree. 4 years' experience with a Master's Degree in a related field. Relevant experience may be substituted for education: 8+ years' experience providing program analysis activities with a related Associate's Degree. 10+ years' experience</p>   |

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| JOB TITLE      | FUNCTIONAL RESPONSIBILITY  | MINIMUM EDUCATION | MINIMUM EXPERIENCE   |
|----------------|--|-------------------|--|
|                | studies to include risk analyses, contingency planning and feasibility studies. Creates presentations and budgets and complex spreadsheets. Manages program budgets and schedules. Works directly with Program/Project Managers and Sr. Managers.  |                   | supporting program analysis activities with no degree.<br><br>Relevant experience may be substituted for education: 4+ years' experience with a related MA/MS Degree, or 4+ years' experience with a related BA/BS Degree, or 6+ years' relevant experience with an Associate's Degree, or 8+ years' relevant experience with no degree.   |
| Consultant I   | Demonstrated and documented knowledge in the specific field or discipline including but not limited to finance, accounting, information technology, human resources, contracting/procurement, research and analysis, or other program support fields. Knowledgeable and possesses direct experience with the evaluation of operational requirements relative to specific field of expertise required within the program guidance and review process. Collects data in accordance with plans as well as verifies and analyzes data to identify trends as well as potential problems. Creates reports of findings, designs schedules, conducts analyses, write reports and prepares presentations.   | Bachelor's Degree | 8 years relevant experience. Relevant experience may be substituted for education: 4+ years' experience with a PhD; 6+ years' experience with an MA/MS degree; 10+ years' experience with related Associate's Degree, or 12+ years' related experience with no degree.   |
| Consultant II  | Manager that has a demonstrated and documented knowledge in the specific field or discipline. Knowledgeable and possesses direct experience with the evaluation of operational requirements relative to specific field of expertise required within the program guidance and review process. Serves as a consulting member and may lead multiple tasks/projects. Provides appropriate suggestions and recommendations within the subject matter of the program guidelines. Collects data in accordance with plans as well as verifies and analyzes data to identify trends as well as potential problems. Creates reports of findings, facilitates small working groups, designs schedules, conducts analyses, write reports and prepares presentations. | Bachelor's Degree | 10 years of experience. Relevant experience may be substituted for education: 6+ years' experience with a PhD; 8+ years' experience with an MA/MS degree; 12+ years' experience with related Associate's Degree; or 14+ years related experience with no degree.   |
| Consultant III | Senior Member of a team and lead on multiple projects. Develop strategic plans including: business plans and organizational assessments. Manages program activities and is responsible for technical, management and budget. Advises on business strategies and addresses issues affecting management and workforce to improve work productivity. Facilitates large working groups and leads senior managers. Creates methodologies, strategic plans and training curriculum.  | Bachelor's Degree | 12 years of relevant experience. Relevant experience may be substituted for education: 8+ years' experience with a PhD; 10+ years' experience with an MA/MS degree; 14+ years' experience with related Associate's Degree; or 16+ years' related experience with no degree. Experienced in conceptualizing and developing solutions, formulating problem statements conducive to application of analytical methods, and development of |

