

AUTHORIZED  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES

Special Item No. 132-51 Information Technology Professional Services

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

**SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

FPDS Code D301 IT Facility Operation and Maintenance  
FPDS Code D302 IT Systems Development Services  
FPDS Code D306 IT Systems Analysis Services  
FPDS Code D307 Automated Information Systems Design and Integration Services  
FPDS Code D308 Programming Services  
FPDS Code D310 IT Backup and Security Services  
FPDS Code D311 IT Data Conversion Services  
FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services  
FPDS Code D316 IT Network Management Services  
FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or  
Other Information Services (All other information services belong under Schedule 76)  
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

**Note 1:** All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

**Note 2:** Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

**Note 3:** This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

Elite Technical Services, Inc.  
3281 Veterans Memorial Hwy, Suite E-17  
Ronkonkoma, NY 11779-7675  
1-800-354-8350  
[www.elitetechincal.com](http://www.elitetechincal.com)

Contract Number: GS-35F-0017Y

Period Covered by Contract: July 1, 2014 through December 31, 2016

General Services Administration  
Federal Acquisition Service

Pricelist current through Modification #\_\_\_\_\_, dated \_\_\_\_\_.

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

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## INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

### **SPECIAL NOTICE TO AGENCIES: Small Business Participation**

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!<sup>™</sup> on-line shopping service ([www.gsaadvantage.gov](http://www.gsaadvantage.gov)). The catalogs/pricelists, GSA Advantage!<sup>™</sup> and the Federal Acquisition Service Home Page ([www.gsa.gov/fas](http://www.gsa.gov/fas)) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

### **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.

Offerors are requested to check one of the following boxes:

- ☐ The Geographic Scope of Contract will be domestic and overseas delivery.
- ☐ The Geographic Scope of Contract will be overseas delivery only.
- ☒ The Geographic Scope of Contract will be domestic delivery only.

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:

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### **2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:**

Elite Technical Services, Inc.  
75 Orville Drive, Suite #4  
Bohemia, NY 11716

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). 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:

1-800-354-8350

**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. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:**

Block 9: G. Order/Modification Under Federal Schedule Contract

Block 16: Data Universal Numbering System (DUNS) Number: 801151812Block 30: Type of Contractor: B. Other Small Business

- A. Small Disadvantaged Business
- B. Other Small Business
- C. Large Business
- G. Other Nonprofit Organization
- L. Foreign Contractor

Block 31: Woman-Owned Small Business - YESBlock 37: Contractor's Taxpayer Identification Number (TIN): 11-3125782Block 40: Veteran Owned Small Business (VOSB): N/A

- A: Service Disabled Veteran Owned Small Business
- B: Other Veteran Owned Small Business

4a. CAGE Code: 03UL24b. Contractor **has** registered with the Central Contractor Registration Database.**5. FOB DESTINATION****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:

SPECIAL ITEM NUMBER

132-51

DELIVERY TIME (Days ARO)

30 Days Days

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.

c. i. SIN 132-54 and SIN 132-55, ACCELERATED SERVICE DELIVERY (7 calendar days or less): the time required for COMSATCOM services to be available after order award. Under Accelerated Service Task Orders, service acceptance testing, unless otherwise required by the satellite provider or host nation, shall be deferred until Ordering Activity operations permit.

ii. SIN 132-54 and SIN 132-55, TIME-CRITICAL DELIVERY (4 hours or less): the time required for COMSATCOM services to be available after order award. Under Time-Critical Task Orders, service acceptance testing unless otherwise required by the satellite provider or host nation shall be deferred until Ordering Activity operations permit. Time-Critical Delivery shall be predicated on the availability of COMSATCOM transponded capacity (contracted bandwidth and power, pre-arranged Host Nation Agreements, frequency clearance) or COMSATCOM subscription services (bandwidth, terminals, network resources, etc.).

iii. For SIN 132-54 and SIN 132-55, EXTENDED SERVICE DELIVERY TIMES: the time required under extenuating circumstances for COMSATCOM services to be available after order award. Such extenuating circumstances may include extended time required for host nation agreements or landing rights, or other time intensive service delivery requirements as defined in the individual requirement. Any such extended delivery times will be negotiated between the Ordering Activity and Contractor.

**7. DISCOUNTS:** Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment:   0  % -  30  days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: NONE
- c. Dollar Volume: NONE
- d. Government Educational Institutions: NONE
- e. 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:**

**10. Small Requirements:** The minimum dollar value of orders to be issued is \$ 15 /Hr     .

**11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

Special Item Number 132-3 - Leasing of Product  
Special Item Number 132-4 - Daily / Short Term Rental  
Special Item Number 132-8 - Purchase of Equipment  
Special Item Number 132-9 - Purchase of Used or Refurbished Equipment  
Special Item Number 132-12 - Equipment Maintenance  
Special Item Number 132-32 - Term Software Licenses  
Special Item Number 132-33 - Perpetual Software Licenses  
Special Item Number 132-34 - Maintenance of Software as a Service

Special Item Number 132-51 - Information Technology Professional Services  
Special Item Number 132-52 - Electronic Commerce (EC) Services  
Special Item Number 132-53 – Wireless Services  
Special Item Number 132-54 – Commercial Satellite Communications (COMSATCOM) Transponded Capacity  
Special Item Number 132-55 – Commercial Satellite Communications (COMSATCOM) Subscription Services

- b. The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000:  
Special Item Number 132-50 - Training Courses
- c. The Maximum Order value for the following Special Item Numbers (SINs) is \$1,000,000:  
Special Item Number 132-60A-F – Access Certificates for Electronic Services (ACES) Program  
Special Item Number 132-61 – Public Key Infrastructure (PKI) Shared Service Provider (SSP) Program  
Special Item Number 132-62 – HSPD-12 Product and Service Components

## **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-STDS), 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-STDS):** Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) 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-STDS should be obtained from the GSA, Federal Acquisition 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 2003)**

- (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. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. 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 ACTIVITIES:** 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 52.212-4)

**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 World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.gsaaadvantage.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. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

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 terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

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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, Industrial Funding Fee and Sales Reporting, 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 received 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 requirements 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 132-8 or 132-9.

## **23. SECTION 508 COMPLIANCE.**

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes   X  No           

The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): [www.elitetechincal.com](http://www.elitetechincal.com)\_\_\_\_\_

The EIT standard can be found at: [www.Section508.gov/](http://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>.

**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 132-51) AND IDENTITY  
ACCESS MANAGEMENT PROFESSIONAL SERVICES  
(SPECIAL ITEM NUMBER 132-60F)**

**1. SCOPE**

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

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

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

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

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

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

(1) Cancel the stop-work order; or

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

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

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

## **6. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS --COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I - OCT 2008) (DEVIATION I - FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

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

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

## **9. INDEPENDENT CONTRACTOR**

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

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

### **a. Definitions.**

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

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

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

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

## **11. INVOICES**

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

## **12. PAYMENTS**

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

and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

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

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

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

### **13. RESUMES**

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

### **14. INCIDENTAL SUPPORT COSTS**

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

### **15. APPROVAL OF SUBCONTRACTS**

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

### **16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

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

The following is an example of the manner in which the description of a commercial job title should be presented:

**EXAMPLE:** Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science



**USA COMMITMENT TO PROMOTE  
SMALL BUSINESS PARTICIPATION  
PROCUREMENT PROGRAMS****PREAMBLE**

(Name of Company) provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

**COMMITMENT**

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact:

Mike Sandler, Vice President  
Elite Technical Services, Inc.  
3281 Veterans Memorial Hwy, Suite E-17  
Ronkonkoma, NY 11779-7675  
631-256-1571  
[mike.sandler@elitetechincal.com](mailto:mike.sandler@elitetechincal.com)

**Labor Category Service Descriptions****Administrative Specialist – Level I:****Description:**

Up to three (3) years of relevant experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision

Provides secretarial support to an assigned manager, and may support his/her direct reports. Composes correspondence regarding administrative matters and general office policies for supervisor's approval. Prepares materials needed for conferences, correspondence, appointments, meetings, telephone calls, etc. Prepares special one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc.

