<table>
<thead>
<tr>
<th>TOTAL NETWORKS, INCORPORATED</th>
<th>GSA IT Schedule MAS</th>
</tr>
</thead>
<tbody>
<tr>
<td>8400 Kittama Dr. STE C</td>
<td>SIN 54151S Information Technology</td>
</tr>
<tr>
<td>Clinton, Maryland 20735</td>
<td>Professional Services</td>
</tr>
<tr>
<td>(301) 868-2333 Fax (301) 868-2333</td>
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<tr>
<td><a href="http://www.totalnetworksinc.com">www.totalnetworksinc.com</a></td>
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<tr>
<td>Contractor’s Representative:</td>
<td></td>
</tr>
<tr>
<td>Kenneth L. Brown, President/CEO</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:kbrown@totalnetworksinc.com">kbrown@totalnetworksinc.com</a></td>
<td></td>
</tr>
<tr>
<td>Business Size: Small</td>
<td>Contract Period:</td>
</tr>
<tr>
<td>Small Disadvantage Business, VOSB</td>
<td>October 10, 2021 / October 09, 2026</td>
</tr>
</tbody>
</table>
Note: Total Networks Inc. wishes to participate under the cooperative and disaster recovery purchasing program. The following SINs are available to state and local: 54151SSTLOC

SIN 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

Contract Number: GS-35F-0011T
DUNS: 12-530-5230

Period Covered by Contract: October 10, 2016 – October 09, 2026

General Services Administration Federal Supply Service

Pricelist current through Modification # PS-A832, dated 05 June 2021.

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! Online Shopping. Agencies can browse GSA Advantage! By accessing the Federal Supply Service’s Home Page via the Internet at https://www.gsaadvantage.gov

INFORMATION FOR ORDERING AGENCIES

1. Geographic Scope of Contract

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

The Geographic Scope of Contract will be domestic and overseas delivery (SIN 33411 is excluded from OCONUS/overseas delivery).
2. Contractor's Ordering Address and Payment Information

Remittance

Total Networks, Incorporated
8400 Kittama Dr., STE C
Clinton, MD 20735
Tel – (301) 868-2333
Fax – (301) 868-2333
www.totalnetworksinc.com

 Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: 301-868-2333

CONTRACT ADMINISTRATION SOURCE:
Kenneth L. Brown President/CEO
(301) 868-2333
kbrown@totalnetworksinc.com

BUSINESS SIZE:
Small Disadvantage

3. LIABILITY FOR INJURY OR DAMAGE
The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. STATICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARDFORM 279:
Block 9: G. Order/Modification Under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number: 12-530-5230
Block 30: Type of Contractor - B. Small Disadvantage Business
Block 31: Woman-Owned Small Business – No
Block 36: Contractor's Taxpayer Identification Number (TIN): 52-2174288
Block 40: Veteran Owned Small Business (VOSB): Yes
4a. CAGE Code: 38NK3
4b. Contractor has registered with the System for Award Management Database

5. FOB DESTINATION
Not applicable to Special Item Number 54151S Information Technology Professional Services
6. DELIVERY SCHEDULE
   a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar
days after receipt of order (ARO), as set forth below:

<table>
<thead>
<tr>
<th>SPECIAL ITEM NUMBER</th>
<th>DELIVERY TIME (Days ARO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>from date of award to date of completion</td>
</tr>
</tbody>
</table>

   b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not
meet the bona fide urgent delivery requirements of an ordering activity, ordering activities
are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery.
The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be
confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable
to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame
shall be delivered within this shorter delivery time and in accordance with all other terms and conditions
of the contract.

7. DISCOUNTS:
Prices shown are NET Prices; Basic Discounts have been deducted.
   a. Prompt Payment: 1% / 10 days / 10 days
   b. Quantity: NONE
   c. Dollar Volume: NONE
   d. Government Educational Institutions: Government Educational Institutions are offered
      the same discounts as all other Government customers.
   e. Credit Card: 1% / 10 days / 10 days
   f. Other: NONE

8. TRADE AGREEMENTS ACT OF 1979, as amended:
All items are U.S. made end products, designated country end products, Caribbean Basin country end
products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of
1979, as amended.

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:
Not applicable.