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| JOB TITLE   | FUNCTIONAL RESPONSIBILITY   | MINIMUM EDUCATION   | MINIMUM EXPERIENCE   |
|---|---|---|--|
|   |   |   | analysis methods and approaches.   |
| Consultant IV   | Managing consultant for projects in area of expertise. Develop strategic plans including: business plans and organizational assessments and business processes. Manages project managers and is responsible for technical, management and cost performance. Advises on business strategies and addresses issues affecting management and workforce to improve work productivity. Performs strategic planning, improvement methodologies, and analysis. Facilitates large working group and leads senior managers. Creates methodologies, strategic plans and training curriculum. | Master's Degree   | 12 years relevant experience. Relevant experience may be substituted for education: 10+ years' experience with a PhD; 14+ years' experience with related BA/BS Degree; 16+ years' experience with related Associate's Degree; or 18+ years' related experience with no degree. Experienced in conceptualizing and developing solutions, formulating problem statements conducive to application of analytical methods, and development of analysis methods and approaches. |
| Subject Matter Expert I/ Technical Consultant         | Has specialized knowledge and skill pertaining to a specific technical area. Applies detailed consulting and expertise to a relevant function. Established reputation as a subject matter expert as evidenced by peer reviewed publications and membership in professional associations. Plans and performs required research, evaluation, development, and implementation planning for technical projects.   | Master's Degree   | 8+Years related experience Experienced in providing technical and functional expertise, and applying technical skills and knowledge.   |
| Subject Matter Expert II/ Consultant                  | Has specialized knowledge and skill pertaining to a specific technical area. Applies detailed consulting and expertise to a relevant function. Established reputation as a subject matter expert as evidenced by peer reviewed publications and membership in professional associations. Plans and provides large scale program management oversight.   | Master's Degree   | 10+ years related experience Experienced in providing technical and functional expertise, and applying technical skills and knowledge.   |
| Subject Matter Expert III/ Executive Consultant       | Has significant industry experience in consulting and management. Has an established reputation as an expert in technical areas and major firm methodologies. Responsible for planning and directing high level organizational functions.   | Master's Degree   | 12+ years related experience Experienced in providing technical and functional expertise, and applying technical skills and knowledge.   |
| Subject Matter Expert IV/ Senior Executive Consultant | Has a wide range of experience throughout the industry of expertise or academic equivalents in consulting and management. Has an established reputation as an authority in technical areas and major firm methodologies. Provides consulting to heads, directors, and senior managers.  | Master's Degree   | 15 years related experience Experienced in providing technical, scientific and functional expertise, and applying technical skills and knowledge.  |
| Project Manager                                       | Serves as the project manager for a large or contract. Assists in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), and government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for management of the specific tasks and insuring that the   | Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other | 7 years experience, 5 years specialized experience. Specialized experience includes project development from inception to deployment, expertise in the management of resources, managing   |

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| JOB TITLE             | FUNCTIONAL RESPONSIBILITY  | MINIMUM EDUCATION  | MINIMUM EXPERIENCE  |
|-----------------------|--|--|---|
|                       | technical solutions and schedules in the task order are implemented in a timely manner.  | related discipline. With ten (10) years general experience of which at least eight (8) years specialized experience, a degree is not required  | contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.   |
| Subject Matter Expert | Subject Matter Experts (SMEs) serve as technical experts in areas relevant to a particular project. SSMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications  | Master's degree in education, social services, clinical, biomedical, electrical, network engineering, or related field. With a Ph.D., ten (10) years of general and eight (8) years of specialized experience are required.              | 12 years experience, 10 years specialized experience. These personnel are often corporate officers, leaders, and directors with many years of experience, and are nationally and/or internationally renowned experts in either functional domains (e.g., human resources, security, logistics, etc.) or technical disciplines (e.g., computer security, network engineering, etc.). They have advanced degrees, and many have a Ph.D. They all have extensive experience as technical leaders and/or senior Project Managers. |
| IT Specialist I       | Provides technical support in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer mission.               | Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With six (6) years general experience of which at least four (4) years specialized experience, a degree is not required. | 4 years experience, 2 years specialized experience.   |
| IT Specialist II      | Provides technical expertise and support in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer mission. | Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With eight (8) years general experience of which at least six (6) years specialized experience, a                        | 6 years experience, 4 years specialized experience. Specialized experience include, but are not limited to, disaster recovery, database frameworks, enterprise resource planning, J2EE, EJB, OLAP, CRM, HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Web portals, firewalls, computer network infrastructure/systems, geographic information   |