**Recommended Education:**

- High School Diploma

**Administrative Specialist – Level II:****Description:**

4-7 years of relevant experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

Provides secretarial support to an assigned manager, and may support his/her direct reports. Composes correspondence regarding administrative matters and general office policies for supervisor's approval. Prepares materials needed for conferences, correspondence, appointments, meetings, telephone calls, etc. Prepares special one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc.

**Recommended Education:**

- High School Diploma

**Administrative Specialist – Level III:****Description:**

8-12 years of relevant experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

Provides secretarial support to an assigned manager, and may support his/her direct reports. Composes correspondence regarding administrative matters and general office policies for supervisor's approval. Prepares materials needed for conferences, correspondence, appointments, meetings, telephone calls, etc. Prepares special one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc.

**Recommended Education:**

- High School Diploma

#### Applications Developer – Level I:

##### Description:

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision

Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications; researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms; consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management; assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Participates in development of software user manuals.

##### Recommended Education:

- Bachelor's Degree

#### Applications Developer – Level II:

##### Description:

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable.

Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications; researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms; consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management; assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Participates in development of software user manuals.

##### Recommended Education:

- Bachelor's Degree

#### Applications Developer – Level III:

##### Description:

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

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Recommended Education:

- Bachelor's Degree

Applications Systems Analyst – Level I:

Description:

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision

Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Assists all phases of software systems programming applications. Evaluates new and existing software products.

Recommended Education:

- Bachelor's Degree

Applications Systems Analyst – Level II:

Description:

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Assists all phases of software systems programming applications. Evaluates new and existing software products.

Recommended Education:

- Bachelor's Degree

Applications Systems Analyst – Level III:

Description:

8-12 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating

time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements.

Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Assists all phases of software systems programming applications. Evaluates new and existing software products.

**Recommended Education:**

- Bachelor's Degree

**Business Systems Analyst – Level I:**

**Description:**

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision

Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications; provides consultation on complex projects and is considered to be the top level contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology to the current and future business environment.

**Recommended Education:**

- Bachelor's Degree

**Business Systems Analyst – Level II:**

**Description:**

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications; provides consultation on complex projects and is considered to be the top level contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology to the current and future business environment.

**Recommended Education:**

- Bachelor's Degree

**Business Systems Analyst – Level III:**

**Description:**

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired

results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications; provides consultation on complex projects and is considered to be the top level contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology to the current and future business environment.

Recommended Education:

- Bachelor's Degree

#### Business Process Re-Engineering – Level I:

Description:

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Analyzes process and re-engineering; has an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts.

Recommended Education:

- Bachelor's Degree

#### Business Process Re-Engineering – Level II:

Description:

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Analyzes process and re-engineering; has an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts.

Recommended Education:

- Bachelor's Degree

#### Business Process Re-Engineering – Level III:

Description:

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Analyzes process and re-engineering; has an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts.

Recommended Education:

- Bachelor's Degree

#### Communications / Telecom Engineer – Level I:



**Description:**

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Provides technical direction and engineering knowledge for communications activities including planning, designing, developing, testing, installing and maintaining large communications networks; ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. Develops, operates, and maintains voice, wireless, video, and data communications systems; provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function.

**Recommended Education:**

- High School Diploma

**Communications / Telecom Engineer – Level II:****Description:**

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Provides technical direction and engineering knowledge for communications activities including planning, designing, developing, testing, installing and maintaining large communications networks; ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. Develops, operates, and maintains voice, wireless, video, and data communications systems; provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function.

**Recommended Education:**

- High School Diploma

**Communications / Telecom Engineer – Level III:****Description:**

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Provides technical direction and engineering knowledge for communications activities including planning, designing, developing, testing, installing and maintaining large communications networks; ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. Develops, operates, and maintains voice, wireless, video, and data communications systems; provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function.

**Recommended Education:**

- High School Diploma

**Configuration Management Specialist – Level I:****Description:**

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Provides configuration management planning; describes provisions for configuration identification,



change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

Recommended Education:

- Bachelor's Degree

Configuration Management Specialist – Level II:

Description:

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Provides configuration management planning; describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

Recommended Education:

- Bachelor's Degree

Configuration Management Specialist – Level III:

Description:

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Provides configuration management planning; describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

Recommended Education:

- Bachelor's Degree

Data Architect – Level I:

Description:

Up to three (3) years of relevant experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Designs and builds relational databases. Performs data access analysis design, and archive/recovery design and implementation; develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, and metadata repository creation. Translates business needs into long-term architecture solutions; defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems; reviews and develops object and data models and the metadata repository to structure the data for better management and quicker access.

Recommended Education:

- Bachelor's Degree

Data Architect – Level II:

**Description:**

4-7 years of relevant experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Designs and builds relational databases. Performs data access analysis design, and archive/recovery design and implementation; develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, and metadata repository creation. Translates business needs into long-term architecture solutions; defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems; reviews and develops object and data models and the metadata repository to structure the data for better management and quicker access.

**Recommended Education:**

- Bachelor's Degree

**Data Architect – Level III:****Description:**

8-12 years of relevant experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Designs and builds relational databases. Performs data access analysis design, and archive/recovery design and implementation; develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, and metadata repository creation. Translates business needs into long-term architecture solutions; defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems; reviews and develops object and data models and the metadata repository to structure the data for better management and quicker access.

**Recommended Education:**

- Bachelor's Degree

**Database Programmer – Level I:****Description:**

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Conducts detailed analyses of defined application specifications and designs complex programs. Prepares associated documentation, block diagrams, and logic flowcharts. Prepares sample test data, conducts program tests, and analyzes test results; recommends corrections for debugging program errors. Modifies existing programs as required by changing systems requirements or equipment configurations. Confers with systems personnel to clarify program intent, output requirements, and input data acquisition. Evaluates vendor capabilities to provide required products or services. Designs, develops, and analyzes software programs. Customizes web-based interactive features, builds database gateways, and implements electronic commerce services. Collaborates with hardware design engineers on machine characteristics that affect software systems, and works with them to resolve incompatibilities.

