



MANAGEMENT SUPPORT TECHNOLOGY, INC
GS-10F-0258K
General Services Administration

Federal Supply Service
Authorized Federal Supply Service Price List

*On-line access to contracting 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.gsa.gov>.*

For pricing rates, please contact:
nmiddleton@msti-net.com

Mission Oriented Business Integrated Services (MOBIS)

Option Year 2 - June 1, 2010 - May 31, 2015

Federal Supply Group: 874

Class Number: 8742

Contract Number: GS-10F-0258K

Contractor: Management Support Technology, Inc.
Business Size: Small / Service Disabled Veteran
Owned Small Business

Management Support Technology, Inc.
11320 Random Hills Road, Suite 200
Fairfax, VA 22030
Phone: 703-385-5841 | Fax: 703-385-5843

Contract Administration: Rose Lowstuter
Web Site: <http://www.msti-net.com>

Table of Contents

CUSTOMER INFORMATION

OVERVIEW

SIN 874-1 INTEGRATED CONSULTING SERVICES
SIN 874-7 INTEGRATED BUSINESS PROGRAM SUPPORT SERVICES

AWARD PRICE LIST

SCA MATRIX

LABOR CATEGORY DESCRIPTIONS

PROGRAM EXECUTIVE
PROGRAM DIRECTOR
PROJECT MANAGER
QUALITY ASSURANCE MANAGER
SENIOR SUBJECT MATTER EXPERT
SENIOR PROCUREMENT ANALYST
SENIOR SYSTEMS ENGINEER
SYSTEMS ENGINEER
SENIOR SYSTEMS ANALYST
SYSTEMS ANALYST
JUNIOR SYSTEMS ANALYST
TECHNICIAN
GRAPHIC ARTIST
TRAINING SPECIALIST
TECHNICAL WRITER
ADMINISTRATIVE ASSISTANT
SENIOR FACILITATOR
FACILITATOR
ASSOCIATE FACILITATOR

GS-10F-0258K
General Services Administration

Customer Information

1. (a) Table of Awarded Special Item Number(s)
 - 874-1 INTEGRATED CONSULTING SERVICES
 - 874-7 INTEGRATED BUSINESS PROGRAM SUPPORT SERVICES
2. Maximum Order
\$1,000,000.00
3. Minimum Order
\$100.00
4. Geographic Coverage (Delivery Area)
Domestic and Overseas Delivery
5. Point of Production (city, county, and state or foreign country)
Same as contractor
6. Discount from list prices or statement of net price
Government net prices (discount already deducted)
7. Quantity Discount
Already included in net pricing
8. Prompt Payment Terms
Net - 30 days
9. (a) Notification that government purchase cards are accepted below the micro-purchase threshold
Accepted
9. (b) Notification whether government purchase cards are accepted or not accepted above the micro-purchase threshold
Accepted
10. Foreign Items (List items by country of origin)
None
11. (a) Time of Delivery
Specified on the Task Order
11. (b) Expedited Delivery
Specified on the Task Order

GS-10F-0258K
General Services Administration

11. (c) Overnight and Two-day Delivery
Contact Contractor
11. (d) Urgent Requirements
Contact Contractor
12. F.O.B. Point(s)
Domestic and Overseas Delivery
13. Ordering Addresses
Same as Contractor
14. Payment Addresses
Same as Contractor
15. Warranty Provision
Product warranty terms and conditions are those set forth in contract clause 552.246-73
16. Export Packing Charges
If applicable
17. Terms and conditions of government purchase card acceptance (any thresholds above the micro-purchase level)
N/A
18. Terms and conditions of rental, maintenance, and repair (if applicable)
N/A
19. Terms and conditions of installation (if applicable)
N/A
20. (a) Terms and conditions of repair parts indicating date of parts price list and any discount from list price (if applicable)
N/A
20. (b) Terms and conditions for any other services (if applicable)
N/A
21. List of services and distribution points (if applicable)
N/A
22. List of participating dealers (if applicable)
N/A
23. Preventative maintenance (if applicable)

GS-10F-0258K
General Services Administration

N/A

24. (a) Special attributes such as environmental attributes, (e.g., recycle content, energy efficiency, and/or reduced pollutants):

N/A

24. (b) If applicable, indicate that Section 508 compliance information is available on Electronic and Technology (EIT) supplies and services and show where full details can be found (e.g., Contractor's website or location.)