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| JOB TITLE         | FUNCTIONAL RESPONSIBILITY  | MINIMUM EDUCATION  | MINIMUM EXPERIENCE   |
|-------------------|--|--|--|
|                   |  | degree is not required.  | systems, simulation applications, etc.   |
| IT Specialist III | Provides technical expertise, support, and oversight in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands on understanding of how products and services interrelate and support the customer mission. | Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With ten (10) years general experience of which at least eight (8) years specialized experience, a degree is not required. | 8 years experience, 6 years specialized experience. Specialized experience include, but are not limited to, disaster recovery, database frameworks, enterprise resource planning, J2EE, EJB, OLAP, CRM, HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Web portals, firewalls, computer network infrastructure/systems, geographic information systems, simulation applications, etc. |
| Programmer I      | 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 the computer software to produce the required product. Prepares program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical assistance to programmers.  | Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With four (4) years general experience of which at least two (2) years specialized experience, a degree is not required.   | 2 years experience, 1 year specialized experience. Specialized experience includes, but not limited to, experience as an applications programmer on large-scale data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives.  |
| Programmer II     | 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 the computer software to produce the required product. Prepares program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical assistance to programmers.  | Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With six (6) years general experience of which at least four (4) years specialized experience, a degree is not required.   | 4 years experience, 2 years specialized experience. Specialized experience includes, but not limited to, experience as an applications programmer on large-scale data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives.   |
| Programmer III    | 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 the computer software to produce the required product. Prepares program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical assistance to programmers.  | Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.  | 6 years experience, 4 years specialized experience. Specialized experience includes, but not limited to, experience as an applications programmer on large-scale data base management  |

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| JOB TITLE            | FUNCTIONAL RESPONSIBILITY   | MINIMUM EDUCATION  | MINIMUM EXPERIENCE  |
|----------------------|---|--|---|
|                      |   | With eight (8) years general experience of which at least six (6) years specialized experience, a degree is not required.  | systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives.  |
| Engineer/ Analyst I  | Provide design, programming, documentation and implementation of applications that requires knowledge of government information technology systems for effective development and deployment of software modules. Directs and participates in all phases of software development with emphasis on analysis, coding, testing, documentation, and acceptance phases. Responsible for identifying new and emerging technology to support strategic planning initiatives required to meet business needs. Conducts assessments, evaluations, selections, site surveys, requirements analysis and definition, technology prototyping, and cost analysis related to information technology. Designs and prepares technical reports and documentation to record results.  | Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With five (5) years general experience of which at least three (3) years specialized experience, a degree is not required. | 3 years experience, 1 year specialized experience. Specialized experience includes, but not limited to, computer programming and/or information systems development or a relevant technical, scientific or social science discipline or facilities related discipline such as engineering. Experience in a combination of standards and policy development, research and analysis of information system issues and trends, research and development in a technical discipline, and development of information systems. Experience in developing and providing technical and end-user training on application software. Demonstrated ability to communicate orally and in writing. Must possess strong organizational skills and strong interpersonal skills to effectively relate to agency and customer needs. |
| Engineer/ Analyst II | Provide design, programming, documentation and implementation of applications which requires knowledge of government information technology systems for effective development and deployment of software modules. Directs and participates in all phases of software development with emphasis on analysis, coding, testing, documentation, and acceptance phases. Responsible for identifying new and emerging technology to support strategic planning initiatives required to meet business needs. Conducts assessments, evaluations, selections, site surveys, requirements analysis and definition, technology prototyping, and cost analysis related to information technology. Designs and prepares technical reports and documentation to record results. | Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With seven (7) years general experience of which at least five (5) years specialized experience, a degree is not required. | 5 years experience, 3 years specialized experience. Specialized experience includes, but not limited to, computer programming and/or information systems development or a relevant technical, scientific or social science discipline or facilities related discipline such as engineering. Experience in a combination of standards and policy development, research and analysis of information system issues and trends, research and development in a technical discipline, and development of information systems. Experience in developing and  |