10. SMALL REQUIREMENTS:
The minimum dollar value of orders to be issued is $100.

11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)
The Maximum Order Threshold per order for the following Special Item Numbers (SINs) is $500,000:
    Special Item Number 54151S – Information Technology (IT) Professional Services
12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS
Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:
Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STD), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):
Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STD):
Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STD) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STD should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L’Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)
(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
(b) **Travel**: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub. L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

(c) **Certifications, Licenses and Accreditations**: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) **Insurance**: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e) **Personnel**: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f) **Organizational Conflicts of Interest**: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor’s participation in such order may be restricted in accordance with FAR Part 9.5.

(g) **Documentation/Standards**: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency’s order.

(h) **Data/Deliverable Requirements**: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency’s order.

(i) **Government-Furnished Property**: As specified by the agency’s order, the Government may provide property, equipment, materials or resources as necessary.

(j) **Availability of Funds**: Many Government agencies’ operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government’s obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

(k) **Overtime**: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING OFFICES:
Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

16. GSA ADVANTAGE!
GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

(1) Manufacturer;
(2) Manufacturer's Part Number; and
(3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet https://www.gsaadvantage.gov

17. PURCHASE OF OPEN MARKET ITEMS
NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract.

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, only if:

(1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
(2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable.
(3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
(4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS
a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

(1) Time of delivery/installation quotations for individual orders
(2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
(3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES
The Information Technology Professional Services offered herein are available to Government agencies, installations, and activities at all overseas locations. Any services outside the scope of this contract are offered on an open market basis. Such services will be negotiated between Total Networks Incorporated and the ordering office.

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)
The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. CONTRACTOR TEAM ARRANGEMENTS
Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Contractor’s Reports of Sales and 552.238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION
The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of $2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds $2,000, then the requirement of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 33411.

23. SECTION 508 COMPLIANCE.
If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:
The EIT standard can be found at: [https://www.Section508.gov/](https://www.Section508.gov/)

### 24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.
Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:
This order is placed under written authorization from _______ dated _______. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

### 25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997) (FAR 52.228-5)
(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or
(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors’ proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

### 26. SOFTWARE INTEROPERABILITY
Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item’s interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at [http://www.core.gov/](http://www.core.gov/).

### 27. ADVANCE PAYMENTS
A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S and 54151SSTLOC)

1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number (SIN) 54151S, Information Technology (IT) Professional Services, apply exclusively to IT Services within the scope of this Information Technology Schedule.

      The Contractor shall provide services at the Contractor’s facility and/or at the Government location, as agreed to by the Contractor and the ordering office.

2. PERFORMANCE INCENTIVES
   a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.

   b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

   c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK) (G-FCI-920) (MAR 2003)

   FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

   When ordering services over $100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services. When DFARS 208.404-70 is applicable and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.404-70, the DFARS procedures take precedence.
GSA has determined that the prices for services contained in the contractor’s price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(a) When ordering services, ordering activities shall—

1. Prepare a Request (Request for Quote or other communication tool):
   (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
   (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.
   (iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor’s experience and/or past performance performing similar tasks.
   (iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2) below, the request shall notify the contractors that will be the case.

2. Transmit the Request to Contractors:
   Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors’ locations, as appropriate) and transmit the request as follows:

   NOTE: When buying IT professional services under SIN 54151S ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 54151S. The limitation may only be used when at least three (3) small businesses
that appear to offer services that will meet the agency’s needs are available, if the order is estimated to exceed the micro-purchase threshold.

(i) The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.

(ii) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity’s needs.

(iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.

(iv) Ordering activities should strive to minimize the contractors’ costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:
After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

(b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering activity the opportunity to secure volume discounts. When establishing BPAs, ordering activities shall—

(1) Inform contractors in the request (based on the ordering activity’s requirement) if a single BPA or multiple BPAs will be established and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

(i) SINGLE BPA: Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)

(ii) MULTIPLE BPAs: When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.

(2) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)
(c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

(d) When the ordering activity’s requirement involves both products as well as executive, administrative and/or professional services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

(e) The ordering activity, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors’ quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

4. ORDER
   a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (APR 1984) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

   b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

5. PERFORMANCE OF SERVICES
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

   b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

   c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

   d. Any Contractor travel required in the performance of IT/EC Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

6. INSPECTION OF SERVICES
   The Inspection of Services–Fixed Price (AUG 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-
Hour (MAR 2001) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR
The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 Rights in Data – General (JUN 1987), may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY
Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

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

10. INVOICES
The Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

11. PAYMENTS
For firm-fixed price orders, the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), Alternate I (MAR 2000) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), Alternate II (FEB 2002) applies to labor-hour orders placed under this contract.