The EIT standards can be found at: www.Section508.gov/.

25. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants

N/A

26. Data Universal Numbering Systems (DUNS)

783603814

27. Notification regarding registration in Central Contractor Registration (CCR) database

Registered

Overview

MSTI is in the business of providing professional service solutions to government and commercial customers. We provide IT Solutions to include information technology, information management and Management Solutions to include program support, and strategic/financial planning. These are our devoted focus areas. We are an ISO 9001-2008 certified company. Our quality commitment is to delight our customers with excellent service, on time, every time.

MSTI's IT Solutions delivers innovative solutions for e-business/e-commerce, electronic record/document management, and network installation and management.

MSTI's Management Solutions performs a variety of support services that are contracted out to us by government agencies. Examples are manpower management, combat operations historical research, and acquisition management. We also provide program and budget support for government agencies, including the Department of Defense's Planning, Programming, Budgeting and Execution (PPBE). We encourage you to use our existing contract vehicles including GSA Schedules 70, GSA Schedule 36, GSA LOGWORLD, GSA 48, ARMY's HR SOLUTIONS, DISA ENCORE II, Seaport-e, GSA Stars II (JV-Zentech) and FAA E-FAST MOA.

In addition, we are a Service-Disabled Veteran-Owned Small Business (SDVOSB). Federal, State and Local Governments as well as commercial customers will find us responsive, flexible and e-business ready.

GS-10F-0258K
General Services Administration

SIN 874-1 Integrated Consulting Services

MSTI shall provide expert advice, assistance, guidance or counseling in support of agencies management, organizational, and business improvement efforts. This may also include studies and reports documenting by proposed developmental, consultative or implementation effort. Examples of consultation include, but are not limited to: strategic, business, and action planning, systems alignment, cycle time, high performance work, leadership systems, performance measure and indicators, process and productivity improvement, organizational assessments, program, and evaluations.

MSTI shall provide facilitation and related decision support services to agencies engaging in collaboration effort, working groups, or integrated products, process, or self-directed teams. Agencies bring together diverse teams and/or groups with common and divergent interest may require a neutral party to assist them in: the use of problem solving techniques, resolving disputes, disagreements, and divergent views, providing a draft for the permanent record, defining and refining the agenda, logistical meeting/conference support when performing technical facilitation, recording discussion content and focusing decision-making debriefing and overall meeting planning, convening and leading large and small group briefings and discussions, preparing draft and final reports for dissemination.

SIN 874-7 Integrated Business Program Support Services

MSTI shall provide services in the management, integration, and programs and projects. These services may include, but are not limited to: program management, program integration (team leader), program oversight, and program management.

GS-10F-0258K
General Services Administration



MSTI GSA MOBIS RATE TABLE (YEARS 11-15)