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| JOB TITLE                     | FUNCTIONAL RESPONSIBILITY  | MINIMUM EDUCATION  | MINIMUM EXPERIENCE   |
|-------------------------------|--|--|--|
|                               |  |  | providing technical and end-user training on application software. Demonstrated ability to communicate orally and in writing. Must possess strong organizational skills and strong interpersonal skills to effectively relate to agency and customer needs.  |
| Engineer/Analyst III          | Provide design, programming, documentation and implementation of applications that requires knowledge of government information technology systems for effective development and deployment of software modules. Directs and participates in all phases of software development with emphasis on analysis, coding, testing, documentation, and acceptance phases. Responsible for identifying new and emerging technology to support strategic planning initiatives required to meet business needs. Conducts assessments, evaluations, selections, site surveys, requirements analysis and definition, technology prototyping, and cost analysis related to information technology. Designs and prepares technical reports and documentation to record results. | Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With nine (9) years general experience of which at least seven (7) years specialized experience, a degree is not required. | 7 years experience, 5 years specialized experience. Specialized experience includes, but not limited to, computer programming and/or information systems development or a relevant technical, scientific or social science discipline or facilities related discipline such as engineering. Experience in a combination of standards and policy development, research and analysis of information system issues and trends, research and development in a technical discipline, and development of information systems. Experience in developing and providing technical and end-user training on application software. Demonstrated ability to communicate orally and in writing. Must possess strong organizational skills and strong interpersonal skills to effectively relate to agency and customer needs. |
| Systems Support Specialist I  | Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning hardware. Prepares functional requirements and specifications for hardware acquisitions. Ensures that problems have been properly identified and solutions will satisfy the user's requirements. Designs and optimizes network topologies. Directs and leads preparation of engineering plans and site installation Technical Design Packages. Develops hardware installation schedules.  | Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With five (5) years general experience of which at least three (3) years specialized experience, a degree is not required. | 3 years experience, 1 year specialized experience. Specialized experience includes, but not limited to, system analysis and evaluation of hardware and network capabilities and configurations. Must demonstrate the ability to work independently or under only general direction.  |
| Systems Support Specialist II | Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning hardware. Prepares functional requirements and specifications for hardware acquisitions.  | Bachelor's degree in Computer Science, Information   | 4 years experience, 2 years specialized experience. Specialized experience includes, but not limited to,   |

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| JOB TITLE                      | FUNCTIONAL RESPONSIBILITY  | MINIMUM EDUCATION  | MINIMUM EXPERIENCE  |
|--------------------------------|--|--|---|
|                                | <p>Ensures that problems have been properly identified and solutions will satisfy the user's requirements. Designs and optimizes network topologies. Directs and leads preparation of engineering plans and site installation Technical Design Packages. Develops hardware installation schedules. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports.</p>                                  | <p>Systems, Engineering, Business, or other related discipline. With six (6) years general experience of which at least four (4) years specialized experience, a degree is not required.</p> | <p>system analysis and evaluation of hardware and network capabilities and configurations. Must demonstrate the ability to work independently or under only general direction.</p>  |
| <p>Help Desk Specialist I</p>  | <p>Provides telephone and in-person support to users in the areas of e-mail, directories, standard windows desktop COTS applications, and applications developed under this contract for predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.</p>   | <p>High School diploma. No college degree is required.</p>   | <p>2 years experience. General experience include, but not limited to, knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and experience in supporting a help desk. 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</p>   |
| <p>Help Desk Specialist II</p> | <p>Provides telephone and in-person support to users in the areas of e-mail, directories, standard windows desktop COTS applications, and applications developed under this contract for predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.</p>   | <p>High school diploma. No college degree is required.</p>   | <p>3 years experience, 1 year specialized experience. Specialized experience includes, but not limited to, knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and experience in supporting a help desk. 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.</p> |
| <p>PC Support Specialist I</p> | <p>Provides assistance to users with the full range of computing resources. Conducts evaluations of new equipment or software and prepares recommendations for updating user computing resources. Participates in Help Desk activities as part of customer response team for hardware and software problem solving. Provides hardware maintenance and repair support, installations, connections, setup and configuration of workstations, printers and other peripherals.</p> | <p>High school diploma. No college degree is required.</p>   | <p>1 year experience in assisting users and troubleshooting user problems in, but not limited to, WordPerfect, Microsoft Word, Excel, PowerPoint and Lotus 1-2-3 or Quattro Pro. Must have experience in hardware maintenance, configuration and installation combined with a broad knowledge of information services. Experience in training of at least two of the following: Microsoft Office, Internet</p>  |