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

13. INCIDENTAL SUPPORT COSTS
Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.
14. APPROVAL OF SUBCONTRACTS
The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

Total Networks Incorporated
Information Technology (IT) Services
Labor Category Descriptions
SIN 54151S and 54151SSTLOC

132-1 Administrative Support and Graphics Specialist Level II - Directly supports Program Manager or Project Manager by maintaining personnel and other files; prepare correspondence, schedule and coordinate travel. Assist 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. Integrate the graphics generated with automated tools and the deliverable documents

Experience: 2 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-2 Imaging Specialist/Technician Level III – Digitize images into databases for preservation and enhancement by imaging software. Use hardware and software to fine-tune original digital image for color and resolution and performs quality assurance. Store digital image files on various digital media. Maintain records of workflow, image creation and storage of digital files. Develop procedures for programming and execution of software to manipulate digital images. Provide highly technical and specialized solutions to complex imaging problems. Perform analyses, studies, and reports related to imaging

Experience: 2 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-3 Application Analyst - Provide analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handles test scripts and service requirements; works closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Possess excellent verbal and written communications skills. 5 Years direct work experience.

Experience: 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-4 Application Systems Analyst - Provide analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handles test scripts and service requirements; works closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users’ needs. Prepare cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system
will be financially feasible. Possess excellent verbal and written communications skills. 5 Years direct work experience.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-5 Communications Network Installation Technician** - Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Adds, deletes, and modifies, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Analyze and implement communications standards and protocols according to site requirements. Minimum 7 years’ experience

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-6 Communications Network Manager** - Evaluate communication hardware and software, troubleshoots local-, metropolitan-, and wide-area networks (LAN/MAN/WAN) and other network related problems; provide technical expertise for performance and configuration of networks. Perform general LAN/MAN/WAN administration; provide technical leadership in the integration and test of complex large-scale computer integrated networks. Schedule conversions and cutovers. Oversee network control center. Supervise maintenance of systems. Coordinate with all responsible users and sites. Supervise staff

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-7 Communications Network Specialist** - Evaluate communication hardware and software, troubleshoots local-, metropolitan-, and wide-area networks (LAN/MAN/WAN) and other network related problems; provide technical expertise for performance and configuration of networks. Perform general LAN/MAN/WAN administration; provide technical leadership in the integration and test of complex large-scale computer integrated networks. Schedule conversions and cutovers. Oversee network control center. Supervise maintenance of systems. Coordinate with all responsible users and sites.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-8. Communication Network Trainer** - Provide support for coordinating, developing, and delivering computer-related training to the user community. Provide second level support and coordinate training with help desks. Provide standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possess thorough knowledge of appropriate hardware and software (ex. - PCs, Microsoft (MS) Windows, MS Office, and applications such as from SAP and PeopleSoft). Must understand computer functions and related technical terminology and how they are applied in everyday business situations. Possess exceptional interpersonal skills and superior oral and written communication skills.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-9. Computer Security Systems Specialist** - Designs, develop, engineer, and implement solutions to MLS requirements. Perform complex risk analyses which also include risk assessment. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Support customers at the highest levels in the development and implementation of doctrine and policies. Apply know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Perform analysis, design, and development of security features for system architectures.
Experience: 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-10. Computer Security Systems Trainer – Conduct the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develop all instructor materials (course outline, background material, and training aids). Develop all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provide daily supervision and direction to staff.

Experience: 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-11. Cost Analyst - Perform functional economic analysis to evaluate the costs of alternative ways to accomplish functional objectives. The analysis states investment costs, benefits, and risks as a net change to the functional baseline cost, the cost of doing business now and in the future. Ensure that cross-functional, security, and other integration issues are addressed. Three years proven experience.