	6/1/10 - 5/31/11		6/1/11 - 5/31/12		6/1/12 - 5/31/13		6/1/13 - 5/31/14		6/1/14 - 5/31/15	
	MSTI Plant	Customer Site								
<u>Integrated Consulting Services SIN 874-1</u>										
Program Executive	96.29	82.20	98.21	83.85	100.18	85.53	102.18	87.21	104.22	88.98
Program Director	110.55	94.38	112.76	96.27	115.01	98.19	117.31	100.15	119.66	102.16
Project Manager	71.51	61.06	72.94	62.28	74.40	63.52	75.89	64.79	77.41	66.09
Quality Assurance Manager	65.60	56.00	66.91	57.12	68.25	58.26	69.62	59.43	71.01	60.62
Subject Matter Expert	149.81	127.89	152.80	130.45	155.86	133.06	158.98	135.72	162.15	138.43
Senior Procurement Analyst	86.87	74.16	88.61	75.65	90.39	77.16	92.20	78.70	94.04	80.28
Senior Systems Engineer	93.39	79.73	95.26	81.33	97.16	82.00	99.10	84.61	101.08	86.29
Systems Engineer	82.54	70.46	84.19	71.87	85.88	82.95	87.60	74.78	89.35	76.28
Senior Systems Analyst	75.36	64.33	76.86	65.62	78.40	73.31	79.97	68.27	81.57	69.64
Systems Analyst	65.60	56.00	66.91	57.12	68.25	66.93	69.62	59.43	71.01	60.62
Junior Systems Analyst	43.43	37.09	44.30	37.83	45.19	58.26	46.09	39.35	47.02	40.14
Technician	53.45	45.63	54.52	46.55	55.61	38.58	56.72	48.43	57.85	49.18
Graphic Artist	53.45	45.63	54.52	46.55	55.61	47.48	56.72	48.43	57.85	49.18
Training Specialist	59.23	50.57	60.42	51.58	61.62	47.48	62.85	53.66	64.11	54.73
Technical Writer	47.55	40.61	48.50	41.42	49.48	42.24	50.47	43.08	51.48	43.94
Administrative Assistant	37.39	31.94	38.14	32.57	38.91	33.22	39.69	33.88	40.48	34.56
Senior Facilitator	149.81	127.89	152.81	130.43	155.86	133.06	158.98	135.72	162.15	138.43
Facilitator	75.39	64.33	76.88	65.63	78.40	66.94	79.97	68.28	81.57	69.64
Associate Facilitator	53.45	45.63	54.53	46.55	55.61	47.47	56.72	48.43	57.85	49.40
Administrative Assistant	37.39	31.94	38.15	32.57	38.91	33.22	39.69	33.88	40.48	34.56
<u>Integrated Business Program Support Services SIN 874-7</u>										
Program Executive	96.29	82.80	98.22	83.64	100.17	85.53	102.18	87.24	104.22	88.98
Program Director	110.55	94.38	112.76	96.27	115.02	98.20	117.31	100.15	119.66	102.16
Project Manager	71.51	61.06	72.95	62.27	74.40	63.53	72.89	64.79	77.41	66.09
Quality Assurance Manager	65.60	56.00	66.91	57.12	68.25	58.26	69.62	59.43	71.01	60.62
Subject Matter Expert	149.81	127.89	152.81	130.46	155.86	133.06	152.98	134.72	162.15	138.44
Senior Procurement Analyst	86.87	74.16	88.61	75.65	90.38	77.17	92.20	78.70	94.04	80.28
Technical Writer	47.55	40.61	48.51	41.41	49.48	42.25	50.47	43.08	51.48	43.94
Administrative Assistant	37.39	31.94	38.15	32.57	38.91	33.22	39.60	33.88	40.48	34.56

GS-10F-0258K
General Services Administration

SCA MATRIX

SCA Eligible Contract	SCA Equivalent Code – Title Labor Category	WD Number
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Administrative Assistant	01020 - Administrative Assistant	05-2103
Technical Writer	30463 - Technical Writer	05-2103

The Services Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the matrix. The prices offered are based on the service locations of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

GS-10F-0258K
General Services Administration

Labor Category Descriptions

SIN 874-1 & 874-7

Job Title: Program Executive

Minimum/General Experience: The Program Executive (PE) shall have a minimum of more than ten years project experience, including more than six years management experience. The remainder may be specialized or general experience in project development from inception to implementation, with a demonstrated ability to provide guidance and direction in tasks similar to those identified in the Statement of Work. The PE will manage large-scale contracts, usually multi-year, and multiple task contracts. Program directors and project managers may report to program executives on large contracts.

Functional Responsibility: The PE shall direct, plan, organize, control and manage the program to ensure that all contractual obligations are fulfilled in an efficient and timely manner. The PE must be able to:

- Manage multiple concurrent analysis and development tasks serve as the contractor's point of contact with the government contracting officer and the government contracting officer's representative
- Formulate and enforce work standards, develop schedules, review work discrepancies, and communicate agency policies, purposes, and goals to subordinates
- Manage and control funds and resources
- Monitor the program budget at the top level, staff the program with qualified personnel, and ensure the schedule and deliverables are in compliance with the contract and the delivery orders

Minimum Education: The individual shall possess a Bachelor of Science (BS) degree or higher in Engineering, Computer Science, Management Information Systems, Logistics, Management, or a related field. A master's degree in any of the above mentioned disciplines can substitute for three years' experience.

