



GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

Human Resources Services

**Contract Number: GS-02F-0141T**

Base Contract Period of Performance

November 01, 2012 to October 31, 2017



**TAI PEDRO & ASSOCIATES, P.C.**

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Suite 550

Silver Spring, Maryland 20910

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[www.tai-pedro.com](http://www.tai-pedro.com)

Contract Administration POC: Taiwo Pedro ([tai@tai-pedro.com](mailto:tai@tai-pedro.com))

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 website for GSA Advantage! is <http://www.gsaadvantage.gov>



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## SECTION I:- CORPORATE OVERVIEW

Dedicated to customer focused world class consultative services in financial management, management consulting, program support, and information technology to federal agencies, state governments, and private enterprises. TPA has grown every year since its inception. Growth for us, however, is a cautious undertaking. Our first priority is to satisfy our customers, and assure the professional and financial well-being of our employees. At TPA management's goal is to act responsibly so we can deliver what we promise, take care of our people, and contribute to our community.

Our work is based on our uncompromising commitment to our client and our people

We form a single team with our client's staff from start to successful project completion

We believe in making it easy for our clients to manage us so the team can be focused on results

We believe that rigorous processes executed by quality people produce quality results - continuously

We believe all of the above will result in an unblemished history of complete client satisfaction

Our mission is to achieve leadership positions in these disciplines by serving the needs of our customers in innovative ways and by being the best in everything we do. In our 24-year history, we have provided support services to a number of diverse federal agencies and commercial firms. In our engagements with these customers, we make a commitment to:

- ✚ conform to the specifications of the contract and adhere to contract schedules and price
- ✚ provide the services in accordance with commercial best practices
- ✚ focus on delivering value to our customers
- ✚ ensure customer satisfaction
- ✚ resolve issues immediately and effectively

Our commitment to these performance standards has resulted in a 100% success rate in meeting contract specifications, adhering to contract schedules, and

meeting customer satisfaction benchmarks. We are proud of this impeccable record and our ability to avoid delinquency in any performance element of the contracts we have been awarded.

TPA is committed to consolidated service solutions that emphasize high quality, innovative services, solution solving, and pro-active customer service:

**Quality** - At TPA quality is everyone's job because we know it is the key to customer satisfaction. TPA employs a disciplined process driven approach to project management to assure efficient, consistent high quality results for our customers.

**Experience** - We have the expertise that will integrate the right solutions to meet the needs of your programs.

**Skilled Professionals** - We continuously recruit against future requirements to assure we can respond rapidly to changing customer needs.

To find out how we can assist you in meeting your Human Resources Service needs, please contact us at: 301-565-2181 or visit our website at [www.tai-pedro.com](http://www.tai-pedro.com)



## SECTION II: CUSTOMER INFORMATION

1. **Table of awarded special item numbers:**

SIN	Recovery	SIN Recovery SIN Description
SIN 595-21	595-21RC	Human Resources General Support Services
SIN 595-27	595-27RC	Pre-Employment Background Investigation Services

2. **Maximum order: \$1,000,000**
3. **Minimum order: \$100**
4. **Geographic coverage (delivery area): Domestic and Overseas**
5. **Point(s) of production (city, county, and State or foreign country):**  
**TAI PEDRO & ASSOCIATES, P.C. (TPA)**  
**1010 Wayne Avenue**  
**Suite 550**  
**Silver Spring, Maryland 20910**
6. **Discount from list prices or statement of net price: Government net prices (discounts already deducted).**
7. **Quantity discounts: None**
8. **Prompt payment terms: Net 30 days**
- 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 over \$2,500.00**
10. **Foreign items (list items by country of origin): None**
- 11a. **Time of delivery. (Contractor inserts number of days.) To be specified on each individual Task Order**
- 11b. **Expedited Delivery. The Contractor will insert the sentence: "Items available for expedited delivery are noted in this price list under this heading". The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery. Contact – Taiwo Pedro, President, Tai Pedro & Associates, to**



**expedite delivery.**

**11c. Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.

**Contact – Taiwo Pedro, President, Tai Pedro & Associates, for overnight and 2 (two) day delivery.**

**11d. Urgent Requirements.** The Contractor will note in its price list the Urgent Requirements clause of its contract and advise agencies that they can also contact the Contractor's representative to affect a faster delivery. **Contact – Taiwo Pedro, President, Tai Pedro & Associates for rates.**

**12. F.O.B. point (s). Destination**

**13a. Ordering address.**

**TAI PEDRO & ASSOCIATES, P.C. (TPA)  
1010 Wayne Avenue  
Suite 550  
Silver Spring, Maryland 20910**

**13b. Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)). Contractor is to simply include this statement as Item 13b.

**14. Payment addresses (es).**

**TAI PEDRO & ASSOCIATES, P.C. (TPA)  
1010 Wayne Avenue  
Suite 550  
Silver Spring, Maryland 20910**

**15. Warranty provision - Contractor Standard Commercial warranty**

**16. Export packing charges, if applicable. TBD / each Task Order**

**17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). Contact – Taiwo Pedro, President, Tai Pedro & Associates for rates.**

**18. Terms and conditions of rental, maintenance, and repair (if applicable). N/A**

**19. Terms and conditions of installation (if applicable). N/A**



20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). **N/A**
- 20a. Terms and conditions for any other services (if applicable). **N/A**
21. List of service and distribution points (if applicable). **N/A**
22. List of participating dealers (if applicable) **N/A**
23. Preventive maintenance (if applicable). **N/A**
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). **N/A**
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and shows where full details can be found (e.g. Contractor s website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/). **N/A**
25. Data Universal Number System (DUNS) number. **78-6643569**
26. Notification regarding registration in System for Award management (SAM) database. **Registered in SAM.**