Experience: 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-12. Data Entry Operator Level III - Perform a variety of routine data entry activities in accordance with established departmental procedures. Operate a variety of data entry equipment to transform, transcribe and verify source material to computer-readable media; enter into database and retrieve data from computer terminal according to established guidelines. Abstract and code designated information from source material according to predetermined coding system; research lost or missing information in accordance with established procedures. Reformat, rearrange and/or interpret material as necessary utilizing standard applications and methods. Verify accuracy, validity and completion of transcribed data by computer verification, proofreading computer display or printout, or other applicable methods and correct as necessary. Compile reports from existing records; assists with special projects by searching computer files and gathering records as requested. Maintain associated logs and records in accordance with established priorities and procedures. Commensurate demonstrated experience in data entry activities.

Experience: 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-13. Data Standardization Specialist – Support application, operating software, databases and security operations through the development life cycle. Manage applications through the development life cycle. Plan, analyze, and develop designs and maintenance protocols.

Experience: 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-14. Disaster Recovery Manager - Previous experience in business recovery or disaster recovery planning required. General knowledge of business processes, management structures, and technology programs/platforms are preferred. Strong verbal and written communications skills are desirable. Provide support in the development of a government agencies emergency management and business recovery plans; perform functions pertaining to the agencies business risk assessments; review and develop business recovery strategies; draft procedures for identifying failures and invoking contingency plans; create response procedures and identifying communications channels; communicate with various response teams during testing and actual execution of recovery procedures. Support the design, development, installation, implementation and administration of backup solutions. Make recommendations to the user community and the operations group on system enhancements. Supervise staff.

Experience: 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree
132-15. Disaster Recovery Specialist - Previous experience in business recovery or disaster recovery planning required. General knowledge of business processes, management structures, and technology programs/platforms are preferred. Strong verbal and written communications skills are desirable. Provide support in the development of a government agencies emergency management and business recovery plans; perform functions pertaining to the agencies business risk assessments; review and develop business recovery strategies; draft procedures for identifying failures and invoking contingency plans; create response procedures and identifying communications channels; communicate with various response teams during testing and actual execution of recovery procedures. Support the design, development, installation, implementation and administration of backup solutions. Make recommendations to the user community and the operations group on system enhancements.

**Experience:** 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-16. Electronic Meeting Technographer - Support the meeting facilitator or Data Modeler in preparing and conducting meetings, and in meeting follow-up activities. Manipulate on-line electronic meeting software, such as Group Systems V, for Business Reengineering or Process Improvement sessions. Catalog, maintain, and distribute customer session data files

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-17. Functional Analyst - Analyze user needs to determine functional and cross-functional requirements. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. Provide daily supervision and direction to support staff.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-18. Hardware Specialist - Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Adds, deletes, and modifies, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Analyze and implement communications standards and protocols according to site requirements.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-19. Imaging Specialist – Digitize images into databases for preservation and enhancement by imaging software. Use hardware and software to fine-tune original digital image for color and resolution and performs quality assurance. Store digital image files on various digital media. Maintain records of workflow, image creation and storage of digital files. Develop procedures for programming and execution of software to manipulate digital images.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-20. Information Systems Training Specialist - Provide support for coordinating, developing, and delivering computer-related training to the user community. Provide second level support and coordinate training with help desks. Provide standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the
development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possess thorough knowledge of appropriate hardware and software (ex. - PCs, Microsoft (MS) Windows, MS Office, and applications such as from SAP and PeopleSoft). Must understand computer functions and related technical terminology and how they are applied in everyday business situations. Possess exceptional interpersonal skills and superior oral and written communication skills.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132.21. Jr. Analyst** - Consult in a specific functional area of a project; supporting the analysis and evaluation of Government requirements. Help define the problem, data availability, report requirements, and system design issues applying systems analysis and design skills in an area such as a record keeping or scientific operation. Review proposals that consist of objectives, scope, and user expectations, gather facts, analyze data, and prepare project synopses that compare alternatives in terms of cost, time, availability of equipment and personnel, recommend a course of action; and upon approval of synopsis, prepare specifications for development of computer programs. Demonstrated experience in the analysis and design of business applications on complex, large scale or web-based systems, including extensive computer programming and experience in data base management concepts.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-22. Jr. Application Programmer** - Participate in the design of software tools and subsystems to support reuse and domain analysis. Assist Applications Engineer and Applications Programmer to interpret software requirements and design specifications to code, and integrate and test software components

**Experience:** 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-23. Jr. Computer Systems Analyst** - Consult in a specific functional area of a project; supporting the analysis and evaluation of major system project requirements of considerable complexity requiring a thorough understanding of all parameters affecting and interfacing with the system. Guide users in formulating requirements; advises on alternatives and on the implications of new or revised data processing systems; analyze resulting user project proposals, identify omissions and errors in requirements and conducts feasibility studies; recommend optimum approach and develops system design for approved projects. Demonstrated experience managing or performing information systems design activities using current, applicable programming languages. May serve as lead analyst in a design subgroup, directing and integrating the work of subordinates.