**Recommended Education:**

- Bachelor's Degree

**Database Programmer – Level II:****Description:**

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Conducts detailed analyses of defined application specifications and designs complex programs. Prepares associated documentation, block diagrams, and logic flowcharts. Prepares sample test data, conducts program tests, and analyzes test results; recommends corrections for debugging program errors. Modifies existing programs as required by changing systems requirements or equipment configurations. Confers with systems personnel to clarify program intent, output requirements, and input data acquisition. Evaluates vendor capabilities to provide required products or services. Designs, develops, and analyzes software programs. Customizes web-based interactive features, builds database gateways, and implements electronic commerce services. Collaborates with hardware design engineers on machine characteristics that affect software systems, and works with them to resolve incompatibilities.

Recommended Education:

- Bachelor's Degree

Database Programmer – Level III:

Description:

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Conducts detailed analyses of defined application specifications and designs complex programs. Prepares associated documentation, block diagrams, and logic flowcharts. Prepares sample test data, conducts program tests, and analyzes test results; recommends corrections for debugging program errors. Modifies existing programs as required by changing systems requirements or equipment configurations. Confers with systems personnel to clarify program intent, output requirements, and input data acquisition. Evaluates vendor capabilities to provide required products or services. Designs, develops, and analyzes software programs. Customizes web-based interactive features, builds database gateways, and implements electronic commerce services. Collaborates with hardware design engineers on machine characteristics that affect software systems, and works with them to resolve incompatibilities.

Recommended Education:

- Bachelor's Degree

Database Specialist / Administrator – Level I:

Description:

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end/back-end programming languages. Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.

Recommended Education:

- Bachelor's Degree

**Database Specialist / Administrator – Level II:****Description:**

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end/back-end programming languages. Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.

**Recommended Education:**

- Bachelor's Degree

**Database Specialist / Administrator – Level III:****Description:**

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end/back-end programming languages. Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.

**Recommended Education:**

- Bachelor's Degree

**Data Warehousing Specialist – Level I:****Description:**

Up to three (3) years of relevant experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Coordinates the data administration technical function for both data warehouse development and maintenance. Facilitates change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establishes and enforces processes to ensure a consistent, well managed, and well-integrated data warehouse infrastructure. Analyzes and identifies data and metadata requirements. Defines user requirements and database design specifications. Designs, implements, and supports data warehousing requirements. Implements business rules via stored procedures, middleware, or other technologies. Provides product support and maintenance of the data warehouse. Performs data warehouse design and construction.

**Recommended Education:**

- Bachelor's Degree

**Data Warehousing Specialist – Level II:****Description:**

4-7 years of relevant experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Coordinates the data administration technical function for both data warehouse development and maintenance. Facilitates change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establishes and enforces processes to ensure a consistent, well managed, and well-integrated data warehouse infrastructure. Analyzes and identifies data and metadata requirements. Defines user requirements and database design specifications. Designs, implements, and supports data warehousing requirements. Implements business rules via stored procedures, middleware, or other technologies. Provides product support and maintenance of the data warehouse. Performs data warehouse design and construction.

**Recommended Education:**

- Bachelor's Degree

**Data Warehousing Specialist – Level III:****Description:**

8-12 years of relevant experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Coordinates the data administration technical function for both data warehouse development and maintenance. Facilitates change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establishes and enforces processes to ensure a consistent, well managed, and well-integrated data warehouse infrastructure. Analyzes and identifies data and metadata requirements. Defines user requirements and database design specifications. Designs, implements, and supports data warehousing requirements. Implements business rules via stored procedures, middleware, or other technologies. Provides product support and maintenance of the data warehouse. Performs data warehouse design and construction.

**Recommended Education:**

- Bachelor's Degree

**Desktop / Deployment Specialist – Level I:****Description:**

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Does deployment and “installs, moves, adds, and changes”. Provides support to users; applies expertise and knowledge of state-of-the-art software, hardware, network infrastructure, and/or information technology to troubleshoot moderate to complex user/system problems. Maintains currency and high level of technical skill in field of expertise. Documents problems and corrective procedures. Works with technical personnel to determine problem solutions. May include the following certifications: A+ and Network+, MCP

**Recommended Education:**

- High School Diploma

**Desktop / Deployment Specialist – Level II:**

**Description:**

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Does deployment and “installs, moves, adds, and changes”. Provides support to users; applies expertise and knowledge of state-of-the-art software, hardware, network infrastructure, and/or information technology to troubleshoot moderate to complex user/system problems. Maintains currency and high level of technical skill in field of expertise. Documents problems and corrective procedures. Works with technical personnel to determine problem solutions. May include the following certifications: A+ and Network+, MCP

**Recommended Education:**

- High School Diploma

**Desktop / Deployment Specialist – Level III:****Description:**

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Does deployment and “installs, moves, adds, and changes”. Provides support to users; applies expertise and knowledge of state-of-the-art software, hardware, network infrastructure, and/or information technology to troubleshoot moderate to complex user/system problems. Maintains currency and high level of technical skill in field of expertise. Documents problems and corrective procedures. Works with technical personnel to determine problem solutions. May include the following certifications: A+ and Network+, MCP

**Recommended Education:**

- High School Diploma

**Disaster Recovery – Level I:****Description:**

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems, and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected. Facilitates the preparation of an organization-wide business resumption plan; assists in the coordination and establishment of disaster recovery programs and business resumption planning across mainframe and client server platforms. Coordinates and monitors simulation testing across all platforms. Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery.

**Recommended Education:**

- Bachelor's Degree

**Disaster Recovery – Level II:****Description:**

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems, and data networks to ensure that the integrity and



security of all electronic data and data systems are adequately protected. Facilitates the preparation of an organization-wide business resumption plan; assists in the coordination and establishment of disaster recovery programs and business resumption planning across mainframe and client server platforms. Coordinates and monitors simulation testing across all platforms. Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery.

Recommended Education:

- Bachelor's Degree

Disaster Recovery – Level III:

Description:

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems, and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected. Facilitates the preparation of an organization-wide business resumption plan; assists in the coordination and establishment of disaster recovery programs and business resumption planning across mainframe and client server platforms. Coordinates and monitors simulation testing across all platforms. Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery.

Recommended Education:

- Bachelor's Degree

Enterprise Architect – Level I:

Description:

Up to three (3) years of relevant experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines; develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.

Recommended Education:

- Bachelor's Degree

Enterprise Architect – Level II:

Description:

4-7 years of relevant experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines; develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets



standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.

Recommended Education:

- Bachelor's Degree

Enterprise Architect – Level III:

Description:

8-12 years of relevant experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines; develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.

Recommended Education:

- Bachelor's Degree

Financial Analyst – Level I:

Description:

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

Provides support in the areas of budget, billing, reporting, and financial management for IT initiatives.

Recommended Education:

- Bachelor's Degree

Financial Analyst – Level II:

Description:

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Provides support in the areas of budget, billing, reporting, and financial management for IT initiatives.

Recommended Education:

- Bachelor's Degree

Financial Analyst – Level III:

Description:

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Provides support in the areas of budget, billing, reporting, and financial management for IT initiatives.

**Recommended Education:**

- Bachelor's Degree

**Functional Analyst – Level I:****Description:**

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task.

**Recommended Education:**

- Bachelor's Degree

**Functional Analyst – Level II:****Description:**

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task.

**Recommended Education:**

- Bachelor's Degree

**Functional Analyst – Level III:****Description:**

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task.