## Section III: Pricing

**Final Pricing:** The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

Labor Category	Nov. 01, 2012 to Oct. 31, 2013	Nov. 01, 2013 to Oct. 31, 2014	Nov. 01, 2014 to Oct. 31, 2015	Nov. 01, 2015 to Oct. 31, 2016	Nov. 01, 2016 to Oct. 31, 2017
Subject Matter Expert	\$ 103.42	\$ 103.42	\$ 103.42	\$ 107.56	\$ 110.35
Sr. Personnel Management Specialist	\$ 88.68	\$ 88.68	\$ 88.68	\$ 92.23	\$ 94.63
Personnel Management	\$ 73.81	\$ 73.81	\$ 73.81	\$ 76.76	\$ 78.76
Sr. Position Classification Specialist	\$ 88.68	\$ 88.68	\$ 88.68	\$ 92.23	\$ 94.63
Position Classification Specialist	\$ 75.11	\$ 75.11	\$ 75.11	\$ 78.11	\$ 80.15
Sr. Staffing Specialist	\$ 88.68	\$ 88.68	\$ 88.68	\$ 92.23	\$ 94.63
Staffing Specialist	\$ 73.81	\$ 73.81	\$ 73.81	\$ 76.76	\$ 78.76
Sr. Benefit Specialist	\$ 99.63	\$ 99.63	\$ 99.63	\$ 103.62	\$ 106.31
Benefit Specialist	\$ 80.85	\$ 80.85	\$ 80.85	\$ 84.08	\$ 86.27
Sr. Employee Relations Specialist	\$ 97.41	\$ 97.41	\$ 97.41	\$ 101.31	\$ 103.94
Employee Relations Specialist	\$ 73.81	\$ 73.81	\$ 73.81	\$ 76.76	\$ 78.76
Sr. Employee Development Specialist	\$ 97.14	\$ 97.14	\$ 97.14	\$ 101.03	\$ 103.65
Employee Development Specialist	\$ 80.85	\$ 80.85	\$ 80.85	\$ 84.08	\$ 86.27
Employment Development Assistant	\$ 56.28	\$ 56.28	\$ 56.28	\$ 58.53	\$ 60.05
HR Assistant	\$ 56.39	\$ 56.39	\$ 56.39	\$ 58.65	\$ 60.17
HR Processor	\$ 42.85	\$ 42.85	\$ 42.85	\$ 44.56	\$ 45.72
Personnel Systems Manager	\$ 82.88	\$ 82.88	\$ 82.88	\$ 86.20	\$ 88.44
Administrative Specialist	\$ 34.48	\$ 34.48	\$ 34.48	\$ 35.86	\$ 36.79
Sr. Computer Systems Analyst	\$ 74.30	\$ 74.30	\$ 74.30	\$ 77.27	\$ 79.28
Computer systems Analyst	\$ 64.83	\$ 64.83	\$ 64.83	\$ 67.42	\$ 69.18
Sr. Program Analyst	\$ 65.75	\$ 65.75	\$ 65.75	\$ 68.38	\$ 70.16
Jr. Program Analyst	\$ 52.53	\$ 52.53	\$ 52.53	\$ 54.63	\$ 56.05
Sr. Programmer	\$ 90.46	\$ 90.46	\$ 90.46	\$ 94.08	\$ 96.52
Jr. Programmer	\$ 56.02	\$ 56.02	\$ 56.02	\$ 58.26	\$ 59.78
Sr. Data Base Management Specialist	\$ 91.09	\$ 91.09	\$ 91.09	\$ 94.73	\$ 97.20
Sr. Systems Analyst	\$ 96.19	\$ 96.19	\$ 96.19	\$ 100.04	\$ 102.64
Data Base Analyst	\$ 66.78	\$ 66.78	\$ 66.78	\$ 69.45	\$ 71.26
Project Manager II	\$ 166.91	\$ 166.91	\$ 166.91	\$ 173.59	\$ 178.10
Project Manager I	\$ 132.50	\$ 132.50	\$ 132.50	\$ 137.80	\$ 141.38
Senior Consultant	\$ 353.35	\$ 353.35	\$ 353.35	\$ 367.48	\$ 377.04
Consultant	\$ 103.42	\$ 103.42	\$ 298.11	\$ 310.04	\$ 318.10



## PRE-EMPLOYMENT SCREENING

Below prices are for assessment services in support of Recruitment and Internal Placement. Prices are inclusive of GSA Industrial Funding Fee 0.75%

### ASSESSMENT AND SELECTION PROGRAMS

Customized Telephone Assessment Program (“TAP”)

Program Pricing based on **One (1) Assessor** per call, for all calls within an assessment:

<i>Program Length in:</i>	
Minutes	Rates*
20 - 30	\$ 95.75 – \$ 125.70
30 - 60	\$125.70 – \$ 173.64
60 - 90	\$173.64 – \$ 223.58
90 - 120	\$223.58 – \$ 279.40
120+	\$289.40+

Program price varies due to the design/complexity of the individual assessment program requirements. Program Pricing based on Two (2) Assessors for any number of calls requiring two Assessors within an assessment:

<i>Program Length in:</i>	
Minutes	Rates*
20 - 30	\$125.70 – \$ 173.64
30 - 60	\$173.64 – \$ 251.52
60 - 90	\$251.52 – \$ 353.40
90 - 120	\$353.40 – \$ 505.03
120+	\$505.03+

Program price varies due to the design/complexity of the individual assessment program requirements. Prices below are for assessment services in support of, Recruitment and Internal Placement. Prices are inclusive of GSA Industrial Funding Fee 0.75% effective January 1, 2004

**REPeValuator™:** Award-Winning Web Assessment Tool. REPeValuator measures and assesses the customer service skills of e-rep hires. REPeValuator can generate useful reports for assessment, selection, and training and performance measurement of entire e-rep workforces. When going through a REPeValuator assessment, candidates assume the role of customer contact representative during various browser-based chat conversations with simulated (based on a recording) customers in situations such as product/service inquiry, technical support, account inquiry, order status and service termination. Simulated customers imitate real customers, thereby creating an array of sales and service exchanges. Candidates are immediately rated upon completion of each skill assessment and his or her rating is then delivered via web to the supervisor.



REPeValuator Program Price	Quantity (Participants)	Price Per Participant
	1-500	\$25.11
	501-1,000	\$24.27
	1,001-1,500	\$23.31
	1,501-2,000	\$22.35
	2,001-2,500	\$21.40
	2,501-3,000	\$20.44
	3,001-4,000	\$19.49
	4,001-5,000	\$18.53
	5,001+	\$17.58

**TELeValuator™:** A ready-to-use assessment tool that provides a valid, economical, and reliable method to assess customer contact skills remotely through realistic job simulations modeled directly for specific organizations. Experienced assessment professionals role-play with candidates and systematically measure the skills critical for success in telephone sales and service positions. Clients use these programs to enhance hiring success rates, reduce costly turnover, provide training and certify the competency of the existing staff. TELeValuator is also a diagnostic tool for employee training needs. Competency profiles are a quick way to objectively assess your current workforce strengths and weaknesses as well as to certify that recent hires meet training standards.

TELeValuator Program Price	Quantity (Participants)	Price Per Participant
	1-1,000	\$105.66
	1,001-2,000	\$ 95.87
	2,001-3,000	\$ 85.09
	3,001-4,000	\$ 80.30
	4,001-5,000	\$ 78.39
	5,001+	\$ 70.52

**Prices are inclusive of GSA Industrial Funding Fee 0.75%**

PRE-EMPLOYMENT ITEMS	SOURCES	AMOUNT
<b>Social Security Verification:</b> Validity of the subject's SS# and name.	Via National Credit	\$17.75
<b>Employment Verification:</b> Dates, position, salary, duties, eligibility for re-hire, and strengths and weaknesses.	Telephonic	\$ 19.58