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| JOB TITLE                     | FUNCTIONAL RESPONSIBILITY  | MINIMUM EDUCATION   | MINIMUM EXPERIENCE  |
|-------------------------------|--|---|---|
|                               |  |   | browsers, or a database management software product.  |
| Graphic Designer I            | Prepares presentation graphics and supports the development and updating of web sites. Provides creative input and direction to web page design and layout, including artwork, text, and hyperlinks. Responsible for integrating web graphics with text generated with automated tools and the deliverable documents.  | High school diploma. No college degree is required.   | 1 year specialized experience. Specialized experience, includes but not limited to, developing graphic/artistic presentations for clients, publications and documents, and experience using commercial automated graphic processing tools such as Flash, Shockwave, Dreamweaver, PhotoShop, Illustrator and other web graphic systems.  |
| Graphics Support Specialist I | Directly supports Program Manager or Project Manager by maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents. | High school diploma. No college degree is required.   | 1 year experience in office administration and developing graphic/artistic presentations for publications and documents and one year of specialized experience using commercial automated word processing, graphics systems, and desktop publishing systems   |
| Quality Assurance/Tester I    | At the direction of the QA Manager, performs testing including the execution of test plans, procedures and schedules. Assists in the preparation of test reports. Performs integration testing, system testing, stress testing, acceptance testing, and regression testing. Participate in reviews at any point in the software lifecycle.   | High school diploma. No college degree is required.   | 1 year specialized experience in performing, developing and/or managing in-plant and field-test programs.   |
| Network Analyst I             | Optimizes performance, conducts new products evaluations, trains staff in systems use, develops LAN systems documentation, coordinates systems changes and upgrades, writes systems applications and utilities, troubleshoots problems on the network, provides technical support for Wide Area Networks and connectivity, performs other systems related tasks, assists System Administrator.   | High school diploma. No college degree is required.   | 2 years experience installing, upgrading and debugging local area network systems, hardware troubleshooting and repair, operating system installations and upgrades, and configuration management. Must have experience as a team member for triage troubleshooting both network servers and network nodes, including computer, printers, and other peripherals. Must have experience in designing test environments for new applications against existing network environments and topologies. |
| Technical Writer II           | 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.   | Bachelor's Degree in English, Literature, or a related discipline. With four(4) years of experience of which at least three (3) years specialized experience, a | 2 years experience, 1 years specialized experience. Specialized experience includes, but not limited to, demonstrated experience in editing documents, including technical documents.   |

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| JOB TITLE                     | FUNCTIONAL RESPONSIBILITY   | MINIMUM EDUCATION  | MINIMUM EXPERIENCE  |
|-------------------------------|---|--|---|
|                               |   | degree is not required.  |   |
| Technical Writer III          | 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.  | Bachelor's Degree in English, Literature, or a related discipline. With six (6) years of experience of which at least four (4) years specialized experience, a degree is not required. | 4 years experience, 2 years specialized experience. Specialized experience includes, but not limited to, demonstrated experience in editing documents, including technical documents. |
| Human Resource Assistant II   | Provides support under the guidance of supervision in all functional areas of human resources, including recruitment and employment, personnel records, employee and labor relations, job evaluation, compensation management, benefits administration, training and administrative duties.   | Associates Degree or BA/BS degree in Human Resources, Business or related field.   | 2 years of experience with an Associates Degree or 0-2 ears of experience with a BA/BS degree in related field  |
| Human Resource Consultant I   | Functions as a liaison between the human resources division and other departments, and groups to facilitate the achievement of current and future business objectives. Consultants responsibilities can include: employee relations, performance management, and compensation practices, research and analysis, developing strategies for retaining and upgrading workforce, provide group facilitation, presentations, organizational development, and review and improve human resource polices and procedures.   | Bachelor's degree in Human Resources, Business, Management or other related field.   | 5 years of experience with a bachelor degree or 10 years of experience without a degree. May substitute MS degree for 2 years of experience.  |
| Human Resource Consultant II  | Functions as a liaison between the human resources division and other departments, and groups to facilitate the achievement of current and future business objectives. Consultant responsibilities can include: Performance Management, Employee Relations, Talent Development, Workforce Planning, Retention Planning, Employee Engagement Action Planning, Strategic Business Priorities, Restructuring, Skills Assessments, and HR Compliance Reporting. May be responsible for creating and rolling out new human resource materials and policies such as employee handbook, annual reviews, polices and procedures, etc.   | Bachelor's degree in Human Resources, Business, Management or other related field.   | 7 years of experience with a bachelor degree or 15 years of experience without a degree. May substitute a MS degree for 2 years of experience.  |
| Human Resource Consultant III | Functions as a liaison between the human resources division and other departments, and groups to facilitate the achievement of current and future business objectives. Consultant's responsibilities can include: Performance Management, Employee Relations, Talent Development, Workforce Planning, Retention Planning, Employee Engagement Action Planning, Strategic Business Priorities, Restructuring, Skills Assessments, and HR Compliance Reporting. May be responsible for creating and rolling out new human resource materials and policies such as employee handbook, annual reviews, polices and procedures, etc. Serves as a team leader handling multiple projects. May be required to oversee staff. | Bachelor's degree in Human Resources, Business, Management or other related field.   | 10 years of experience with a bachelor's degree or 15 years of experience without a degree. May substitute a MS degree for 2 years of experience. Must have a PHR or SPHR.            |