**Recommended Education:**

- Bachelor's Degree

**Graphics Specialist – Level I:****Description:**

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Produces graphic art and visual materials for promotions, advertisements, films, presentations, packaging, and informative and instructional material through a variety of media outlets such as websites and CD-ROMs. Generates, manipulates, and integrates graphic images, animations, sound, text and video generated with automated tools into consolidated and seamless multimedia programs.

**Recommended Education:**

- Bachelor's Degree

**Graphics Specialist – Level II:****Description:**

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Produces graphic art and visual materials for promotions, advertisements, films, presentations, packaging, and informative and instructional material through a variety of media outlets such as websites and CD-ROMs. Generates, manipulates, and integrates graphic images, animations, sound, text and video generated with automated tools into consolidated and seamless multimedia programs.

**Recommended Education:**

- Bachelor's Degree

**Graphics Specialist – Level III:****Description:**

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Produces graphic art and visual materials for promotions, advertisements, films, presentations, packaging, and informative and instructional material through a variety of media outlets such as websites and CD-ROMs. Generates, manipulates, and integrates graphic images, animations, sound, text and video generated with automated tools into consolidated and seamless multimedia programs.

**Recommended Education:**

- Bachelor's Degree

**Help Desk Specialist – Level I:****Description:**

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Provides remote support to users for network and desktop related hardware and software problems. Takes calls from users, diagnoses problems, recommends and/or implements solutions, and provides follow-up. Has experience and understanding of MIS environment. Typically involves use of problem management database and help desk ticketing systems. Typically provides Tier I support

**Recommended Education:**

- High School

**Help Desk Specialist – Level II:****Description:**

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Provides remote support to users for network and desktop related hardware and software problems. Takes calls from users, diagnoses problems, recommends and/or implements solutions, and provides follow-up. Has experience and understanding of MIS environment. Typically involves use of problem management database and help desk ticketing systems. Typically provides Tier I and Tier II support

Recommended Education:

- High School

Help Desk Specialist – Level III:

Description:

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Provides remote support to users for network and desktop related hardware and software problems. Takes calls from users, diagnoses problems, recommends and/or implements solutions, and provides follow-up. Has experience and understanding of MIS environment. Typically involves use of problem management database and help desk ticketing systems. Typically provides Tier II and Tier III support

Recommended Education:

- High School

Information Assurance (IT Security Specialist) – Level I:

Description:

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Determines enterprise information assurance and security standards; develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements; identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies; applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure.

Recommended Education:

- Bachelor's Degree

Information Assurance (IT Security Specialist) – Level II:

Description:

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Determines enterprise information assurance and security standards; develops and implements information assurance/security standards and procedures. Coordinates, develops,

and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements; identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies; applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure.

Recommended Education:

- Bachelor's Degree

Information Assurance (IT Security Specialist) – Level III:

Description:

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Determines enterprise information assurance and security standards; develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements; identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies; applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure.

Recommended Education:

- Bachelor's Degree

Network Administrator – Level I:

Description:

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Installs and maintains networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software. Tests and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex network problems. May require certification and require extensive expertise across hardware and systems supplied by multiple vendors. Industry certifications may include: Network+, Security+, CCNA, CCNP

Recommended Education:

- Bachelor's Degree

Network Administrator – Level II:

**Description:**

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Installs and maintains networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software. Tests and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex network problems. May require certification and require extensive expertise across hardware and systems supplied by multiple vendors. Industry certifications may include: Network +, Security +, CCNA, CCNP

**Recommended Education:**

- Bachelor's Degree

**Network Administrator – Level III:****Description:**

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Installs and maintains networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software. Tests and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex network problems. May require certification and require extensive expertise across hardware and systems supplied by multiple vendors. Industry certifications may include: Network +, Security +, CCNA, CCNP

**Recommended Education:**

- Bachelor's Degree

**Network Engineer – Level I:****Description:**

Up to three (3) years of relevant experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Plans and accomplishes complete projects or studies of broad scope and complexity. Prepares designs and specifications for various complex equipment or systems. Plans approach to solve design problems; conceives and recommends new design techniques; resolves design problems with contract personnel. Designs and coordinates test set-ups and experiments to prove or disprove the feasibility of preliminary design. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Industry certifications may include CCNA, CCNP, CCIE

**Recommended Education:**

- Bachelor's Degree

**Network Engineer – Level II:****Description:**

4-7 years of relevant experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Plans and accomplishes complete projects or studies of broad scope and complexity. Prepares designs and specifications for various complex equipment or systems. Plans approach to solve design problems; conceives and recommends new design techniques; resolves design problems with contract personnel. Designs and coordinates test set-ups and experiments to prove or disprove the feasibility of preliminary



design. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Industry certifications may include CCNA, CCNP, CCIE

Recommended Education:

- Bachelor's Degree

#### Network Engineer – Level III:

Description:

8-12 years of relevant experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Plans and accomplishes complete projects or studies of broad scope and complexity. Prepares designs and specifications for various complex equipment or systems. Plans approach to solve design problems; conceives and recommends new design techniques; resolves design problems with contract personnel. Designs and coordinates test set-ups and experiments to prove or disprove the feasibility of preliminary design. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Industry certifications may include CCNA, CCNP, CCIE

Recommended Education:

- Bachelor's Degree

#### Network Technician – Level I:

Description:

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Ensures performance of the telecommunications network through constant monitoring of traffic, performance, and network configurations. Takes corrective action to re-route traffic when problems occur and works with network engineering to resolve issues. Advises customer and contractor personnel of company requirements for products and services, support equipment, and installations. Directs regular, special and integrated system test programs. Prepares and conducts special reports and presentations pertinent to company products and services, field operations, or other applications. Industry certifications may include Network +, Security +, CCNA

Recommended Education:

- High School Diploma

#### Network Technician – Level II:

Description:

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Ensures performance of the telecommunications network through constant monitoring of traffic, performance, and network configurations. Takes corrective action to re-route traffic when problems occur and works with network engineering to resolve issues. Advises customer and contractor personnel of company requirements for products and services, support equipment, and installations. Directs regular, special and integrated system test programs. Prepares and conducts special reports and presentations pertinent to company products and services, field operations, or other applications. Industry certifications may include Network +, Security +, CCNA

Recommended Education:

- High School Diploma



**Network Technician – Level III:****Description:**

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Ensures performance of the telecommunications network through constant monitoring of traffic, performance, and network configurations. Takes corrective action to re-route traffic when problems occur and works with network engineering to resolve issues. Advises customer and contractor personnel of company requirements for products and services, support equipment, and installations. Directs regular, special and integrated system test programs. Prepares and conducts special reports and presentations pertinent to company products and services, field operations, or other applications. Industry certifications may include Network +, Security +, CCNA

**Recommended Education:**

- High School Diploma

**Program Manager – Level I:****Description:**

Up to three (3) years of Program Management experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Organizes, directs, and manages contract operation support functions, involving multiple, complex and inter-related project tasks. Manages teams of contract support personnel at multiple locations. Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs. Responsible for overall contract performance. Industry certifications may include PMP, ITIL, Six Sigma