SIN(s) 874-1 & 874-7

Job Title: Program Director

Minimum/General Experience: The Program Director (PD) shall have a minimum of ten years project experience, including six years management experience. The remainder may be specialized or general experience in project development from inception to implementation, with a demonstrated ability to provide guidance and direction in tasks similar to those identified in the Statement of Work. Project Managers, also called Task Order Managers on some contracts) report to the Program Director on large-scale contracts.

Functional Responsibility: The PD shall direct, plan, organize, control and manage the program to ensure that all contractual obligations are fulfilled in an efficient and timely manner. The PD must be able to:

- manage multiple concurrent analysis and development tasks
- serve as the Contractor's Point of Contact with the Government Contracting Officer and the Government Contracting Officer's Representative
- formulate and enforce work standards, develop schedules, review work discrepancies, and communicate agency policies, purposes, and goals to subordinates
- manage and control funds and resources
- monitor the program budget at the top level, staff the program with qualified personnel, and ensure the schedule and deliverables are in compliance with the contract and the delivery orders

GS-10F-0258K
General Services Administration

Minimum Education: The individual shall possess a Bachelor of Science (BS) degree or higher in relevant or related field. A master's degree in a relevant or related discipline can substitute for three years' experience.

SIN(s) 874-1 & 874-7

Job Title: Project Manager

Minimum/General Experience: The Project Manager (PM), also called Task Order Manager on larger task order contracts, shall have a minimum of seven years of project experience, including three years management experience. The remainder may be specialized or general experience in project development from inception to implementation, with a demonstrated ability to provide guidance and direction in tasks similar to those identified in the Statement of Work.

Functional Responsibility: The PM shall direct, plan, organize, control and manage the program to ensure that all contractual obligations are fulfilled in an efficient and timely manner. The PM must be able to:

- Manage multiple concurrent analysis and development tasks
- Serve as the Contractor's Point of Contact with the Government Contracting Officer and the Government Contracting Officer's Representative
- Formulate and enforce work standards, develop schedules, review work discrepancies, and communicate agency policies, purposes, and goals to subordinates
- Manage and control funds and resources
- Monitor the program budget at the top level, staff the program with qualified personnel, and ensure the schedule and deliverables are in compliance with the contract and the delivery orders

Minimum Education: The individual shall possess a Bachelor of Science (BS) degree or higher in Engineering, Computer Science, Management Information Systems, Logistics, Management, or a related field. A master's degree in any of the above mentioned disciplines can substitute for three (3) years' experience.

SIN(s) 874-1 & 874-7

Job Title: Quality Assurance Manager

Minimum/General Experience: The Quality Assurance Manager (QA Manager) must have at least four years quality assurance experience, of which two years' experience must include federal government contracts.

Functional Responsibility: The QA Manager is responsible for all customer contracts. Individual will:

- Review all task orders and contracts for consistency and address all discrepancies in a timely fashion
- Ensure all required reports and deliverables are submitted in a timely fashion
- Assist in the design or development of new or improved contract administration practices, which will result in a high performance level., in compliance with the FAR
- Interface with the corporate and project management to review quality assurance activities for consistency with the company's policy and adherence to the contract's requirements function as contract administrator on the task/project.

GS-10F-0258K
General Services Administration

Minimum Education: Individual must have a bachelor's degree in relevant or related field. A Master's degree is preferred, but not required.

SIN(s) 874-1 & 874-7

Job Title: Senior Subject Matter Expert

Minimum/General Experience: Six years' experience in a relevant discipline or area of expertise. Possible areas of expertise include but are not limited to information technology, information analysis, system safety, Human Factors, Reliability and Maintainability (R &M), contracting, contract management, Electromagnetic Compatibility (EMC), Quality Assurance, Test & Evaluation, Industrial Process, Manufacturing, Aeronautics, Environmental Protection, Communications, Acquisition Management, financial analysis, financial management or Logistics. Experience in isolating, and resolving problems. Ability to explain issues to others in a manner that facilitates informed decision making. May include experience in evaluating, developing and/or analyzing information systems (IS) or information technology (IT) applied to information architectures/information warfare, including the use of client-server systems, distributed data bases, both wide-area and local-area communications, and a performance-based acquisition process. May include experience in financial analysis and management, cost estimating and analysis, budgeting and performance measurement. Also known as Acquisition Specialist. **Functional Responsibility:** Plans and executes complex tasks and projects relevant to subject matter. May lead the effort of others. Reduces issues to practical recommended options. Explains recommendation to decision-maker in terms that permit decisions. Performs studies and analyses on subject within the technical scope of work.