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| JOB TITLE                     | FUNCTIONAL RESPONSIBILITY  | MINIMUM EDUCATION  | MINIMUM EXPERIENCE   |
|-------------------------------|--|--|--|
| Human Resource Consultant IV  | Senior Member leading a team to accomplish projects. Consultants responsibilities can include: employee relations, performance management, and compensation practices, research and analysis, developing strategies for retaining and upgrading workforce, provide group facilitation, presentations, organizational development, and review and improve human resource policies and procedures. Serves as a consulting member and may lead multiple tasks/projects. Creates methodologies and strategic plans.                                    | Bachelor's degree in Human Resources, Business, Management or other related field. | 15 years of experience with a BA or BS or 24 plus years of experience without a degree. May substitute a MS degree for 2 years of experience. Must have a PHR or SPHR.             |
| Subject Matter Expert I       | Responsible for providing expertise on specific projects including to but not limited to: compensation analysis, employment and retention, research and analysis, performance appraisals/plans, evaluation of human resource policies and procedures, creating reports of findings, facilitating small working groups, designing schedules, conducting analyses, writing reports and preparing presentations.  | Bachelor's degree in Human Resources, Business or other related field.             | 5 years of experience with a Bachelor's degree or 15 years of experience without a degree. May substitute a MS degree for 2 years of experience.                                   |
| Subject Matter Expert II      | Responsible for providing expertise on specific projects including to but not limited to: compensation analysis, employment and retention, research and analysis, performance appraisals/plans, evaluation of human resource policies and procedures, creating reports of findings, facilitating small working groups, designing schedules, conducting analyses, writing reports and preparing presentations.  | Bachelor's degree in Human Resources, Business or other related field.             | 10 years of experience with a Bachelor's degree or 20 years of experience without a degree. May substitute a MS degree for 2 years of experience. Must have a PHR or SPHR.         |
| Subject Matter Expert III     | Responsible for providing expertise on specific projects including to but not limited to: compensation analysis, employment and retention, research and analysis, performance appraisals/plans, evaluation of human resource policies and procedures, creating reports of findings, facilitating small working groups, designing schedules, conducting analyses, writing reports and preparing presentations. Identifies problems and develops recommendations. Keeps government authorities, and management abreast of any problems or solutions. | Bachelor's degree in Human Resources, Business, Management or other related field. | 15 plus years of experience with a bachelor degree or 24 plus years of experience without a degree. May substitute a MS degree for 2 years of experience. Must have a PHR or SPHR. |
| Human Resource Specialist I   | Responsible for managing the day-to-day operations of the Human Resource Office. Responsibilities include functional areas such as departmental development, Human Resource Information Systems (HRIS), employee relations, training and development, benefits, compensation, organizational development, and recruitment and employment.  | Bachelor's degree in Human Resources, Business or other related field.             | 0 years of experience with a BA or BS degree.  |
| Human Resource Specialist II  | Responsible for managing the day-to-day operations of the Human Resource Office. Responsibilities include functional areas such as departmental development, Human Resource Information Systems (HRIS), employee relations, training and development, benefits, compensation, organizational development, and recruitment and employment.  | Bachelor's degree in Human Resources, Business or other related field.             | 2 years of experience with a BA or BS degree. May substitute a MS degree for 2 years of experience.  |
| Human Resource Specialist III | Responsible for managing the day-to-day operations of the Human Resource Office. Responsibilities include functional areas such as departmental development, Human Resource Information Systems (HRIS), employee relations, training and development, benefits, compensation, organizational development, and recruitment and employment.  | Bachelor's degree in Human Resources, Business or other related field.             | 4 years of experience with a BA or BS degree. May substitute a MS degree for 2 years of experience. Must have a PHR or SPHR.   |