**Recommended Education:**

- Bachelor's Degree

**Program Manager – Level II:****Description:**

4-7 years of Program Management experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Organizes, directs, and manages contract operation support functions, involving multiple, complex and inter-related project tasks. Manages teams of contract support personnel at multiple locations. Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs. Responsible for overall contract performance. Industry certifications may include PMP, ITIL, Six Sigma

**Recommended Education:**

- Bachelor's Degree

**Program Manager – Level III:****Description:**

8-12 years of Program Management experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across

multiple project assignments. Organizes, directs, and manages contract operation support functions, involving multiple, complex and inter-related project tasks. Manages teams of contract support personnel at multiple locations. Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs. Responsible for overall contract performance. Industry certifications may include PMP, ITIL, Six Sigma

Recommended Education:

- Bachelor's Degree

Project Manager – Level I:

Description:

Up to three (3) years of Project Management experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Leads team on large projects or significant segment of large complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources. Oversees all aspects of projects. Industry certifications may include PMP, ITIL, Six Sigma

Recommended Education:

- Bachelor's Degree

Project Manager – Level II:

Description:

4-7 years of Project Management experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Leads team on large projects or significant segment of large complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources. Oversees all aspects of projects. Industry certifications may include PMP, ITIL, Six Sigma

Recommended Education:

- Bachelor's Degree

Project Manager – Level III:

Description:

8-12 years of Project Management experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. Leads team on large projects or significant segment of large complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources. Oversees all aspects of projects. Industry certifications may include PMP, ITIL, Six Sigma

**Recommended Education:**

- Bachelor's Degree

**Quality Assurance/Control Specialist – Level I:****Description:**

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment, which supports large databases and applications.

**Recommended Education:**

- Bachelor's Degree

**Quality Assurance/Control Specialist – Level II:****Description:**

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment, which supports large databases and applications.

**Recommended Education:**

- Bachelor's Degree

**Quality Assurance/Control Specialist – Level III:****Description:**

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment, which supports large databases and applications.

**Recommended Education:**

- Bachelor's Degree

#### Security Administrator – Level I:

##### Description:

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Performs day to day systems security administration tasks such as Firewall administration, Configuration, Installation, Deployments, Monitoring, Tuning, Operations, Management, and/or Intrusion detection. Develops and implements security procedures in coordination with government agencies and management personnel. Investigates or oversees the investigation of losses and security violations, and recommends corrective actions. Maintains liaison with outside agencies and informs management of security activities. Develops and coordinates security policy and procedures manual revisions. Industry certifications may include Network +, Security +, CISSP

##### Recommended Education:

- Bachelor's Degree

#### Security Administrator – Level II:

##### Description:

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Performs day to day systems security administration tasks such as Firewall administration, Configuration, Installation, Deployments, Monitoring, Tuning, Operations, Management, and/or Intrusion detection. Develops and implements security procedures in coordination with government agencies and management personnel. Investigates or oversees the investigation of losses and security violations, and recommends corrective actions. Maintains liaison with outside agencies and informs management of security activities. Develops and coordinates security policy and procedures manual revisions. Industry certifications may include Network +, Security +, CISSP

##### Recommended Education:

- Bachelor's Degree

#### Security Administrator – Level III:

##### Description:

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Performs day to day systems security administration tasks such as Firewall administration, Configuration, Installation, Deployments, Monitoring, Tuning, Operations, Management, and/or Intrusion detection. Develops and implements security procedures in coordination with government agencies and management personnel. Investigates or oversees the investigation of losses and security violations, and recommends corrective actions. Maintains liaison with outside agencies and informs management of security activities. Develops and coordinates security policy and procedures manual revisions. Industry certifications may include Network +, Security +, CISSP

##### Recommended Education:

- Bachelor's Degree

#### Security Engineer – Level I:

##### Description:

Up to three (3) years of relevant experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Requires a moderately high level of information assurance and security experience. Possesses specific software engineering knowledge and experience in one or more areas including current security technologies such as Public Key Infrastructure (PKI), Key Management (KM), Key Root Management (KRM) and Virtual Private Networks (VPN), but also emerging technologies such as but not limited to Identity Management (IdM), Privilege Management (PrM), Digital Policy Management, IA Metadata, Crypto Key Management, Credential Management and Attribute Management. Participates in the requirements analysis phase of determining security needs for software, systems, components, networks, and security products into a secure IT environment. Designs moderately complex network security architecture to include software, and connectivity to support the total security requirements and interfaces. Configures security components in a manner consistent with organizational information security policies. Performs test and evaluations of security products and resolves integrity issues. Works under minimal supervision and independently performs duties of high complexity. Industry certification may include CISSP

Recommended Education:

- Bachelor's Degree

Security Engineer – Level II:

Description:

4-7 years of relevant experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Requires a moderately high level of information assurance and security experience. Possesses specific software engineering knowledge and experience in one or more areas including current security technologies such as Public Key Infrastructure (PKI), Key Management (KM), Key Root Management (KRM) and Virtual Private Networks (VPN), but also emerging technologies such as but not limited to Identity Management (IdM), Privilege Management (PrM), Digital Policy Management, IA Metadata, Crypto Key Management, Credential Management and Attribute Management. Participates in the requirements analysis phase of determining security needs for software, systems, components, networks, and security products into a secure IT environment. Designs moderately complex network security architecture to include software, and connectivity to support the total security requirements and interfaces. Configures security components in a manner consistent with organizational information security policies. Performs test and evaluations of security products and resolves integrity issues. Works under minimal supervision and independently performs duties of high complexity. Industry certification may include CISSP

Recommended Education:

- Bachelor's Degree

Security Engineer – Level III:

Description:

8-12 years of relevant experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Requires a moderately high level of information assurance and security experience. Possesses specific software engineering knowledge and experience in one or more areas including current security technologies such as Public Key Infrastructure (PKI), Key Management (KM), Key Root Management (KRM) and Virtual Private Networks (VPN), but also emerging technologies such as but not limited to Identity Management (IdM), Privilege Management (PrM), Digital Policy Management, IA Metadata, Crypto Key Management, Credential Management and Attribute Management. Participates in the requirements analysis phase of determining security needs for software, systems, components, networks, and security products into a secure IT environment. Designs moderately complex network security architecture to include software, and connectivity to

support the total security requirements and interfaces. Configures security components in a manner consistent with organizational information security policies. Performs test and evaluations of security products and resolves integrity issues. Works under minimal supervision and independently performs duties of high complexity. Industry certification may include CISSP

Recommended Education:

- Bachelor's Degree

Solutions Architect – Level I:

Description:

Up to three (3) years of relevant experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Design business solutions and lead a project team in delivering the detailed design. Provide high level consulting expertise across projects or project teams. Work with customers to strategize new business models and solutions. Convert high-level user requirements into a deliverable design specification, define component architectures, and assist in task estimates and project scope. Select tools and products to facilitate the implementation of the architecture.

Recommended Education:

- Bachelor's Degree

Solutions Architect – Level II:

Description:

4-7 years of relevant experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Design business solutions and lead a project team in delivering the detailed design. Provide high level consulting expertise across projects or project teams. Work with customers to strategize new business models and solutions. Convert high-level user requirements into a deliverable design specification, define component architectures, and assist in task estimates and project scope. Select tools and products to facilitate the implementation of the architecture.