Minimum Education: Bachelor s degree in mathematics, engineering, business or other disciplines, or equivalent additional experience is required.

SIN(s) 874-1 & 874-7

Job Title: Senior Procurement Analyst

Minimum/General Experience: Five (5) years of progressive federal procurement experience including procurement planning, procurement, and contract administration. Must demonstrate in-depth knowledge of federal procurement regulations, policies and procedures. Must have at least three (3) years of experience working with federal contracting officers.

Functional Responsibility: At least two (2) years of experience with information technology specifications and source information related to procurements of IT equipment. Must demonstrate the most recent two (2) years of work experience with new models and types of contract types and have demonstrated knowledge and experience of the benefits and difficulties of using various types of contracts. Should have experience of the benefit and difficulties of using various types of contracts. Should have experience negotiating COTS technical support agreements for hardware, software and communications for government clients.

Minimum Education: Bachelor's Degree.

SIN(s) 874-1 & 874-7

Job Title: Senior Systems Engineer

GS-10F-0258K General Services Administration

Minimum/General Experience: The Senior Systems Engineer shall have a minimum of eight years' experience in the design, development, testing, implementation, and technical management of communications and computer hardware systems and two years management level experience.

Functional Responsibility: The Senior Systems Engineer shall act as the project leader for required automated information systems, communication systems, and software to include concept design, architecture, development, and testing. The Senior System Engineer shall interact with the technical staff, functional analysts, field sites, and the customer to ensure engineering requirements for developing and enhancing automated information systems, communication systems, and software are satisfied. This individual shall interact and coordinate directly with the PM for all activities related to the architectural design and development of automated systems. The Senior Systems Engineer must be able to:

- Provide technical leadership and guidance to analysts, engineers, programmers, and technical staff
- Serve as the technical lead for the PM in developing specific architectural capabilities and fielding communications and hardware systems
- Provide architectural/engineering alternatives, recommendations, and assistance in the development, integration, and installation of automated information system capabilities to designated sites
- Interface with users to obtain status and recommendations concerning engineering and architectural enhancements to automated and communication systems

Minimum Education: The Senior Systems Engineer shall possess a bachelors' degree or higher in information systems, computer science, electrical engineering or a related field. A master's degree in any of the above mentioned disciplines can substitute for three years' experience.

SIN(s) 874-1

Job Title: Systems Engineer

Minimum/General Experience: The Systems Engineer shall have a minimum of four years' experience in the design, development, testing, implementation, and technical management of communications and computer hardware systems.

Functional Responsibility: The Systems Engineer works with the project leader or Senior Systems Engineer for required automated information systems, communication systems, and software to include concept design, architecture, development, and testing. The System Engineer shall interact with the technical staff; functional analysts, field sites, and the customer to ensure engineering requirements for developing and enhancing automated information systems, communication systems, and software are satisfied. This individual shall interact and coordinate directly with the PM for all activities related to the architectural design and development of automated systems. The Systems Engineer must be able to:

- Work with analysts, engineers, programmers, and technical staff
- Work with senior staff to develop specific architectural capabilities and fielding communications and hardware systems
- Provide architectural/engineering alternatives, recommendations, and assistance in the development, integration, and installation of automated information system capabilities to designated sites

GS-10F-0258K
General Services Administration

- Interface with users to obtain status and recommendations concerning engineering and architectural enhancements to automated and communication system

Minimum Education: The Systems Engineer shall possess a bachelors' degree or higher in information systems, computer science, electrical engineering or a related field. If individual does not have a degree, eight years of experience may be substituted for a bachelor's degree, four years for an associate degree.

SIN(s) 874-1

Job Title: Senior Systems Analyst

Minimum/General Experience: The Senior Systems Analyst shall have a minimum of eight years' experience in the design, development, testing, implementation, and technical management of automated information systems and two years management level experience. The individual shall also understand systems design and operations; have knowledge of programming; an ability to analyze the impact of implementing new systems into existing logistics systems; and, the experience to ensure that all system requirements are thoroughly reviewed and documented.