PRE-EMPLOYMENT ITEMS	SOURCES	AMOUNT
<b>Education Verification:</b> Dates attended, degree received, grade point average attained, and credits earned.	Telephonic	\$ 19.58
<b>Military Verification:</b> Enlistment history and separation status in the military.	Telephonic	\$ 19.58
<b>Professional License Verification:</b> Check appropriate licensing/certifying agencies to verify the validity and standing of applicable licenses.	Telephonic	\$ 19.58
<b>References Check/ Interview:</b> Investigation of dependability, integrity, and character through contact with business, personal and developed references	Telephonic	\$ 19.58
<b>National Credit Check:</b> Investigation of credit history to include credit lines, outstanding balances, number of accounts, account types and payment histories.	Via National Credit Bureau(s)	\$ 19.58
<b>Address Verification:</b> Accuracy of an applicant's provided address(es).	Various Sources	\$17.75
<b>Federal Criminal Check:</b> A check of the Federal District Courts that cover the appropriate jurisdictions associated with an individual's address history or conviction history.	Pacer	\$ 31.25
<b>Statewide Criminal Check:</b> An investigation of available Statewide Criminal repositories to determine the existence of criminal convictions.	Via Individual States	\$ 19.58
<b>County Criminal Check (2 court search):</b> A check of the appropriate Felony and Misdemeanor courts covering the applicable given and developed addresses for an individual.	Directly through appropriate court(s)	\$ 45.55
<b>NCIC Mitigation:</b> Further mitigation of information resident in the Federal Bureau of Investigations NCIC database.	Directly through appropriate court(s)	\$ 81.52
<b>Civil Litigation (suits and judgments):</b> Investigation of public court findings; civil suits and judgments in which the subject was involved and the disposition of those actions.	Directly through appropriate court(s)	\$ 75.00



PRE-EMPLOYMENT ITEMS	SOURCES	AMOUNT
<i>Motor Vehicle Record Check:</i> Verification and investigation of state operator’s license and investigation of motor vehicle record for violations, convictions, revocations, suspensions and accidents.	Via Individual States	\$ 16.79

Third Party employment/verification fees and court document retrieval fees will be passed on at actual cost

## EMPLOYEE ASSISTANCE

Our Benefit Plans: We offer either the Standard or Premium Benefit Plan in either a **3 or 6** session model.

### STANDARD Plan offers the following Employee Assistance:

¼ Unrestricted telephonic counseling 27/7
¼ TPA offers either a 3 or 6 counseling session plan
¼ Work/Life Benefits – including debt, legal and financial counseling
¼ Information resource benefits
¼ Dependent Care Services
¼ Lifestyles Benefits
¼ Career Planning and On-line Training
¼ Promotional materials, newsletter

### PREMIUM Plan offers the following Employee Assistance/Benefits:

¼ Unrestricted telephonic counseling 27/7
¼ TPA offers either a 3 or 6 counseling session plan
¼ Work/Life Benefits – including debt, legal and financial counseling
¼ Premium Information resource benefits
¼ Premium Dependent Care Services
¼ Lifestyles Benefits
¼ Premium Career Planning and On-line Training
¼ Promotional materials, newsletter



**STANDARD PLAN - 3 SESSION PLAN**

**Price employee**

# of Employees Covered	Year 1	Year 2	Year 3	Year 4	Year 5
1-500	\$ 25.38	\$ 26.27	\$ 27.19	\$ 28.14	\$ 29.12
501-1,000	\$ 25.12	\$ 26.00	\$ 26.91	\$ 27.85	\$ 28.83
1,001-2,500	\$ 22.15	\$ 22.93	\$ 23.73	\$ 24.56	\$ 25.42
2,501-5,000	\$ 20.81	\$ 21.54	\$ 22.29	\$ 23.07	\$ 23.88
5,001-10,000	\$ 20.51	\$ 21.23	\$ 21.97	\$ 22.74	\$ 23.54
10,001-20,000	\$ 20.25	\$ 20.96	\$ 21.69	\$ 22.45	\$ 23.24
20,001-30,000	\$ 20.10	\$ 20.80	\$ 21.53	\$ 22.29	\$ 23.07
30,000+	\$ 19.84	\$ 20.53	\$ 21.25	\$ 22.00	\$ 22.77

**STANDARD PLAN - 6 SESSION PLAN**

**Price per employee**

# of Employees Covered	Year 1	Year 2	Year 3	Year 4	Year 5
1-500	\$ 29.75	\$ 30.79	\$ 31.87	\$ 32.98	\$ 34.14
501-1,000	\$ 29.65	\$ 30.69	\$ 31.76	\$ 32.87	\$ 34.02
1,001-2,500	\$ 27.85	\$ 28.82	\$ 29.83	\$ 30.88	\$ 31.96
2,501-5,000	\$ 26.91	\$ 27.85	\$ 28.83	\$ 29.84	\$ 30.88
5,001-10,000	\$ 25.21	\$ 26.09	\$ 27.01	\$ 27.95	\$ 28.93
10,001-20,000	\$ 24.11	\$ 24.95	\$ 25.83	\$ 26.73	\$ 27.67
20,001-30,000	\$ 23.25	\$ 24.06	\$ 24.91	\$ 25.78	\$ 26.68
30,000+	\$ 21.11	\$ 21.85	\$ 22.61	\$ 23.41	\$ 24.22

**PREMIUM PLAN - 3 SESSION PLAN**

**Price per employee**

# of Employees Covered	Year 1	Year 2	Year 3	Year 4	Year 5
1-500	\$ 28.12	\$ 29.10	\$ 30.12	\$ 31.18	\$ 32.27
501-1,000	\$ 27.75	\$ 28.72	\$ 29.73	\$ 30.77	\$ 31.84
1,001-2,500	\$ 26.97	\$ 27.91	\$ 28.89	\$ 29.90	\$ 30.95
2,501-5,000	\$ 26.01	\$ 26.92	\$ 27.86	\$ 28.84	\$ 29.85
5,001-10,000	\$ 25.21	\$ 26.09	\$ 27.01	\$ 27.95	\$ 28.93
10,001-20,000	\$ 25.05	\$ 25.93	\$ 26.83	\$ 27.77	\$ 28.75
20,001-30,000	\$ 24.91	\$ 25.78	\$ 26.68	\$ 27.62	\$ 28.58
30,000+	\$ 24.05	\$ 24.89	\$ 25.76	\$ 26.66	\$ 27.60



**PREMIUM PLAN - 6 SESSION PLAN**

**Price per employee**

# of Employees Covered	Year 1	Year 2	Year 3	Year 4	Year 5
1-500	\$ 32.19	\$ 33.32	\$ 34.48	\$ 35.69	\$ 36.94
501-1,000	\$ 31.59	\$ 32.70	\$ 33.84	\$ 35.02	\$ 36.25
1,001-2,500	\$ 31.25	\$ 32.34	\$ 33.48	\$ 34.65	\$ 35.86
2,501-5,000	\$ 30.05	\$ 31.10	\$ 32.19	\$ 33.32	\$ 34.48
5,001-10,000	\$ 29.55	\$ 30.58	\$ 31.65	\$ 32.76	\$ 33.91
10,001-20,000	\$ 28.10	\$ 29.08	\$ 30.10	\$ 31.15	\$ 32.25
20,001-30,000	\$ 27.51	\$ 28.47	\$ 29.47	\$ 30.50	\$ 31.57
30,000+	\$ 27.02	\$ 27.97	\$ 28.94	\$ 29.96	\$ 31.01



## Section IV: TPA's SERVICE OFFERINGS

### SPECIAL ITEM NUMBER (SIN) AND DESCRIPTIONS SIN

**595-21, and 595-27**

### **General Support Services and Pre-Employment Background Investigation Services**

#### **A. ORGANIZATIONAL ANALYSIS:**

TPA assists customers with ensuring that they identify and develop supporting documentation for their authorized and funded functions. TPA applies its knowledge of and experience with best practices and performance-based approaches to advise and assist customers on optimal structures. TPA assists customers with workload analyses and realignment of resources to the organization's highest priorities.