Recommended Education:

- Bachelor's Degree

Solutions Architect – Level III:

Description:

8-12 years of relevant experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Design business solutions and lead a project team in delivering the detailed design. Provide high level consulting expertise across projects or project teams. Work with customers to strategize new business models and solutions. Convert high-level user requirements into a deliverable design specification, define component architectures, and assist in task estimates and project scope. Select tools and products to facilitate the implementation of the architecture.

Recommended Education:

- Bachelor's Degree

Storage Administrator – Level I:

Description:



Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Responsible for safeguarding the storage, monitor and resolve shortages. Ensures that there's enough space available for all computer programs. Predict how much the need for data storage will grow and understand how the various forms of storage space will be utilized. When new storage is installed to a storage database, the storage administrator oversees this installation.

Recommended Education:

- Bachelor's Degree

Storage Administrator – Level II:

Description:

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Responsible for safeguarding the storage, monitor and resolve shortages. Ensures that there's enough space available for all computer programs. Predict how much the need for data storage will grow and understand how the various forms of storage space will be utilized. When new storage is installed to a storage database, the storage administrator oversees this installation.

Recommended Education:

- Bachelor's Degree

Storage Administrator – Level III:

Description:

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Responsible for safeguarding the storage, monitor and resolve shortages. Ensures that there's enough space available for all computer programs. Predict how much the need for data storage will grow and understand how the various forms of storage space will be utilized. When new storage is installed to a storage database, the storage administrator oversees this installation.

Recommended Education:

- Bachelor's Degree

Storage Engineer – Level I:

Description:

Up to three (3) years of relevant experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Designs, evaluates, implements and maintains Storage Area networks (SANs) and storage systems across all customer platforms. Selects the products to be used, designs the solution, completes design and build documentation, installs, configures and tests the solution. Supports the acquisition of hardware, software and subcontractor services. Troubleshoots and resolves operational problems.

Recommended Education:

- Bachelor's Degree

Storage Engineer – Level II:

Description:

4-7 years of relevant experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Designs, evaluates, implements and maintains Storage Area networks (SANs) and storage systems across all customer platforms. Selects the products to be used, designs the solution, completes design and build documentation, installs, configures and tests the solution. Supports the acquisition of hardware, software and subcontractor services. Troubleshoots and resolves operational problems.

Recommended Education:

- Bachelor's Degree

Storage Engineer – Level III:

Description:

8-12 years of relevant experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Designs, evaluates, implements and maintains Storage Area networks (SANs) and storage systems across all customer platforms. Selects the products to be used, designs the solution, completes design and build documentation, installs, configures and tests the solution. Supports the acquisition of hardware, software and subcontractor services. Troubleshoots and resolves operational problems.

Recommended Education:

- Bachelor's Degree

Subject Matter Expert – Level I:

Description:

Up to three (3) years of relevant experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at the solution.

Recommended Education:

- Bachelor's Degree

Subject Matter Expert – Level II:

Description:

4-7 years of relevant experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally

difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at the solution.

**Recommended Education:**

- Bachelor's Degree

**Subject Matter Expert – Level III:**

**Description:**

8-12 years of relevant experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at the solution.

**Recommended Education:**

- Bachelor's Degree

**Systems Analyst – Level I:**

**Description:**

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies moderately complex information systems. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less experienced Business Systems Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment.

**Recommended Education:**

- Bachelor's Degree

**Systems Analyst – Level II:**

**Description:**

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies moderately complex information systems. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less experienced Business Systems Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment.

**Recommended Education:**

- Bachelor's Degree

**Systems Analyst – Level III:****Description:**

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies moderately complex information systems. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less experienced Business Systems Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment.

**Recommended Education:**

- Bachelor's Degree

**Systems Engineer – Level I:****Description:**

Up to three (3) years of relevant experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices and systems. Directs overall system level testing.

**Recommended Education:**

- Bachelor's Degree

**Systems Engineer – Level II:****Description:**

4-7 years of relevant experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Performs work that requires practical experience and training. Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices and systems. Directs overall system level testing.

**Recommended Education:**

- Bachelor's Degree

**Systems Engineer – Level III:****Description:**

8-12 years of relevant experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Performs work that requires practical experience and training. Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices and systems. Directs overall system level testing.

**Recommended Education:**

- Bachelor's Degree

**Systems Administrator – Level I:****Description:**

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Provide support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provide support to IT systems including: day-today operations, monitoring and problem resolution for all of the client problems. Provide second level problem identification, diagnosis and resolution of problems. Provide support for the dispatch system and hardware problems and remain involved in the resolution process. Provide support for the escalation and communication of status to agency management and internal customers. Must possess experience in one or more systems and architectures and associated hardware: mainframe, mini, or client/server based. Industry certifications may include Linux+, MCSA, MCSE, VCP, RHCSA, RHCE, Solaris

**Recommended Education:**

- Bachelor's Degree

**Systems Administrator – Level II:****Description:**

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Provide support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provide support to IT systems including: day-today operations, monitoring and problem resolution for all of the client problems. Provide second level problem identification, diagnosis and resolution of problems. Provide support for the dispatch system and hardware problems and remain involved in the resolution process. Provide support for the escalation and communication of status to agency management and internal customers. Must possess experience in one or more systems and architectures and associated hardware: mainframe, mini, or client/server based. Industry certifications may include Linux+, MCSA, MCSE, VCP, RHCSA, RHCE, Solaris

**Recommended Education:**

- Bachelor's Degree

**Systems Administrator – Level III:****Description:**

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Provide support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provide support to IT systems including: day-today operations, monitoring and problem resolution for all of the client problems. Provide second level problem identification, diagnosis and resolution of problems. Provide support for the dispatch system and hardware problems and remain involved in the resolution process. Provide support for the escalation and communication of status to agency management and internal customers. Must possess experience in one or more systems and architectures and associated hardware: mainframe, mini, or client/server based. Industry certifications may include Linux+, MCSA, MCSE, VCP, RHCSA, RHCE, Solaris

**Recommended Education:**

- Bachelor's Degree

**Systems Architect – Level I:****Description:**

Up to three (3) years of relevant experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Designs 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. Identifies, assesses, and presents options for meeting the functional and technical requirements including hardware and software updates or upgrades. Responsible for developing high level system design diagrams. Ensures systems are compatible and in compliance with the standards for open systems architectures. Ensures that the common operating environment is compliant. Evaluates analytically and systematically problems of work flows, organization and planning and develops appropriate corrective action.

Recommended Education:

- Bachelor's Degree

Systems Architect – Level II:

Description:

4-7 years of relevant experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Designs 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. Identifies, assesses, and presents options for meeting the functional and technical requirements including hardware and software updates or upgrades. Responsible for developing high level system design diagrams. Ensures systems are compatible and in compliance with the standards for open systems architectures. Ensures that the common operating environment is compliant. Evaluates analytically and systematically problems of work flows, organization and planning and develops appropriate corrective action.

Recommended Education:

- Bachelor's Degree

Systems Architect – Level III:

Description:

8-12 years of relevant experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Designs 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. Identifies, assesses, and presents options for meeting the functional and technical requirements including hardware and software updates or upgrades. Responsible for developing high level system design diagrams. Ensures systems are compatible and in compliance with the standards for open systems architectures. Ensures that the common operating environment is compliant. Evaluates analytically and systematically problems of work flows, organization and planning and develops appropriate corrective action.