Functional Responsibility: The Senior Systems Analyst shall work as the group leader to identify, define and document program requirements. The individual shall be able to analyze, develop, and evaluate, improvements in methods, procedures and techniques for the targeted systems. The Senior System Analyst shall interact with the technical staff and the customer to ensure requirements for developing and enhancing systems are satisfied. This individual shall interface directly with the PM for all activities related to the technical design and development of systems. The Senior Systems Analyst must be able to:

- Serve as the technical lead for the PM in developing specific functional capabilities and fielding systems and/or software to designated sites
- Provide alternatives, recommendations, and assistance in the development, integration, and installation of automated information system capabilities
- Interface with users to obtain status and recommendations concerning operations and enhancements to automated systems

Minimum Education: The Senior Systems Analyst shall possess a BS degree or higher in information systems, computer science, or a related field. A master's degree in any of the above mentioned disciplines can substitute for three years' experience.

SIN(s) 874-1

Job Title: Systems Analyst

Minimum/General Experience: The Systems Analyst shall have three to five years' experience in all aspects of the systems analysis discipline. The individual shall possess specialized experience in system hardware; operating systems; object-oriented analysis, design, and programming methodologies; structured analyses; integrated computer-aided software engineering (I-CASE) tools; and software development and debugging tools as they relate to the requirements of the specific delivery orders.

Functional Responsibility: The Systems Analyst shall perform functional and system analyses of customer requirements and shall be responsible for the development of functional specifications. Responsibilities include:

GS-10F-0258K General Services Administration

- Designing, developing and applying systems; performing requirements analysis; analyzing, developing, designing code, testing and modifying software programs
- Supervising and providing direction to programmers and analysts
- interacting with the technical staff, functional analysts, field sites, and the customer in the technical aspects of the design, development, testing, and implementation of systems
- Participating in system design efforts and software development
- Collecting and analyzing data from legacy systems
- Directing data reduction and processing
- Providing alternatives, recommendations, and assistance in the development, integration, and installation of automated information system capabilities
- interfacing with users to obtain status and recommendations concerning operations and enhancements to automated systems

Minimum Education: The Systems Analyst shall possess a BS degree or higher in computer science, management information systems, or a related technical discipline. A master's degree in any of the above mentioned disciplines can substitute for three years general experience. A minimum of ten years' experience acquired through progressively responsible positions, such as supervisory, technical, or staff coordination duties can be substituted for a bachelor's degree.

SIN(s) 874-1

Job Title: Junior Systems Analyst

Minimum/General Experience: The Junior Systems Analyst shall have one to three years' experience in all aspects of the systems analysis discipline. The individual shall possess specialized experience in system hardware; operating systems; object-oriented analysis, design, and programming methodologies; structured analyses; integrated computer-aided software engineering (I-CASE) tools; and software development and debugging tools as they relate to the requirements of the specific delivery orders.

Functional Responsibility: The Junior Systems Analyst shall perform functional and system analyses of customer requirements and shall be responsible for the development of functional specifications. Responsibilities include:

- Designing, developing and applying systems; performing requirements analysis; analyzing, developing, designing code, testing and modifying software programs
- Interacting with the technical staff, functional analysts, field sites, and the customer in the technical aspects of the design, development, testing, and implementation of systems
- Participating in system design efforts and software development
- Collecting and analyzing data from legacy systems
- Directing data reduction and processing
- Providing alternatives, recommendations, and assistance in the development, integration, and installation of automated information system capabilities
- Interfacing with users to obtain status and recommendations concerning operations and enhancements to automated systems

Minimum Education: The Junior Systems Analyst shall possess an Associate's degree or higher in computer science, management information systems, or a related technical discipline. A master's degree in any of the above mentioned disciplines can substitute for three years general experience. A minimum of ten

GS-10F-0258K
General Services Administration

years' experience acquired through progressively responsible positions, such as supervisory, technical, or staff coordination duties can be substituted for a bachelor's degree.

SIN(s) 874-1

Job Title: Technician

Minimum/General Experience: Three years of progressive experience in personal computer (PC) software installation, upgrade, and repair.