#### **B. RECRUITMENT AND INTERNAL PLACEMENT:**

TPA conducts a broad range of support to customers' new hire and merit-based internal placement requirements. This may extend to planning, coordinating, and recruiting using printed and electronic media to reach prospective job applicants at trade schools, job fairs, and colleges and universities with a focus on facilitating a diverse, qualified applicant base; managing comprehensive internal recruitment, placement, and career development programs, which may include merit promotion, transfer of function (TOF), reassignment, temporary promotion, detail, realignment, change to lower grade, upward mobility, rotational training assignments, reductions in force (RIF), secondment, and limited non-career appointment; analyzing qualifications; managing special recruitment programs such as Senior Executive Service (SES), Outstanding Scholar, Veteran's Readjustment, Disabled, and Student Aid programs; using assessment centers for selection purposes; preparing job vacancy announcements; and providing employment information, as appropriate, regarding employment opportunities with the Federal Government in general and with agency-supported activities specifically. Our staffing advice to current customers has enabled them to use unique appointing authorities and facilitate the conversion of positions between personnel and pay systems to accomplish mission priorities. Because of our understanding of Federal HR legislation, rules, regulations, policies, and guides as well as our insistence on ensuring the viability of our recommendations with Agency decision makers, customers who have had uncommon success in winning approval of staffing requests that reflect our advice seek our services.

#### **C. PRE-EMPLOYMENT SCREENING:**

TPA provides extensive support to customers' requirements for ensuring that essential pre-employment clearances are obtained, including those for security, medical and special skill certifications. TPA will apply extensive expertise to assist customers in ensuring that job

applicants' qualifications map to positions' requirements. This pre-employment screening support may include providing, submitting, or tracking the status of background investigations (background checks) of potential or existing employees in accordance with applicable Federal, state, and local regulations. TPA may verify employment data with previous employers, validate salary histories, coordinate criminal records checks, perform education verification, advise line managers on or directly perform reference checks, conduct professional license verification, ensure residence verification, perform family and neighbor verifications, and check credit history. All investigative activities are conducted in compliance with the Fair Credit Reporting Act, as amended. Satisfied customers have used TPA's services with major programs and projects including intake for specialties within the U.S. Foreign Service.

#### **D. POSITION CLASSIFICATION:**

TPA is sought after for its exceptional expertise in Federal Civil Service and Foreign Service position classification. This expertise enables customers to create and update descriptions of positions with the correct titles, occupational series or skill codes and grade levels to support new and evolving staffing requirements. Examples of classification support include, but are not limited to: writing authorizing regulations; developing accurate, adequate position descriptions for new organizations and those with changed authorities; reviewing current or proposed position descriptions for adequacy; implementing classification standards; preparing evaluation statements; conducting audits; counseling employees who wish to submit classification appeals; providing advice on position management, organization structure, supervisor and worker ratio, and impact of mission and workload changes; and assisting managers and supervisors to ensure adequacy and accuracy in the preparation of position descriptions. TPA has performed organizational analysis and position description services to enable customers to stand up new organizations, realign resources within existing ones and meet new U.S. Government legal, program and policy priorities.

#### **E. TRAINING:**

TPA is experienced in providing training for the roll-out of new and enhanced human resource management automation tools. TPA combines its subject matter expertise in human resource management and information technology to bring best value to customers' training requirements. Examples of training support include, but are not limited to, rendering advice, guidance, and assistance to supervisors and employees as well as HR and personnel staff to manage self-improvement training resources; providing assistance in identifying discrete individual and unit training needs and requirements; coordinating the availability of various training programs, developmental career programs, executive leadership programs, and tuition assistance programs; encouraging participation and accountability from management and employees in the training program(s); counseling management and employees to determine the best and most cost-effective (scheduling, expenditure of time and funds, and payback periods) methods of meeting organizational and career developmental needs. TPA can also identify and recommend effective interactive,

multimedia, and distance-learning techniques particularly for field units and deployed personnel.

## **F. EMPLOYEE RELATIONS**

TPA provides technical support services covering a range of employee and labor relations services. The scope of employee relations support includes, but is not limited to, providing comprehensive support in disciplinary actions as they relate to complaints, grievances, and appeals; administering leave, recognition and awards, performance management and appraisal, insurance benefits, Thrift Savings Plan, and retirements; providing guidance and assistance in completing necessary processes and documentation; providing guidance and assistance to monitor and assess the value of or to operate complaint receipt systems, such as an agency complaint hotline; performing case management; reviewing proposed correspondence for regulatory compliance; and serving as an interface with legal staff, union representatives, Department of Labor (DOL), OPM, other appropriate outside agencies, and the appropriate internal agency activities, as required.

## **G. PERSONNEL ACTIONS AND PAYROLL:**

TPA provides technical support services in processing a range of Federal personnel actions and in payroll processing. Examples of personnel actions and payroll support include, but are not limited to, processing Standard Form 50 and related forms and documents manually or electronically to effect the full range of personnel actions for Senior Executive Service (SES), General Schedule, Federal Wage System, and other employee pay systems; maintain online data in HR information systems (HRIS) and any automated personnel subsystems, including, if needed, electronic interface with finance and Office of Personnel Management (OPM) systems; providing advice and assistance on technical matters related to employee records; preparing reports; processing payroll; electronic processing of resumes; providing for custody and maintenance of Official Personnel Files (OPF); maintaining OPFs in a secured area, protected from unauthorized access in accordance with regulatory requirements; forwarding OPFs to National Records Center; providing required employment verification; performing time and attendance processing; supporting interfaces with National Finance Center (NFC); and assisting with other payroll-related processes.

## **H. REPORTING:**

TPA utilizes its extensive knowledge of Federal Government laws and reporting requirements to assist federal agency managers in fulfilling the Agency's HR reporting requirements, including OPM and the President's Management Agenda (PMA) requirements. TPA researches changes in requirements and assists by providing advisory consulting services to better enable its customers to prepare and submit legally mandated and regulated human capital reports. Significantly, TPA uses its reach-back capability to apply knowledge gained from supporting other customers across the range of HR, information technology, and budget requirements, where the breadth and depth of TPA's expertise are exceptional.