Recommended Education:

- Bachelor's Degree

Systems Operations Specialist – Level I:

Description:

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Monitors and supports computer processing. Coordinates input, output and file media. Distributes output and controls computer operation which may be mainframe, mini, or client/server based.

Recommended Education:



- High School Diploma

#### Systems Operations Specialist – Level II:

##### Description:

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Monitors and supports computer processing. Coordinates input, output and file media. Distributes output and controls computer operation which may be mainframe, mini, or client/server based.

##### Recommended Education:

- High School Diploma

#### Systems Operations Specialist – Level III:

##### Description:

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Monitors and supports computer processing. Coordinates input, output and file media. Distributes output and controls computer operation which may be mainframe, mini, or client/server based.

##### Recommended Education:

- High School Diploma

#### Technical Writer (Documentation Specialist) – Level I:

##### Description:

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Collects and organizes information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

##### Recommended Education:

- Bachelor's Degree

#### Technical Writer (Documentation Specialist) – Level II:

##### Description:

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Collects and organizes information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

##### Recommended Education:

- Bachelor's Degree

#### Technical Writer (Documentation Specialist) – Level III:

##### Description:

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major

changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Collects and organizes information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Recommended Education:

- Bachelor's Degree

Test Engineer – Level I:

Description:

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Performs analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for moderately complex to complex software/hardware applications. Reviews user application system requirements documentation; designs, defines and documents unit and application test plans; transforms test plans into test scripts and executes those scripts. Responsible for ensuring proper execution of test scripts and documentation of test results in test logs or defect tracking systems. Responsible for ensuring that the test designs and documentation support all applicable client, agency or industry standards, time lines and budgets. Responsible for the development of test data to be used in performing the required tests. Responsible that testing conclusions and recommendations are fully supported by test results, and those project managers are fully informed or testing status and application deviations from documented user requirements. Responsible for/or assists in the analysis of test results, documents conclusions and makes recommendations as supported by such analysis.

Recommended Education:

- Bachelor's Degree

Test Engineer – Level II:

Description:

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Performs analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for moderately complex to complex software/hardware applications. Reviews user application system requirements documentation; designs, defines and documents unit and application test plans; transforms test plans into test scripts and executes those scripts. Responsible for ensuring proper execution of test scripts and documentation of test results in test logs or defect tracking systems. Responsible for ensuring that the test designs and documentation support all applicable client, agency or industry standards, time lines and budgets. Responsible for the development of test data to be used in performing the required tests. Responsible that testing conclusions and recommendations are fully supported by test results, and those project managers are fully informed or testing status and application deviations from documented user requirements. Responsible for/or assists in the analysis of test results, documents conclusions and makes recommendations as supported by such analysis.

Recommended Education:

- Bachelor's Degree

Test Engineer – Level III:

Description:

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Performs analysis of documented user requirements and directs or assists in the

design of test plans in support of user requirements for moderately complex to complex software/hardware applications. Reviews user application system requirements documentation; designs, defines and documents unit and application test plans; transforms test plans into test scripts and executes those scripts. Responsible for ensuring proper execution of test scripts and documentation of test results in test logs or defect tracking systems. Responsible for ensuring that the test designs and documentation support all applicable client, agency or industry standards, time lines and budgets. Responsible for the development of test data to be used in performing the required tests. Responsible that testing conclusions and recommendations are fully supported by test results, and those project managers are fully informed or testing status and application deviations from documented user requirements. Responsible for/or assists in the analysis of test results, documents conclusions and makes recommendations as supported by such analysis.

Recommended Education:

- Bachelor's Degree

Training Specialist – Level I:

Description:

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.

Recommended Education:

- Bachelor's Degree

Training Specialist – Level II:

Description:

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.

Recommended Education:

- Bachelor's Degree

Training Specialist – Level III:

Description:

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies.

Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.

Recommended Education:

- Bachelor's Degree

Web Architect – Level I:

Description:

Up to three (3) years of relevant experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Designs and builds web sites using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications.

Recommended Education:

- Bachelor's Degree

Web Architect – Level II:

Description:

4-7 years of relevant experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Designs and builds web sites using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications.

Recommended Education:

- Bachelor's Degree

Web Architect – Level III:

Description:

8-12 years of relevant experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Designs and builds web sites using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications.

Recommended Education:

- Bachelor's Degree

Web Designer – Level I:

Description:

Up to three (3) years of IT experience. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under

supervision. Designs, develops, troubleshoots, debugs, and implements software code for components of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation.

Recommended Education:

- Bachelor's Degree

Web Designer – Level II:

Description:

4-7 years of IT experience. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Contributes to deliverables and performance metrics where applicable. Designs, develops, troubleshoots, debugs, and implements software code for components of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation.

Recommended Education:

- Bachelor's Degree

Web Designer – Level III:

Description:

8-12 years of IT experience. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Designs, develops, troubleshoots, debugs, and implements software code for components of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation.

Recommended Education:

- Bachelor's Degree

#### Labor Category Pricing (all rates hourly)

SIN	GOVERNMENT LABOR CATEGORY TITLE	Period of Performance		
		2014	2015	2016
Administrative Specialist				
132-51	LEVEL I	20.57	21.19	21.82
132-51	LEVEL II	32.38	33.35	34.35
132-51	LEVEL III	54.53	56.17	57.85
Applications Developer				
132-51	LEVEL I	68.57	70.63	72.75
132-51	LEVEL II	111.43	114.77	118.21
132-51	LEVEL III	137.14	141.26	145.49
	Applications Systems Analyst			

132-51	LEVEL I	77.14	79.46	81.84
132-51	LEVEL II	120.00	123.60	127.31
132-51	LEVEL III	145.71	150.09	154.59
<b>Business Analyst</b>				
132-51	LEVEL I	68.57	70.63	72.75
132-51	LEVEL II	94.29	97.11	100.03
132-51	LEVEL III	128.57	132.43	136.40
<b>Business Process Re-Engineering</b>				
132-51	LEVEL I	128.57	132.43	136.40
132-51	LEVEL II	162.86	167.74	172.78
132-51	LEVEL III	197.14	203.06	209.15
<b>Communications Engineer</b>				
132-51	LEVEL I	51.43	52.97	54.56
132-51	LEVEL II	77.14	79.46	81.84
132-51	LEVEL III	111.43	114.77	118.21
<b>Configuration Management Specialist</b>				
132-51	LEVEL I	68.57	70.63	72.75
132-51	LEVEL II	94.29	97.11	100.03
132-51	LEVEL III	128.57	132.43	136.40
<b>Data Architect</b>				
132-51	LEVEL I	111.43	114.77	118.21
132-51	LEVEL II	145.71	150.09	154.59
132-51	LEVEL III	180.00	185.40	190.96
<b>Database Architecture</b>				
132-51	LEVEL I	120.00	123.60	127.31
132-51	LEVEL II	154.29	158.91	163.68
132-51	LEVEL III	188.57	194.23	200.06
<b>Database Programmer</b>				
132-51	LEVEL I	94.29	97.11	100.03
132-51	LEVEL II	128.57	132.43	136.40
132-51	LEVEL III	162.86	167.74	172.78
<b>Database Specialist/Administrator</b>				
132-51	LEVEL I	102.86	105.94	109.12
132-51	LEVEL II	137.14	141.26	145.49