## Contract Number GS-00F-076CA

| JOB TITLE               | FUNCTIONAL RESPONSIBILITY  | MINIMUM EDUCATION  | MINIMUM EXPERIENCE   |
|-------------------------|--|--|--|
| Project Manager         | Function as main point of contact for project inquires and issues. Responsibilities include but not limited to: creating and executing project work plans and revising as needed, setting deadlines, assigning responsibilities, monitoring and summarizing progress of project, managing day-to-day operational aspects of project and scope, reviewing deliverables prepared by team, preparing for engagement reviews and quality assurance procedures, managing project budget, analyzing project profitability, revenue, margins, bill rates and utilization, confirming project documents are complete, current, and stored appropriately, and preparing reports for upper management regarding status of project.   | Bachelor's degree in Human Resources, Business, Management or other related field.             | 10 years of experience with a BA or BS degree or 24 plus years of experience without a degree. May substitute a MS degree for 2 years of experience. |
| SR Training Specialist  | Function as lead trainer in ensuring that consistent, high quality training is developed and implemented; participates in the analysis, design, development, and facilitation of training efforts and integrates best practices; focuses on training programs that will increase the performance of individuals and various departments/units served; develops and implements organizational development services; coordinates programming for professional development; and evaluates and reports on program effectiveness. Conduct the research necessary to develop and revise training courses and prepares appropriate training materials. Responsible for preparing all instructor materials (course outline, background material, and training aids) and student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms), training personnel by conducting formal and informal classroom courses, workshops, and seminars, and providing functional guidance, supervision, technical support, training and quality assurance/quality control to junior personnel. | Bachelor's degree in Human Resources, Organizational Development, Education, or related field. | 10 years of experience with a Bachelor's degree or 20 years of experience without a degree. May substitute a MS degree for 2 years of experience.    |
| Training Coordinator I  | Responsible for supporting all aspects of training including set-up, assigned delivery of specific training information, and follow-up. Duties include: collaborating and communicating with manager to achieve training goals through prepared materials, assisting in preparing materials through verbal and written material such as PowerPoint and handouts, assembling and shipping training materials to designated training sites, maintaining training materials in virtual office, tracking employee participation, generating certificates of completion, and troubleshooting, as needed, assisting with day of train such as the distribution of classroom materials, to trainees, assisting with reviewing and updating training modules, assisting with managing the training sessions, as directed by Trainer and performing other duties as assigned.   | Bachelor's degree in Human Resources, Organizational Development, Education, or related field. | 0 years of experience with a BA or BS degree or 2-4 years of experience with an Associates degree.   |
| Training Coordinator II | Responsible for supporting all aspects of training including set-up, assigned delivery of specific training information, and follow-up. Duties include: collaborating and communicating with manager to achieve training goals through prepared materials, assisting in preparing materials through verbal and written material such as PowerPoint and handouts, assembling and shipping training materials to designated training sites, maintaining training materials in virtual office, tracking employee participation, generating certificates of completion, and  | Bachelor's degree in Human Resources, Organizational Development, Education, or related field. | 2 years of experience with a BA or BS degree or 4-6 years of experience with an Associates degree.   |