## SECTION V: LABOR CATEGORY DESCRIPTION

TPA recognizes that successful performance depends on having the right skills and experience. These skills and experience, in turn, are acquired through the proper mix of education and professional experience. Increasingly, we find that the skills needed to meet Task Order performance requirements, in order to address today's problems, and tomorrow's challenges require individuals with varying levels of education, specialized knowledge and experience. The correct combination of these three elements is often unique and dependent on the particular requirements associated with the work being performed. Therefore, TPA's Schedule utilizes equivalencies between experience and education that allows us to take the full measure of an individual's capabilities. The job descriptions defined in this section provide the general guidelines for each labor category; however reasonable consideration may be used for determining the optimal combination of experience and education for each task.

### SERVICE CONTRACT ACT (SCA)

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

### 1. SUBJECT MATTER EXPERT

**General Experience:**

Expert in single or multiple technical disciplines. Provides Expert guidance and insight into specific Human Resources technologies and their application and independently performs a variety of system design and integration tasks where a specific subject matter expertise is necessary.

**Principal Duties and Responsibilities:**

- ✦ Plans and performs research, design assessment, development, integration and other assignments in a specific technical area.
- ✦ Supervises broad team of human resources personnel
- ✦ Responsible for highly complex technical/engineering areas.
- ✦ May perform other duties, as assigned.

**Qualification**

Bachelor's Degree or equivalent and 17 years of general experience. 10 years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, 15 years

of general experience is required. With a PhD, 13 year of general experience is required.

## 2. Senior Personnel Management Specialist

### General Experience:

Sr. Personnel Management specialist possess at least 11 years of experience in Human Resources services, business process redesign, change management efforts or information systems implementation.

### Principal Duties and Responsibilities:

Must apply broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Human Resources Services projects. Must also provide subject matter expertise in HR processes or technology areas. Qualified to perform such tasks as:

- ✦ ¼ Design and implement new organization structures
- ✦ ¼ Conceptual design and development of training curricula
- ✦ ¼ Assist an organization translate its vision and strategy into core human resource and business processes
- ✦ ¼ Lead clients through streamlining, reengineering and transforming business processes
- ✦ ¼ Develop and execute project budgets.

### Job Specifications:

Bachelor s Degree with 10 years of related experience.

## 3. Personnel Management

### General Experience:

Personnel Manager must possess at least 6 years of experience in outsourcing services, business process redesign, change management efforts or information systems implementation.

### Principal Duties and Responsibilities:

Personnel Manager must apply broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Human Resources Services projects. Personnel Manager provides subject matter expertise in HR processes or technology areas. Qualified to perform such tasks as:

- ✦ Design and implement new organization structures
- ✦ Conceptual design and development of training curricula
- ✦ Assist an organization translate its vision and strategy into core human resource and business processes
- ✦ Lead clients through streamlining, reengineering and transforming business processes
- ✦ Develop and execute project budgets.

### Job Specifications:



Bachelor s Degree and minimum of 5 years related experience with (civilian) Federal Government agencies or (Military and Civilian) Department of Defense agencies.

#### 4. SR. Position Classification Specialist

##### General Experience

Senior Position Classification Specialist must possess at least 10 years of experience in position classification in accordance with Office of Personnel Management (OPM) guidance. Must possess extensive experience in conducting evaluation statements (if they exist), perform necessary fact-finding, and gather necessary information, in order to determine series and grade of proposed position description

##### Principal Duties and Responsibilities:

- ✦ Reviews new position descriptions submitted by customers, review evaluation statements (if they exist), perform necessary fact-finding, and gather necessary information, in order to determine series and grade of proposed position description.
- ✦ For desk audits and position classification appeals, prepare a written analysis and any other required documentation of each position reviewed and recommend to the project manager whether or not the position is properly classified by comparison to the OPM classification standards.
- ✦ Write and classify new position descriptions. This may require meetings with subject matter experts and/or other classification specialists to obtain additional information.

##### Job Specifications:

Bachelor s Degree and minimum of 10 years related experience with (civilian) Federal Government agencies or (Military and Civilian) Department of Defense agencies.

#### 5. Position Classification Specialist

##### General Experience:

Position Classification Specialist must possess at least 5 years of experience in position classification in accordance with Office of Personnel Management (OPM) guidance. Must possess extensive experience in conducting evaluation statements (if they exist), perform necessary fact-finding, and gather necessary information, in order to determine series and grade of proposed position description.

##### Principal Duties and Responsibilities:

- ✦ Reviews new position descriptions submitted by customers, review evaluation statements (if they exist), perform necessary fact-finding, and gather necessary information, in order to determine series and grade of proposed position description.
- ✦ For desk audits and position classification appeals, prepare a written analysis and any other required documentation of each position reviewed and recommend to the project manager whether or not the position is properly classified by comparison to the OPM classification standards.
- ✦ Write and classify new position descriptions. This may require meetings with



subject matter experts and/or other classification specialists to obtain additional information.
<b>Job Specifications:</b>
Bachelor s Degree and minimum of 10 years related experience with (civilian)Federal Government agencies or (Military and Civilian) Department of Defense agencies.

**6. Senior Staffing Specialist:**

<b>General Experience:</b> Senior Staffing Specialist must possess at least 10 years of experience in staffing in accordance with Office of Personnel Management (OPM) guidance. Must possess extensive experience in screening job announcement, evaluating case files for basic qualifications, and analyzing eligibility as required by job announcements. Conduct rating and ranking of applications.
<b>Principal Duties and Responsibilities:</b>
<ul style="list-style-type: none"> <li>✚ Using a classified position description, prepare job analyses and knowledge, skills, and abilities (KSA) statements using the HHS streamlined process.</li> <li>✚ Draft appropriate sections of vacancy announcements.</li> <li>✚ Screen job announcement case files for basic qualifications and eligibility as required by job announcements. Conduct rating and ranking of applications.</li> </ul>
<b>Job Specifications:</b>
Bachelor s Degree and minimum of 10 years related experience with (civilian) Federal Government agencies or (Military and Civilian) Department of Defense agencies.

**7. Staffing Specialist:**

<b>General Experience:</b> Staffing Specialist must possess at least 5 years of experience in staffing in accordance with Office of Personnel Management (OPM) guidance. Must possess extensive experience in screening job announcement, evaluating case files for basic qualifications, and analyzing eligibility as required by job announcements. Conduct rating and ranking of applications.
<b>Principal Duties and Responsibilities:</b>
<ul style="list-style-type: none"> <li>✚ Using a classified position description, prepare job analyses and knowledge, skills, and abilities (KSA) statements using the HHS streamlined process.</li> <li>✚ Draft appropriate sections of vacancy announcements.</li> <li>✚ Screen job announcement case files for basic qualifications and eligibility as required by job announcements. Conduct rating and ranking of applications.</li> </ul>
<b>Job Specifications:</b>
Bachelor s Degree and minimum of 5 years related experience with (civilian) Federal Government agencies or (Military and Civilian) Department of Defense agencies.



### 8. Senior Benefits Specialist

**General Experience:**

Senior Benefits Specialist must possess at least 10 years of experience in employee benefits administration in accordance with Office of Personnel Management (OPM) guidance. Must possess extensive experience in preparing retirement packages for submission to Office of Personnel Management.