Functional Responsibility: Performs direct technical work on projects. Works under general supervision and installs, operates, configures, troubleshoots, and repairs FIP resources.

Minimum Education: Individual must have at least a High School Diploma.

SIN(s) 874-1

Job Title: Graphic Artist

Minimum/General Experience: Mechanical and drafting skills; good oral and written English language skills. Two years of design work in PC and/or Macintosh environments. Experience in graphic design packages (i.e. Corel Draw, PageMaker, Microsoft Publisher, Microsoft PowerPoint, etc.).

Functional Responsibility: Direct the artwork production; provide art preparation, layout and editing; content creation; work with end-user; create graphics using original artwork and clip art. Must have extensive knowledge of page layout and fonts.

Minimum Education: Four-year college degree (Bachelor of Fine Arts, Graphic Arts or related area) plus industry experience. Four years industry experience may be substituted for a degree.

SIN(s) 874-1

Job Title: Training Specialist

Minimum/General Experience: Must have four years' experience in training. Experience in developing and providing end-user training in specified tasks. Identify training and documentation requirements. Produce training and documentation plan. Instruct personnel by conducting formal classroom courses, workshops and seminars. Demonstrated ability to communicate orally and in writing.

Functional responsibility: Conducts the research necessary to develop and revise training courses. Develop and revises these courses and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops and seminars.

Minimum Education: The Training Specialist shall possess a Bachelor's Degree or equivalent with a minimum of four (4) years of general experience. Four (4) years of general experience is considered equivalent to a Bachelor's Degree.

GS-10F-0258K General Services Administration

SIN(s) 874-1

Job Title: Technical Writer

Minimum/General Experience: The Technical Writer must have a minimum of two years' experience in analyzing, organizing, developing, preparing, writing, editing, and printing manuals, presentations, technical specifications, process or data flow diagrams, and complex analytical reports. Specific experience with documentation in accordance with military or other standards may be required on specific tasks or contracts. The Technical Writer must be well-versed in word processing and presentation software applications and proficient in graphics and spreadsheet applications.

Functional Responsibility: The Technical writer shall interact with the technical staff, analysts, programmers, and the customer in the development, preparation, presentation, and publication of applications concepts, information, instructions, procedures, and reports. The individual shall coordinate, assemble, review, research, edit, update, analyze, and prepare technical reports both in hard copy and electronically. The Technical writer must be able to:

- Communicate facts and ideas orally and in writing, when answering questions, and providing information to individuals and groups.
- Use word processing (e.g., MS Windows 95, Word 7.0), presentation graphics (e.g., MS Windows 95, PowerPoint 7.0), and desktop publishing tools (e.g., Aldus PageMaker or Ventura Publisher).
- Coordinate with and assist professionals in the development, preparation, editing, writing, updating, and printing of technical system and program specifications documentation and process or data flow diagrams associated with the development and maintenance of automated information systems.
- Maintain the status of writing Projects and set timely goals and dates for completion.

Minimum Education: The Technical Writer must have a Bachelor s Degree in English or Journalism, or four years technical writing experience.

SIN(s) 874-1 & 874-7

Job Title: Administrative Assistant

Minimum/General Experience: The Administrative Assistant (Admin) must have two to five years administrative support experience. The Admin must possess good verbal and written skills and must be well versed in word processing software applications and proficient in spreadsheet and presentation applications.

Functional Responsibility: General responsibilities include:

- applying principles and practices of business administration, organization, general accounting, program budgeting, and personnel management and employment laws
- working with senior management to achieve goals and objectives
- working independently to plan, organize, schedule, coordinate, and make decisions and judgments relating to assigned projects and other responsibilities
- performing staff assistance on difficult-to-complex projects and programs

The Admin is responsible for general office functions to include screening telephone calls, visitors, and incoming correspondence; filing; word processing; coordinating travel arrangements; distributing outgoing correspondence; obtaining supplies; and preparing calendars, correspondences, forms, charts (i.e.,

GS-10F-0258K
General Services Administration

graphics), reports, and tables. The Admin reviews outgoing materials and correspondence to ensure that documents conform to prescribed formats and are processed according to defined procedures.

Minimum Education: The Administrative Assistant must have a Bachelor's Degree or two years' experience performing responsible general administrative work. A high school diploma and four years' experience may also be substituted for a degree.