**Experience:** 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-24. Jr. Data Base Management Specialist** - Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provides answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs

**Experience:** 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-25. Jr Data Security Specialist** - Provide support to plan, coordinate, and implement the organization’s information security. Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of fire-wall and other related security issues
on LANs/WANs. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and there implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products (ex. - Domain Name Systems, public–key encryption technology, Smartcard, Cyberguard, Time Step), and current Internet and electronic commerce technology

**Experience:** 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

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**132-26. Jr. Documentation Control Specialist** - Track and maintain the location of records utilizing a personal computer based tracking system. Typically scan bar coded boxes and their locations, update tracking systems as required, backup databases on a daily basis, archive records, ship and receive records, coordinate the pickup, storage, and delivery of records, monitor the movement of records through all tasks from initial receipt through final destruction or archiving, perform records searches as requested by clients, maintain logs on the receipt and shipment of records, destroy and archive documents, and prepare periodic inventories of records. Prioritize various tasks, interpret specific instructions, and apply creative problem solving techniques in a variety of situations. Work normally requires lifting boxes of medium weight throughout the day.

**Experience:** 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

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**132-27 – Jr. Hardware Installation Technician** – Organize and directs hardware installations on site surveys. Assesses and documents current site network configuration and user requirements. Design and optimize network topologies. Analyze and develop new hardware requirements and prepares specifications for hardware acquisitions. Direct and lead preparation of engineering plans and site installation Technical Design Packages. Develop hardware installation schedules. Mobilize installation team. Direct and lead preparation of drawings documenting configuration changes at each site. Prepare site installation and test reports. Coordinate post installation operations and maintenance support.

**Experience:** 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

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**132-28 Jr. Information Engineer** – Apply business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Construct sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.

**Experience:** 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

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**132-29 Jr. Information Resource Management Analyst** - Ensures problem resolution and customer satisfaction for individual task orders. Perform technical and administrative efforts for tasks, including review of work products for correctness, compliance with industry-accepted standards, federal government legislative and regulatory requirements and user standards specified in task orders. Develop requirements of IT product/service (including specifications, feasibility studies, requirement analysis, etc.) from inception to conclusion on simple to complex projects.

**Experience:** 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree
132-30 Jr. Local Area Network Administrator Spec - Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide Production Support of the Network, including: day-to-day operations, monitoring and problem resolution client Networks. Provide second level problem identification, diagnosis and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices.

**Experience:** 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-31 Jr. Network Analyst - Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and the networks. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs assist in administering all computer platforms as directed and assist in resolving any operations problems. Provide to the agency LAN Administrator with server maintenance and administration. Require general knowledge of one of the following: Novell products, CISCO products, Windows NT products, UNIX products, etc.

**Experience:** 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree


**Experience:** 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-33 Jr. Systems Architect – Establish system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the OSI and ISO reference models, and profiles of standards - such as IEEE OSE reference model - as they apply to the implementation and specification of information management solution of the application platform, across the API, and the external environment/software application. Ensure that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff.

**Experience:** 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-34 Jr. Training Specialist – Conduct the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develop all instructor materials (course outline, background material, and training aids). Develop all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provide daily supervision and direction to staff.
**Experience:** 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-35 **Jr. Wide Area Network Spec.** - Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and the networks. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs assist in administering all computer platforms as directed and assist in resolving any operations problems.