**Principal Duties and Responsibilities:**

- ✚ Counsel employees on retirement.
- ✚ Prepare retirement packages for submission to Office of Personnel Management.

**Job Specifications:**

Bachelor s Degree and minimum of 10 years related experience with (civilian) Federal Government agencies or (Military and Civilian) Department of Defense agencies.

### 9. Benefits Specialist:

**General Experience**

Benefits Specialist must possess at least 5 years of experience in employee benefits administration in accordance with Office of Personnel Management (OPM) guidance. Must possess extensive experience in preparing retirement packages for submission to Office of Personnel Management.

**Principal Duties and Responsibilities:**

- ✚ Counsel employees on retirement.
- ✚ Prepare retirement packages for submission to Office of Personnel Management.

**Job Specifications:**

Bachelor s Degree and minimum of 5 years related experience with (civilian) Federal Government agencies or (Military and Civilian) Department of Defense agencies.

### 10.Senior Employee Relations Specialist

**General Experience:**

Senior Employee Relations Specialist must possess at least 10 years of experience in employee relations in accordance with Office of Personnel Management (OPM) guidance. Professional must possess the ability to investigate and evaluate the merits of an administrative or union grievance filed by an individual within an organization. Conduct fact- finding as necessary to include interviews, under oath, with management officials and employees. Evaluate pertinent Federal/Agency laws, regulations, guidelines and relevant case law. Advise appropriate individual(s) and prepare any necessary documentation.

**Principal Duties and Responsibilities:**

- ✚ Investigate and evaluate the merits of an administrative or union grievance filed by an individual within an organization. Conduct fact- finding as necessary to include



interviews, under oath, with management officials and employees. Evaluate pertinent Federal/Agency laws, regulations, guidelines and relevant case law. Advise appropriate individual(s) and prepare any necessary documentation.

- Conduct an investigation of allegations of employee misconduct as necessary to include interviews, under oath, with management offices and employees. Evaluate pertinent Federal /Agency laws, regulations, guidelines and relevant case law. Advise appropriate individual(s) and prepare any necessary documentation.

- Conduct retirement computations, including review of documentation in OPF to verify creditable service.

**Job Specifications:**

Bachelor s Degree and minimum of 10 years related experience with (civilian) Federal Government agencies or (Military and Civilian) Department of Defense agencies.

**11. Employee Relations Specialist**

**General Experience:**

Employee Relations Specialist must possess at least 5 years of experience in employee relations in accordance with Office of Personnel Management (OPM) guidance. Professional must possess the ability to investigate and evaluate the merits of an administrative or union grievance filed by an individual within an organization. Conduct fact- finding as necessary to include interviews, under oath, with management officials and employees. Evaluate pertinent Federal/Agency laws, regulations, guidelines and relevant case law. Advise appropriate individual(s) and prepare any necessary documentation.

**Principal Duties and Responsibilities:**

- Investigate and evaluate the merits of an administrative or union grievance filed by an individual within an organization. Conduct fact- finding as necessary to include interviews, under oath, with management officials and employees. Evaluate pertinent Federal/Agency laws, regulations, guidelines and relevant case law. Advise appropriate individual(s) and prepare any necessary documentation.
- Conduct an investigation of allegations of employee misconduct as necessary to include interviews, under oath, with management offices and employees. Evaluate pertinent Federal /Agency laws, regulations, guidelines and relevant case law. Advise appropriate individual(s) and prepare any necessary documentation.
- 3. Conduct retirement computations, including review of documentation in OPF to verify creditable service.

**Job Specifications:**

Bachelor s Degree and minimum of 5 years related experience with (civilian) Federal Government agencies or (Military and Civilian) Department of Defense agencies.

**12. Senior Employee Development Specialist**

**General Experience:**

Sr. Employee Development Specialists possess at least 10 years of experience in Human

Resource business processes.
<b>Principal Duties and Responsibilities:</b>
<p>Must apply their advanced skills and experience in processing personnel transactions, detailed knowledge of business processes, and supervisory skills to administer human resource processes. On Human Resources Services projects, Senior Specialists provide HR process services and interact with clients at the supervisory level. Sr. Employee Development Specialist is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>✚ Input data into Human Resource Information Systems (HRIS)</li> <li>✚ Provide assistance on employee records</li> <li>✚ Process personnel transactions</li> <li>✚ Prepare human resource reports</li> <li>✚ Provide daily supervision and direction to staff</li> </ul>
<b>Job Specifications:</b>
Bachelor s Degree with 10 years related experience.

<b>13. Employee Development Specialist</b>
<b>General Experience:</b>
Must possess at least 5 years of experience in Human Resource business processes or training development and administration.
<b>Principal Duties and Responsibilities:</b>
<p>Must apply their advanced skills and experience in processing personnel transactions, detailed knowledge of business processes, and supervisory skills to administer human resource processes. On Human Resources Services projects, Senior Specialists provide HR process services and interact with clients. Employee Development Specialist is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>✚ Input data into Human Resource Information Systems (HRIS)</li> <li>✚ Provide assistance on employee records</li> <li>✚ Process personnel transactions</li> <li>✚ Prepare human resource reports</li> <li>✚ Provide daily supervision and direction to staff</li> </ul>
<b>Job Specifications:</b>
Bachelor s Degree with 5 years related experience.

<b>14. Employment Development Assistant</b>
<b>General Experience:</b>
Possess at least 2 years of experience in Human Resource business processes.
<b>Principal Duties and Responsibilities:</b>
Apply their skills to administer human resource processes. Employee Development Assistant must provide HR data entry services. Qualified to perform tasks such as:



<ul style="list-style-type: none"> <li>✚ Input data into Human Resource Information Systems (HRIS)</li> <li>✚ Provide assistance on employee records</li> <li>✚ Process personnel transactions</li> <li>✚ Prepare human resource reports</li> </ul>
<p><b>Job Specifications:</b>          Associate s Degree with 2 years related experience.</p>

**15. Human Resource Assistant**

<p><b>General Experience:</b>          Possess at least 2 years of experience in Human Resource business processes</p>
<p><b>Principal Duties and Responsibilities:</b>          Research personnel laws, regulations and procedures to determine and/or verify appropriate nature of action and legal authority. Enter data into automated personnel action processing system for personnel and pay actions. Maintain Official Personnel Files.</p>
<p><b>Job Specifications:</b>          Associate s Degree with 2 years related experience.</p>

**16. HR Processor**

<p><b>General Experience:</b>          Possess at least 2 years of experience in Human Resource business processes</p>
<p><b>Principal Duties and Responsibilities:</b>          Research personnel laws, regulations and procedures to determine and/or verify appropriate nature of action and legal authority. Enter data into automated personnel action processing system for personnel and pay actions. Maintain Official Personnel Files.</p>
<p><b>Job Specifications:</b>          Associate s Degree with 2 years related experience.</p>

**17. Personnel Systems Manager**

<p><b>General Experience:</b>          Must possess a minimum of 10 years of experience in human resource systems.</p>
<p><b>Principal Duties and Responsibilities:</b>          Confers with client executive management to define the client's strategic business information technology goals and advises in the reengineering of business processes to meet those goals. Applies process improvement and reengineering methodologies and principles to process modernization projects. Responsible for effective transition of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. Acts as key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. May provide daily supervision and direction to business process</p>



reengineering team or high-level consulting input. May include specific knowledge of paperless environment and electronic document management systems.