SIN(s) 874-1

Job Title: Senior Facilitator

Minimum/General Experience: The senior facilitator will have a minimum of five years facilitation experience and a minimum of five years' experience managing or assisting groups in achieving organizational goals; or an equivalent combination of the two. The senior facilitator's experience will include planning, conducting, and reporting the results of facilitation sessions. He/she will possess substantial experience leading sessions addressing complex, sensitive, and/or controversial issues, as well as dealing with senior level or high conflict groups.

Functional Responsibility: The Senior Facilitator will: Plan, lead, and provide documentation for facilitated discussions and meetings; Assist groups in productively discussing key and/or sensitive issues; Provide interpretation and recommendations to aid client in understanding and responding to meeting/session outcomes; Be particularly adept at leading sessions with senior level staff or highly sensitive issues. The Senior Facilitator will:

- Consult with clients to gain an understanding of the objectives, issues, and organizational context.
- Develop agenda and or protocol to guide discussion.
- Develop, when needed; plan to identify appropriate participants (e.g. sampling plan) to meet client needs.
- Lead discussions in a manner that helps participants productively address key issues and stay on schedule.
- Assist participants in delving into sensitive issues.
- Manage conflict such that it facilitates productive discussion of the issues.
- Summarize, reflect, and maintain a record of key issues & comments raised during the meeting.
- Provide a summary of meeting/session themes, issues, results, and/or plans.

Minimum Education: The individual must possess a Master's or equivalent degree, or an equivalent combination of education and experience.

SIN(s) 874-1

Job Title: Facilitator

Minimum/General Experience: The Facilitator shall have a minimum of two years of facilitation experience and a minimum of four years of organizational experience assisting groups in achieving organizational goals. The Facilitator's experience will include all phases of the facilitation process (i.e. planning, conducting, reporting, assisting with follow-up, etc.)

Functional Responsibility: The Facilitator will plan, lead, and provide documentation for facilitated discussions and meetings; Assist groups in productively discussing key and/or sensitive issues; and

GS-10F-0258K General Services Administration

Provide interpretation and recommendations to aid client in understanding and responding to meeting/session outcomes. The Facilitator will:

- Consult with clients to gain an understanding of the objectives, issues, and organizational context.
- Develop agenda and or protocol to guide discussion.
- Develop, when needed; plan to identify appropriate participants (e.g. sampling plan) to meet client needs.
- Lead discussions in a manner that helps participants productively address key issues and stay on schedule.
- Assist participants in delving into sensitive issues.
- Manage conflict such that it facilitates productive discussion of the issues.
- Summarize, reflect, and maintain a record of key issues & comments raised during the meeting.
- Provide a summary of meeting/session themes, issues, results, and/or plans.

Minimum Education: The individual shall possess a Bachelor's degree from a four-year college or university or an equivalent of education and experience.

SIN(s) 874-1

Job Title: Associate Facilitator

Minimum/General Experience: The Associate Facilitator will have at least one year of experience assisting in facilitated sessions and/or relevant educational experience (e.g. group dynamics). He/she will also have a minimum of one year of organizational experience.

Functional Responsibility: The Associate Facilitator assists more senior facilitators in efficiently and effectively conducting and documenting facilitation sessions. The Associate Facilitator plays an integral role in capturing, integrating, and reporting data from facilitated sessions. In addition, the Associate Facilitator facilitates sessions where there will be limited discussion of controversial issues. Under the supervision of more senior facilitators, the Associate Facilitator will:

- Assist in collecting, recording and summarizing data from facilitated sessions.
- Consult with clients to gain an understanding of objectives, issues, and organizational context.
- Develop agenda and or protocol to guide discussion.
- Lead discussions in a manner that helps participants productively address key issues and stay on schedule.
- Manage conflict such that it facilitates productive discussion of the issues.

Minimum Education: The Associate Facilitator shall possess a Bachelor's degree from a four-year college or university or an equivalent combination of education and experience.

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MANAGEMENT SUPPORT TECHNOLOGY, INC s/ /d/ 874-1; 874-7; INTEGRATED CONSULTING SERVICES AND INTEGRATED BUSINESS PROGRAM SUPPORT SERVICES