**Experience:** 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-36 **Local Area Network Technician** - Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and the networks. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs assist in administering all computer platforms as directed and assist in resolving any operations problems. Provide to the agency LAN Administrator with server maintenance and administration. Require general knowledge of one of the following: Novell products, CISCO products, Windows NT products, UNIX products, etc.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-37 **Local Area Network Trainer** – Conduct the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develop all instructor materials (course outline, background material, and training aids). Develop all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provide daily supervision and direction to staff.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-38 **Network Draftsman** - Develop engineering drawings, using computer based drawing packages such as Aptitude. Develop engineering drawings for site plans, network configuration and design.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-39 **Program Administration Specialist II** - Assist in the preparation of management plans and reports. Coordinate schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations, and in-process review preparation. Perform analysis, development, and review of program administrative operating procedures.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-40 **Program Administration Specialist III** - Assist in the preparation of management plans and reports. Coordinate schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations, and in-process review preparation. Perform analysis, development, and review of program administrative operating procedures.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree
132-41 Project Manager – Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific.

Experience: 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-42 Quality Assurance Analyst - Provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinate with the Project Manager and/or Quality Assurance Manager to ensure that problems are solved to the user’s satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

Experience: 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-43 Quality Assurance Manager - Establish and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintain the level of quality throughout the software life cycle. Conduct formal and informal reviews at pre-determined points throughout the development life cycle. Provide daily supervision and direction to support staff.

Experience: 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-44 Senior Analyst - Consult in a specific functional area of a project; supporting the analysis and evaluation of extremely complex system requirements requiring a thorough understanding of all parameters affecting and interfacing with the system for government agencies. Lead development teams and guide users in formulating requirements; recommend optimum approach and develops system design for approved projects. Produce innovative solutions for a variety of complex problems. May serve as lead analyst in a design group, directing and integrating the work of subordinates. Interpret information and informally arbitrate between system users when conflicts exist. Competence in all phases of systems analysis techniques, concepts, and methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more subject-matter areas. Demonstrated experience managing or performing information systems design activities using current, applicable programming languages

Experience: 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-45 Software Systems Engineer - Analyze and study complex system requirements. Design software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improving current techniques. Supervise software configuration management.

Experience: 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree
132-46 Sr Application Programmer - Analyze functional business applications and design specifications for functional areas such as finance, accounting, personnel, manpower, logistics, and contracts. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Test, debug, and refine the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met.

**Experience:** 8 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-47 Computer Systems Analyst - Consult in a specific functional area of a project; supporting the analysis and evaluation of Government requirements. Help define the problem, data availability, report requirements, and system design issues applying systems analysis and design skills in an area such as a record keeping or scientific operation. Review proposals that consist of objectives, scope, and user expectations, gather facts, analyze data, and prepare project synopses that compare alternatives in terms of cost, time, availability of equipment and personnel, recommend a course of action; and upon approval of synopsis, prepare specifications for development of computer programs. Demonstrated experience in the analysis and design of business applications on complex, large scale or web-based systems, including extensive computer programming and experience in data base management concepts.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-48 Sr. Database Management Specialist - Provide highly technical expertise in the use of Data Base Management Systems (DBMSs). Evaluate and recommend available DBMS products to support validated user requirements. Define file organization, indexing methods, and security procedures for specific user applications. Test and assist in the implementation of changes or new database designs. Monitor database usage and statistics. Knowledge of relational database environment.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-49 Sr. Data Security Specialist - Provide support to plan, coordinate, and implement the organization’s information security. Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of fire-wall and other related security issues on LANs/WANs. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products (ex. - Domain Name Systems, public-key encryption technology, Smartcard, Cyberguard, TimeStep), and current Internet and electronic commerce technology.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-50 Sr. Documentation Preparation Specialist - Track and maintain the location of records utilizing a personal computer based tracking system. Typically scan bar coded boxes and their locations, update tracking systems as required, backup databases on a daily basis, archive records, ship and receive records, coordinate the pickup, storage, and delivery of records, monitor the movement of records through all tasks from initial receipt through final destruction or archiving, perform records searches as requested by clients, maintain logs on the receipt and shipment of records, destroy and archive documents, and prepare periodic inventories of records. Prioritize various tasks, interpret specific instructions, and apply creative problem solving techniques in a variety of situations. Work normally requires lifting boxes of medium weight throughout the day. Commensurate experience and education.

**Experience:** 4 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree
132-51 Sr. Hardware Installation Technician – Organize and directs hardware installations on site surveys. Assesses and documents current site network configuration and user requirements. Design and optimize network topologies. Analyze and develop new hardware requirements and prepares specifications for hardware acquisitions. Direct and lead preparation of engineering plans and site installation Technical Design Packages. Develop hardware installation schedules. Mobilize installation team. Direct and lead preparation of drawings documenting configuration changes at each site. Prepare site installation and test reports. Coordinate post installation operations and maintenance support.