**Job Specifications:**

Bachelor s Degree with a minimum of 10 years in Personnel Systems Management of which 3 years must have been spent in providing HR Software implementation services for Federal Government Agencies and/or Department of Defense agencies.

**18.Administrative Specialist**

**General Experience:**

Must possess a minimum of 5 years in 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.

**Principal Duties and Responsibilities:**

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.

**Job Specifications:**

Bachelor s Degree or High School Diploma or Associate Degree with a minimum of 5 years in 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 for Federal Government Agencies and/or Department of Defense agencies.

**19.Senior Computer Systems Analyst**

**General Experience:**

Works with Ada, SQL, and third/fourth generation languages in the design and implementation of systems and using database management systems. Possesses ability to assume increasing responsibilities in information engineering activities. Knowledgeable of applicable standards and provides general technical support.

**Principal Duties and Responsibilities**

Analyzes and studies complex information system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Provides input to estimate software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. May manage, coordinate, or install system upgrades. Uses diagnostic



software to test and isolate ADPE to validate functionality. May provide system analysis and integration and oversee system operations. Often assists with monitoring system performance and security and sets up terminal/printer queues. Provides in-service support for proper use of system software, hardware, or applications and provides Tier 1 technical support for ADPE. Works independently under minimal supervision.

**Job Specifications**

Bachelor's degree or equivalent and 1 year of general experience. Six (6) years of general experience is equivalent to a Bachelor's degree. With a Master's degree, no experience is required.

**20. Computer Systems Analyst**

**General Experience:**

Works with Ada, SQL, and third/fourth generation languages in the design and implementation of systems and using database management systems. Possesses ability to assume increasing responsibilities in information engineering activities. Knowledgeable of applicable standards and provides general technical support.

**Principal Duties and Responsibilities**

Analyzes and studies complex information system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Provides input to estimate software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. May manage, coordinate, or install system upgrades. Uses diagnostic software to test and isolate ADPE to validate functionality. May provide system analysis and integration and oversee system operations. Often assists with monitoring system performance and security and sets up terminal/printer queues. Provides in-service support for proper use of system software, hardware, or applications and provides Tier 1 technical support for ADPE. Works independently under minimal supervision.

**Job Specifications**

Bachelor's degree or equivalent and 1 year of general experience. Six (4) years of general experience is equivalent to a Bachelor's degree. With a Master's degree, no experience is required.

**21. Senior Program Analyst**

**General Experience:**

Works independently, with management review of end results. Has prime accountability for the maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc.

**Principal Duties and Responsibilities:**

- ✦ Continually assess the performance of appropriate software systems to identify and correct problems which impact operation efficiency and work quality.
- ✦ Maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements.
- ✦ Analyzes performance indicators such as system's response time and number of programs being processed to ensure operational efficiency.
- ✦ Designs, codes, install, and maintains appropriate systems software program.
- ✦ Identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages.
- ✦ Performs special system regenerations where applicable to reflect changes in peripheral configuration.
- ✦ Ensures the maintenance of adequate software systems documentation.
- ✦ Recommends to management the purchase or lease of system software packages and related hardware.
- ✦ Provides technical assistance to less experienced systems software personnel in the resolution of complex system-related problems.
- ✦ Trains users in applications programming and other user personnel in the use of systems software and related hardware.
- ✦ May perform other duties as assigned.

**Job Specifications:**

Bachelor's Degree or equivalent and 6 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, four (4) years of general experience is required. With a PhD, 2 year of general experience is required.

## 22. Junior Program Analyst

**General Summary**

Works under supervision to support the activities of a Programmer Analyst. Assists in the support of the maintenance and operating efficiency of a major system, such as the teleprocessing network, database management system, etc.

**Principal Duties and Responsibilities**

- ✦ Assists programmer analysts in the assessment of the performance of appropriate software systems to identify and correct problems which impact operation and work quality.
- ✦ Assists in analyzing performance indicators such as system response time and number of programs being processed to ensure operational efficiency.
- ✦ Codes, in accordance with specific design parameters, system software modules as directed by the Programmer Analyst.
- ✦ Assists in the identification, evaluation, customizing and implementation of vendor-supplied software packages.
- ✦ Assists the Programmer Analyst in end user training in applications programming and other



user personnel in the use of systems software and related hardware.

- ✦ May perform other duties as assigned.

**Job Specifications**

Bachelor's Degree or equivalent. Six (6) years of general experience is considered equivalent to a Bachelor's Degree.

**23.Senior Programmer**

**General Experience:**

Works independently, with management review of end results. Has prime accountability for the maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc.

**Principal Duties and Responsibilities**

- ✦ Continually assess the performance of appropriate software systems to identify and correct problems which impact operation efficiency and work quality.
- ✦ Maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements.
- ✦ Analyzes performance indicators such as system's response time and number of programs being processed to ensure operational efficiency.
- ✦ Designs, codes, install, and maintains appropriate systems software program.
- ✦ Identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages.
- ✦ Performs special system regenerations where applicable to reflect changes in peripheral configuration.
- ✦ Ensures the maintenance of adequate software systems documentation.
- ✦ Recommends to management the purchase or lease of system software packages and related hardware.
- ✦ Provides technical assistance to less experienced systems software personnel in the resolution of complex system-related problems. Trains users in applications programming and other user personnel in the use of systems software and related hardware.
- ✦ May perform other duties as assigned.

**Job Specifications**

Bachelor's Degree or equivalent and 6 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, four (4) years of general experience is required. With a PhD, 2 year of general experience is required.

**24.Junior Programmer**

**General Experience:**

Works under the supervision of Senior Programmer and Programmer, with management



review of end results. Has prime accountability for the maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc.

**Principal Duties and Responsibilities**

- ✦ Continually assess the performance of appropriate software systems to identify and correct problems which impact operation efficiency and work quality.
- ✦ Maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements.
- ✦ Analyzes performance indicators such as system's response time and number of programs being processed to ensure operational efficiency.
- ✦ Designs, codes, installs, and maintains appropriate systems software program.
- ✦ Identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages.
- ✦ Performs special system regenerations where applicable to reflect changes in peripheral configuration.
- ✦ Ensures the maintenance of adequate software systems documentation.
- ✦ Recommends to management the purchase or lease of system software packages and related hardware.
- ✦ Provides technical assistance to less experienced systems software personnel in the resolution of complex system-related problems.

**Job Specifications**

Bachelor's Degree or equivalent and 6 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, four (4) years of general experience is required. With a PhD, 2 year of general experience is required.