## Contract Number GS-00F-076CA

| JOB TITLE                          | FUNCTIONAL RESPONSIBILITY   | MINIMUM EDUCATION  | MINIMUM EXPERIENCE   |
|------------------------------------|---|--|--|
|                                    | troubleshooting, as needed, assisting with day of train such as the distribution of classroom materials, to trainees, assisting with reviewing and updating training modules, assisting with managing the training sessions, as directed by Trainer and performing other duties as assigned.  |  |  |
| Training Coordinator III           | Responsible for supporting all aspects of training including set-up, assigned delivery of specific training information, and follow-up. Duties include: collaborating and communicating with manager to achieve training goals through prepared materials, assisting in preparing materials through verbal and written material such as PowerPoint and handouts, assembling and shipping training materials to designated training sites, maintaining training materials in virtual office, tracking employee participation, generating certificates of completion, and troubleshooting, as needed, assisting with day of train such as the distribution of classroom materials, to trainees, assisting with reviewing and updating training modules, assisting with managing the training sessions, as directed by Trainer and performing other duties as assigned. Coordinator may assist with conducting training as needed. | Bachelor's degree in Human Resources, Organizational Development, Education, or related field. | 4 years of experience with a BA or BS degree.  |
| Training Specialist I              | Responsible for ensuring that consistent, high quality training is developed and implemented. Responsibilities include assisting with developing, delivering, and evaluating training programs (including on-line courses, self-study, and blended learning opportunities) for support, professional, and managerial staff, coordinating training activities, schedules, and instructors for professional development programming and performing special projects and other duties as assigned.   | Bachelor's degree in Human Resources, Organizational Development, Education, or related field. | 2 plus years of experience with a BA or BS degree. May substitute a MS degree for 2 years of experience. |
| Training Specialist II             | Responsible for ensuring that consistent, high quality training is developed and implemented. Responsibilities include assisting with developing, delivering, and evaluating training programs (including on-line courses, self-study, and blended learning opportunities) for support, professional, and managerial staff, coordinating training activities, schedules, and instructors for professional development programming and performing special projects and other duties as assigned.   | Bachelor's degree in Human Resources, Organizational Development, Education, or related field. | 4 years of experience with a BA or BS degree. May substitute a MS degree for 2 years of experience.      |
| Recruitment & Placement Specialist | Supports recruiting and staffing efforts within company and division. Responsibilities include: sourcing for qualified candidates through job boards, career fairs and research, determine candidate eligibility (discussing qualifications, position details, agency details, salary requirements, etc), and perform phone and in person interviews. Specialist will need to match candidate qualifications with Performance Work Statement (PWS)/Statement of Work (SOW). Specialist may also be responsible for creating/writing job descriptions, posting jobs on line and in print, making verbal offers, checking references and preparing various documents such as contingent offer letters and non-disclosure agreements and identifying and presenting necessary training programs for recruiting staff development. May serve as a team lead or supervisor.  | Bachelor's degree in Human Resources, Business or other related field.                         | 2 years of experience with a BA or BS degree. May substitute a MS degree for 2 years of experience.      |

- 2. **Maximum Order:** \$1,000,000.00
- 3. **Minimum Order:** \$100.00
- 4. **Geographic Coverage:** Domestic Only
- 5. **Points of Production:** Same as company address
- 6. **Discount from list prices or statement of net price:** Government Prices (discounts already deducted)
- 7. **Quantity discounts:** None offered
- 8. **Prompt payment terms:** Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions
- 9a. **Notification that government purchase cards are accepted at or below the micro-purchase threshold:** Yes
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Will accept
- 10. **Foreign items:** None
- 11a. **Time of delivery:** Specified on the task order
- 11b. **Expedited Delivery:** Items available for expedited delivery are notes in this price list
- 11c. **Overnight and 2-day delivery:** Specified in task order
- 11d. **Urgent Requirements:** N/A
- 12. **FOB Points:** Destination
- 13a. **Ordering Address:** Same as company address.
- 13b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
- 14. **Payment address (es):** Same as company address
- 15. **Warranty provision:** Contractor's standard commercial warranty
- 16. **Exporting Packing Charges (if applicable):** N/A
- 17. **Terms and conditions of Government purchase card acceptance:** Contact **Contractor**
- 18. **Terms and conditions of rental, maintenance and repair:** N/A

**19. Terms and conditions of installation:** N/A

**20a. Terms and conditions of repair parts indicating date of parts lists and any discounts from list prices:** N/A

**20b. 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:** N/A

**24b. If applicable, indicate that Section 508 compliance information is available on electronic and information technology (EIT) supplies and services and show where full details can be found:** N/A

**25. Data Universal numbering System DUNS Number:** 120439869

**26. Notification regarding registration in System for Award Management (SAM) database:** Contractor is registered in the System for Award Management (SAM).