**Experience:** 8 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-52 Sr. Information Engineer – Apply business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Construct sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.

**Experience:** 8 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-53 Sr. Information Resource Management Analyst - Provide support for coordinating, developing, and delivering computer-related training to the user community. Provide second level support and coordinate training with help desks. Provide standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possess thorough knowledge of appropriate hardware and software (ex. - PCs, Microsoft (MS) Windows, MS Office, and applications such as from SAP and PeopleSoft). Must understand computer functions and related technical terminology and how they are applied in everyday business situations. Possess exceptional interpersonal skills and superior oral and written communication skills.

**Experience:** 8 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-54 Sr. Local Area Network Administration Specialist - Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide Production Support of the Network, including: day-to-day operations, monitoring and problem resolution client Networks. Provide second level problem identification, diagnosis and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols; and network hardware devices.

**Experience:** 8 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-55 Sr. Network Analyst - Consult in a specific functional area of a project; supporting the analysis and evaluation of major system project requirements of considerable complexity requiring a thorough understanding of all parameters affecting and interfacing with the system. Guide users in formulating requirements; advises on alternatives and on the implications of new or revised data processing systems; analyze resulting user project proposals, identify omissions and errors in requirements and conducts feasibility studies; recommend optimum
approach and develops system design for approved projects. Demonstrated experience managing or performing information systems design activities using current, applicable programming languages. May serve as lead analyst in a design subgroup, directing and integrating the work of subordinates.

**Experience:** 8 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-56 Network Installation Technician** - Organize and direct network installations on site surveys. Assesses and documents current site network configuration and user requirements. Design and optimizes network topologies. Direct and leads preparation of engineering plans and site installation Technical Design Packages. Develop installation schedules. Mobilize network installation team. Direct and leads preparation of drawings documenting configuration changes at each site. Prepare site installation and test reports. Coordinate post installation operations and maintenance support.

**Experience:** 8 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-57 Sr. Systems Architect** – Establish system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the OSI and ISO reference models, and profiles of standards - such as IEEE OSE reference model - as they apply to the implementation and specification of information management solution of the application platform, across the API, and the external environment/software application. Ensure that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Evaluate analytically and systemically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff.

**Experience:** 8 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-58 Sr. Training Specialist Level II** – Conduct the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develop all instructor materials (course outline, background material, and training aids). Develop all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provide daily supervision and direction to staff.

**Experience:** 8 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-59 Sr. Wide Area Network Spec.** - Maintain efficient functional systems, networks and communication connectivity for all users, keeping current on new developments for all assigned areas, including continually doing feasibility studies on how new products/technology would fit into existing system/WAN/LAN infrastructures and developing implementation plans for the changes/upgrades. Analyze, plans (including long-range planning), tests, implements and trouble shoots systems, wide area network and communications network systems.

**Experience:** 8 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-60 Survey Worker (Interviewer)** - Analyzes user needs and performs research and functional analysis on a variety of projects at a highly technical level. Executes and delivers value-added research to determine content and placement of client product or message in print and electronic media. Researches, identifies, and formulates recommendations about resources required for task execution and completion; maintains current production status. Conducts focus groups and customer surveys; identifies and recommends emergent relevant technologies that may result in improvements to current processes; presents recommendations to clients. Maintains current knowledge of
relevant technologies. Minimum/General Experience: This position requires at least 10 years’ experience. Should have expert knowledge of market research principles and statistical testing and possess analytical thinking skills; experience with on-line sources and search tools and report writing.

**Experience:** 2 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-61 Survey Worker (Interviewer)** - Analyzes user needs and performs research and functional analysis on a variety of projects at a highly technical level. Executes and delivers value-added research to determine content and placement of client product or message in print and electronic media. Researches, identifies, and formulates recommendations about resources required for task execution and completion; maintains current production status. Conducts focus groups and customer surveys; identifies and recommends emergent relevant technologies that may result in improvements to current processes; presents recommendations to clients. Maintains current knowledge of relevant technologies. Minimum/General Experience: This position requires at least 10 years’ experience. Should have expert knowledge of market research principles and statistical testing and possess analytical thinking skills; experience with on-line sources and search tools and report writing. May have supervisory responsibility.