**25. Senior Data Base Management Specialist**

**General Experience:**

Engineering applications, databases and systems to integrate and analyze Security Operations Data.

**Principal Duties and Responsibilities**

Must have demonstrated technical writing skills; Demonstrated verbal communication skills; Demonstrated analytical skills; Occasional travel broad knowledge of IT and IT security standards, Including U.S. Federal Government standards; Knowledge of and experience with Technologies, products and procedures listed below: Data Modeling (Normilization, Data Relationships, Data Entegrity); Process Flow Modeling Database Architecture (MS SQL Server 7.0); Data Minuplation and Management (Structured Query Lanquage); High Availability Cluster Configurations Technologies; Application Architecture Design & Engineering Application Development Tools and Methodologies; X.500 & LDAP Directories; Netware/NDS Windows 2K and NT System Hardening; Web Servers; Software Deployment; Storage Systems; Backup and Recovery; Experience In: Data Moduling (Normalization, Data Relationships, Data Entegrity and Flow); Data Minipulation and Management (SQL); Database Administration (MS SQL Server 7.0



on NT); High Availability Cluster; Configurations Technologies; Application Design, Engineering & Development; Developing System Documentation, Design & Engineering Documentation, Deployment Plans, and Operating Procedures; Developing Training Materials for Users, Administrators, and Support Personnel Security Certifications Such As CISSP, CISA and SANS GNSA U.S. Federal Government Security Clearance.

**Job Specifications:**

College Degree or IT Technical Certifications or Equivalent Experience; 3 Years IT Experience; 2 Years IT Security Experience.

**26.Senior Systems Analyst**

**General Experience:**

Acts as a lead in performing systems analysis of computer and communications/networks systems. Oversees the overall installation of computer operating systems, network, and application software. Has ability to adapt to new situations and environments. Possesses keen troubleshooting skills to assist other Sr. Systems Analysts and Program Managers.

**Principal Duties and Responsibilities:**

- ✚ Performs systems analysis of computer and networking systems.
- ✚ Supports other Sr. Systems Analysts and Program Managers, as required.
- ✚ Oversees the overall integration of all systems peripherals so that they can operate correctly within a predefined environment.
- ✚ Oversees hotline support to customers.
- ✚ Analyzes and develops technical documentation detailing the installation procedures.
- ✚ May perform other duties, as assigned.

**Job Specifications:**

Bachelor's Degree or equivalent and 8 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, six (6) years of general experience is acceptable. With a PhD, 4 years of general experience is required.

**27.Data Base Analyst**

**General Experience:**

Perform systems analysis of computer and communications/networks systems. Oversees the overall installation of computer operating systems, network, and application software. Has ability to adapt to new situations and environments.

**Principal Duties and Responsibilities:**

Assists with analyzing, developing, and implementing the physical database design in support of information technology requirements. Performs the maintenance of database dictionaries. Monitors standards and procedures, access methods and time, validation checks and organizational and statistical methods. Reviews, evaluates, designs, implements and maintains



databases. Helps identify data sources, construct data decomposition diagrams and document the process. Implements codes for database access, modifications and constructions including stored procedures. Works under direct supervision.

**Job Specifications:**

Bachelor's Degree or equivalent and 5 years of general experience. Three (3) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, six (2) years of general experience is acceptable.

**28. Project Manager II**

**General Experience:**

Minimum of 10 years of related work experience.

**Principal Duties and Responsibility:**

Consults with Contracting Officer's Technical Representative (COTR) and other government project office personnel to minimize costs and maximize efficiency in achieving requirements stated in the contract. Leads the planning, organizing, and control efforts of the overall activities of the task, i.e., task management, technical work, quality of work, schedule, and cost associated with various orders issued under the contract. Ensures that all activities conform to the terms and conditions of the contract and ordering procedures. Acts as liaison between the COTR, the Contracting Officer (CO), and project manager. Coordinates activities and seeks resolution of contractual and technical problems while working with the COTR, the CO, and other Government personnel.

**Job Specifications:**

Minimum Requirement: Master's Degree in business, operations research, management, computer science, engineering, or related discipline.

**29. Project Manager I**

**General Experience:**

A minimum of 10 years of related work experience.

**Principal Duties and Responsibility:**

Consults with Contracting Officer's Technical Representative (COTR) and other government project office personnel to minimize costs and maximize efficiency in achieving requirements stated in the contract. Leads the planning, organizing, and control efforts of the overall activities of the task, i.e., task management, technical work, quality of work, schedule, and cost associated with various orders issued under the contract. Ensures that all activities conform to the terms and conditions of the contract and ordering procedures. Acts as liaison between the COTR, the Contracting Officer (CO), and project manager. Coordinates activities and seeks resolution of contractual and technical problems while working with the COTR, the CO, and other Government personnel.

**Job Specifications:**

Minimum Requirement: Master's Degree in business, operations research, management,



computer science, engineering, or related discipline.

### 30. Consultant

#### General Experience:

Good written communications skills, working knowledge of word processing and integrated software applications, organizational skills and ability to perform detail-oriented work are required. Position may require travel and the ability to pass and maintain a security clearance.

#### Functional Responsibilities:

The Senior Management Consultant is responsible for management and performance of major contract programs requiring multidiscipline services and inter- organizational cooperation of business units. Manages and directs all phases of a program from inception to completion to assure all technical, schedule, delivery, and cost requirements are met. Communicates with customer to resolve technical and contractual issues. Oversees the development of design concepts and test criteria. Reviews program schedules and potential impacts. Directs proposal preparation, management plans, budgets, and schedules for program, which are critical to the company. Directs the integration of a program management team, reviews progress and evaluates results.

#### Job Specifications:

Bachelor's degree in Business Administration or a related field and 10 years of job-related experience or equivalent.

Level	Ph.D.	Master's Degree	Bachelor's Degree
Level 3	10	12	15
Level 2	7	10	12
Level 1	5	7	9

### 31. Senior Consultant

#### General Experience:

Good written communications skills, working knowledge of word processing and integrated software applications, organizational skills and ability to perform detail-oriented work are required. Position may require travel and the ability to pass and maintain a security clearance.

#### Functional Responsibilities:

The Senior Management Consultant is responsible for management and performance of major contract programs requiring multidiscipline services and inter- organizational cooperation of business units. Manages and directs all phases of a program from inception to completion to assure all technical, schedule, delivery, and cost requirements are met. Communicates with customer to resolve technical and contractual issues. Oversees the development of design concepts and test criteria. Reviews program schedules and potential impacts. Directs proposal preparation, management plans, budgets, and schedules for program, which are critical to the company. Directs the integration of a program management team, reviews progress and evaluates results.



**Job Specifications:**

Bachelor's degree in Business Administration or a related field and 15 years of job-related experience or equivalent.

<b>Level</b>	<b>Ph.D.</b>	<b>Master's Degree</b>	<b>Bachelor's Degree</b>
Level 3	15	17	19
Level 2	11	13	15
Level 1	7	9	11