132-51	LEVEL III	169.71	174.81	180.05
<b>Database Specialist/Administrator</b>				
132-51	LEVEL I	111.43	114.77	118.21
132-51	LEVEL II	145.71	150.09	154.59
132-51	LEVEL III	180.00	185.40	190.96
<b>Desktop/Deployment Specialist</b>				
132-51	LEVEL I	51.43	52.97	54.56
132-51	LEVEL II	72.00	74.16	76.38
132-51	LEVEL III	94.29	97.11	100.03
<b>Disaster Recovery</b>				
132-51	LEVEL I	94.29	97.11	100.03
132-51	LEVEL II	128.57	132.43	136.40
132-51	LEVEL III	180.00	185.40	190.96
<b>Enterprise Architect</b>				
132-51	LEVEL I	128.57	132.43	136.40
132-51	LEVEL II	154.29	158.91	163.68
132-51	LEVEL III	197.14	203.06	209.15
<b>Financial Analyst</b>				
132-51	LEVEL I	68.57	70.63	72.75
132-51	LEVEL II	102.86	105.94	109.12
132-51	LEVEL III	137.14	141.26	145.49
<b>Functional Analyst</b>				
132-51	LEVEL I	72.00	74.16	76.38
132-51	LEVEL II	108.00	111.24	114.58
132-51	LEVEL III	142.29	146.55	150.95
<b>Graphics Specialist</b>				
132-51	LEVEL I	72.00	74.16	76.38
132-51	LEVEL II	108.00	111.24	114.58
132-51	LEVEL III	142.29	146.55	150.95
<b>Help Desk Specialist</b>				
132-51	LEVEL I	42.86	44.14	45.47
132-51	LEVEL II	68.57	70.63	72.75
132-51	LEVEL III	94.29	97.11	100.03
<b>Information Assurance (IT Security Specialist)</b>				

132-51	LEVEL I	77.14	79.46	81.84
132-51	LEVEL II	111.43	114.77	118.21
132-51	LEVEL III	152.57	157.15	161.86
<b>Network Administrator</b>				
132-51	LEVEL I	77.14	79.46	81.84
132-51	LEVEL II	111.43	114.77	118.21
132-51	LEVEL III	145.71	150.09	154.59
<b>Network Engineer</b>				
132-51	LEVEL I	85.71	88.29	90.93
132-51	LEVEL II	120.00	123.60	127.31
132-51	LEVEL III	162.86	167.74	172.78
<b>Network Technician</b>				
132-51	LEVEL I	60.00	61.80	63.65
132-51	LEVEL II	77.14	79.46	81.84
132-51	LEVEL III	102.86	105.94	109.12
<b>Program Manager</b>				
132-51	LEVEL I	120.00	123.60	127.31
132-51	LEVEL II	173.14	178.34	183.69
132-51	LEVEL III	214.29	220.71	227.34
	<b>Project Manager</b>			
132-51	LEVEL I	102.86	105.94	109.12
132-51	LEVEL II	145.71	150.09	154.59
132-51	LEVEL III	180.00	185.40	190.96
<b>Quality Assurance/Control Specialist</b>				
132-51	LEVEL I	77.14	79.46	81.84
132-51	LEVEL II	111.43	114.77	118.21
132-51	LEVEL III	144.00	148.32	152.77
<b>Security Administrator</b>				
132-51	LEVEL I	85.71	88.29	90.93
132-51	LEVEL II	111.43	114.77	118.21
132-51	LEVEL III	145.71	150.09	154.59
<b>Security Engineer</b>				
132-51	LEVEL I	120.00	123.60	127.31
132-51	LEVEL II	162.86	167.74	172.78

132-51	LEVEL III	205.71	211.89	218.24
<b>Solutions Architect</b>				
132-51	LEVEL I	120.00	123.60	127.31
132-51	LEVEL II	162.86	167.74	172.78
132-51	LEVEL III	205.71	211.89	218.24
<b>Storage Administrator</b>				
132-51	LEVEL I	102.86	105.94	109.12
132-51	LEVEL II	137.14	141.26	145.49
132-51	LEVEL III	169.71	174.81	180.05
<b>Storage Engineer</b>				
132-51	LEVEL I	120.00	123.60	127.31
132-51	LEVEL II	154.29	158.91	163.68
132-51	LEVEL III	188.57	194.23	200.06
<b>Subject Matter Expert</b>				
132-51	LEVEL I	162.86	167.74	172.78
132-51	LEVEL II	222.86	229.54	236.43
132-51	LEVEL III	300.00	309.00	318.27
<b>Systems Analyst</b>				
132-51	LEVEL I	94.29	97.11	100.03
132-51	LEVEL II	137.14	141.26	145.49
132-51	LEVEL III	188.57	194.23	200.06
<b>Systems Engineer</b>				
132-51	LEVEL I	102.86	105.94	109.12
132-51	LEVEL II	145.71	150.09	154.59
132-51	LEVEL III	197.14	203.06	209.15
<b>Systems Administrator</b>				
132-51	LEVEL I	85.71	88.29	90.93
132-51	LEVEL II	128.57	132.43	136.40
132-51	LEVEL III	169.71	174.81	180.05
<b>Systems Architect</b>				
132-51	LEVEL I	111.43	114.77	118.21
132-51	LEVEL II	162.86	167.74	172.78
132-51	LEVEL III	214.29	220.71	227.34
<b>Systems Operations Specialist</b>				

132-51	LEVEL I	68.57	70.63	72.75
132-51	LEVEL II	94.29	97.11	100.03
132-51	LEVEL III	137.14	141.26	145.49
<b>Technical Writer (Document Specialist)</b>				
132-51	LEVEL I	68.57	70.63	72.75
132-51	LEVEL II	94.29	97.11	100.03
132-51	LEVEL III	137.14	141.26	145.49
<b>Test Engineer</b>				
132-51	LEVEL I	94.29	97.11	100.03
132-51	LEVEL II	120.00	123.60	127.31
132-51	LEVEL III	154.29	158.91	163.68
<b>Training Specialist</b>				
132-51	LEVEL I	77.14	79.46	81.84
132-51	LEVEL II	111.43	114.77	118.21
132-51	LEVEL III	152.57	157.15	161.86
<b>Web Development</b>				
132-51	LEVEL I	111.43	114.77	118.21
132-51	LEVEL II	145.71	150.09	154.59
132-51	LEVEL III	180.00	185.40	190.96
<b>Web Development</b>				
132-51	LEVEL I	94.29	97.11	100.03
132-51	LEVEL II	128.57	132.43	136.40
132-51	LEVEL III	162.86	167.74	172.78

BEST VALUE  
BLANKET PURCHASE AGREEMENT  
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) \_\_\_\_\_.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

\_\_\_\_\_  
Ordering Activity                      Date

\_\_\_\_\_  
Contractor                              Date

BPA NUMBER \_\_\_\_\_

**(CUSTOMER NAME)**  
**BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

- (1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

- (2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

- (3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be \_\_\_\_\_.

- (4) This BPA does not obligate any funds.

- (5) This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.

- (6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;



- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

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### **BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”**

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.