**Experience:** 2 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-62 Systems Engineer Jr.** – Coordinate and/or perform additions and changes to network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices; at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP, Capability Maturity Model Integration (CMMI), and/or International Organization for Standardization (ISO) 9001. Provide technical consultation, training and support to IT staff as designated by the government.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-63 Systems Engineer Sr.** – Supervise, coordinate and/or perform additions and changes to network hardware and operating systems, and attached devices; including investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices; at the logical level working with communication protocols. Participate in planning design, technical review and implementation for new network infrastructure hardware and network operating systems for voice and data communication networks Maintain network infrastructure standards including network communication protocols such as TCP/IP, Capability Maturity Model Integration (CMMI), and/or International Organization for Standardization (ISO) 9001. Provide technical consultation, training and support to IT staff as designated by the government. Diagnose and resolve complex communication problems.

**Experience:** 8 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-64 Technical Writer/Editor II** – Write and/or edit technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develops outlines and drafts for review and
approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-65 Technical Writer/Editor III** – Write and/or edit editing technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develops outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction.

**Experience:** 8 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-66 Web Designer** - Provide support in upgrading, maintaining and creating content for agency's web-site under the guidance of Web Project Manager. Provide day-to-day site design and creation. Experience in web design and development using HTML and Java is required. Provide on-the-job training for the development, maintenance, and updating of Web pages. Must have good communication skills and the ability to work with all levels of management and technical personnel. Must possess a working knowledge of browsers, editors, graphic design software (e.g., Photo Shop, Illustrator). Experience with animation software and image optimization is desirable

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-67 Web Project Manager** - Provide support in managing the development of agency Web sites. Lead team of Content Administrators, Software Developers and Designers. Preference for project management skills Web development skills. Provide leadership to a team to: gather/analyze client requirements, write/edit web copy, work with internal/external resources on design, coordinate with IT Services on development, and work with Legal/Regulatory on content approvals, coordinate/document all aspects of the project: develop/manage client request/review process, track all requests/changes, and adhere to a project timeline.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

**132-68 Web Software Developer** - Provide support to develop Web based applications including on line customer service to transform government agencies to be able to deliver their services on line. Provide support in developing the site concept, interface design, and architecture of the web-site. Provide support for the implementation of interfaces to applications. Working knowledge and experience coding in Java is required. Knowledge of several of the following areas is desirable: Active Server Pages, JavaScript, and SQL Server, Visual Basic, JavaScript, Access, HTML, DBMS’s (ex. - Oracle, Sybase, etc.).

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree
132-69 Word Processing Operator II - Requires knowledge of various word processing and other pertinent software applications, and knowledge of and ability to use relevant office equipment. Functional Responsibilities: Using various word-processing applications, types routine narrative and/or statistical text from rough copy to conform to established standards of style; may convert documentation from one word-processing format to another as requested; may enter corrections, updates, or revisions of copy on tape, card, disc, or other storage material. Performs other administrative duties as requested, including filing, copying, etc.

**Experience:** 6 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

132-70 Word Processing Operator Level III - Requires knowledge of various word processing and other pertinent software applications, and knowledge of and ability to use relevant office equipment. Functional Responsibilities: Using various word-processing applications, types routine narrative and/or statistical text from rough copy to conform to established standards of style; may convert documentation from one word-processing format to another as requested; may enter corrections, updates, or revisions of copy on tape, card, disc, or other storage material. Performs other administrative duties as requested, including filing, copying, etc.

**Experience:** 8 years experience or Bachelor of Science (BS) and/or Bachelor of Arts (BA) Degree

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**Total Networks Incorporated**

SIN 54151S and 54151SSTLOC – Contractor Site Rates Years 6-10

**Contract Number:** GS-35F-0011T  
**10/10/2016 – 10/09/2026**

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**PRICE LISTS**

The price list effective October 10, 2016 is presented on the following pages. Listed above the price list, there are detailed descriptions of the services offered. The minimum experience, education, and functional responsibility for each service CLIN Number is provided to ensure that the TNI employee’s skills match the requirements of the delivery order.

**Note:** *All non-professional services are incidental to and in direct support of the proposed Professional Services.*
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