



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

Agile Defense, Inc. (Agile), a Small Disadvantaged Business established in 1998, provides a wide range of Information Assurance (IA) and Information Technology (IT) services in support of a growing number of U.S. Government clients, particularly in the Department of Defense (DoD). Services provided include network engineering; server administration/consolidation/virtualization; system engineering, design, and implementation (WAN/MAN/BAN); certification and accreditation; network security audits and design; network penetration testing; firewall/IDS design and review; network documentation; security compliance adherence policy, processes, and procedures; quality assurance and Independent Verification and Validation (IV&V); and systems integration support services including network operations centers, help desks, call centers, desktop support, deployment support teams, and Continuity of Operations (COOP) planning.

**SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

**FPDS Code D316IT Network Management Services**

**AGILE DEFENSE, INC.**

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Contract Number: **GS-35F-0075P**

Period Covered by Contract: **11/5/03-11/4/18**

General Services Administration  
Federal Supply Service

Pricelist current through Modification #008, dated 11/4/2013.

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.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 Supply Schedule's Program. 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 to consider reasonably available information by using the GSA Advantage!™ on-line shopping service ([www.fss.gsa.gov](http://www.fss.gsa.gov)). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page ([www.fss.gsa.gov](http://www.fss.gsa.gov)) 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 to meet or exceed 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 with the same delivered price will satisfy their requirement.

**1. Geographic Scope of Contract: [The 48 contiguous states, Alaska, Hawaii, the District of Columbia, and the Commonwealth of Puerto Rico.](#)**

**2. Contractor's Ordering Address and Payment Information:**

**[ORDERING: Agile Defense, Inc., 11250 Waples Mill Rd. Suite 430 South Tower, Fairfax, VA 22030](#)**

**[PAYMENT: Agile Defense, Inc., 11250 Waples Mill Rd. Suite 430 South Tower, Fairfax, VA 22030](#)**

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

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

**[\(703\) 344-0652](tel:7033440652)**

**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

Block 16: Data Universal Numbering System (DUNS) Number: 041054441

Block 30: Type of Contractor - Small Disadvantaged 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 - NO Block 36: Contractor's Taxpayer Identification Number (TIN): 52-2126678

4a. CAGE Code: 1HXKO

4b. 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	DELIVERY TIME (Days ARO)
<b>132-51</b>	<b>As negotiated between Government Agencies and Contractor</b>

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

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

- a. Prompt Payment: 0% - None
- b. Government Educational Institutions: Same discounts as all other Government customers
- c. Discount for use of Government Commercial Credit Card: 0% - None

8. Trade Agreements Act of 1979, as amended:

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

9. Statement Concerning Availability of Export Packing: not applicable

GSA Schedule 70 Attachment I



10. **Small Requirements:** The minimum dollar value of orders to be issued is \$ 100.00.

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 132-51 - Information Technology (IT) Professional Services

12. **Use of Federal Supply Service Information Technology Schedule Contracts.** In accordance with FAR 8.404:

**[NOTE:** Special ordering procedures have been established for Special Item Numbers (SINs) 132-51 IT Professional Services and 132-52 EC Services; refer to the terms and conditions for those SINs.]

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering activities need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering activity has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the ordering activity's needs.

a. **Orders placed at or below the micro-purchase threshold.** Ordering activities can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

b. **Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold.** Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering activities should consider reasonably available information about the supply or service offered under MAS contracts by using the —GSA Advantage! on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the ordering activity's needs. In selecting the supply or service representing the best value, the ordering activity may consider--

- (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
- (2) Trade-in considerations;
- (3) Probable life of the item selected as compared with that of a comparable item;
- (4) Warranty considerations;
- (5) Maintenance availability;
- (6) Past performance; and
- (7) Environmental and energy efficiency considerations.

**c. Orders exceeding the maximum order threshold.** Each schedule contract has an established maximum order threshold. This threshold represents the point at which it is advantageous for the ordering activity to seek a price reduction. In addition to following the procedures in paragraph b above, and before placing an order that exceeds the maximum order threshold, ordering activities shall-- Review additional Schedule Contractors'

- (1) catalogs/pricelists or use the —GSA Advantage!ll on-line shopping service;
- (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering activity determines that it is appropriate.

**NOTE:** For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- (2) Offer the lowest price available under the contract; or
- (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).

**d. Blanket purchase agreements (BPAs).** The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering activities may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

**e. Price reductions.** In addition to the circumstances outlined in paragraph c above, there may be instances when ordering activities will find it advantageous to request a price reduction. For example, when the ordering activity finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering activity the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order.

**f. Small business.** For orders exceeding the micro-purchase threshold, ordering activities should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

**g. Documentation.** Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an ordering activity requirement, in excess of the micro-purchase threshold, is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering activity shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the ordering activity's needs.

**13. Federal Information Technology/Telecommunications 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 Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202) 619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301) 975-2833.

**14. Security Requirements.** In the event security requirements are necessary, the ordering activities may incorporate, in their delivery orders, a security clause in accordance with current laws, regulations, and individual ordering activity policy; however, the burden of administering the security requirements shall be with the ordering activity. If any costs are incurred as a result of the inclusion of security requirements, such costs will not exceed ten percent (10%) or \$100,000, of the total dollar value of the order, whichever is less.

**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 C.1.)

**16. GSA Advantage!**

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

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

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.fss.gsa.gov/>.

**17. Purchase of Open Market Items**

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

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

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing [Part 5], competition requirements [Part 6], acquisition of commercial items [Part 12], contracting methods [Parts 13, 14, and 15], and small business programs [Part 19]);



- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

## **18. Contractor Commitments, Warranties and Representations**

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

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

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

## **19. Overseas Activities**

The 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, Alaska, Hawaii, the District of Columbia, and the Commonwealth of Puerto Rico, except as indicated below:

**Not applicable**

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)**

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

—BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract.

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a



discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

## **21. Contractor Team Arrangements**

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

## **22. Installation, Deinstallation, Reinstallation**

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rate 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.

## **23. Section 508 Compliance**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

**Not applicable**

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.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION  
TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

**1. Scope**

- a. The prices, terms, and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT 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**

- a. When using a performance based statement of work, performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements, for fixed price tasks, under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. 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.
- d. The above procedures do not apply to Time and Material or labor hour orders.

**3. Ordering Procedures for Services (Requiring a Statement of Work)**

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

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

- (a) When ordering services, ordering activities shall—
  - (1) Prepare a Request (Request for Quote or other communication tool):
    - (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
    - (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the

statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

(iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.

(iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2)(i) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

(i) Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing, and other factors such as contractors' locations, as appropriate). When buying IT professional services under SIN 132—51 ONLY, the ordering activity, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the ordering activity's needs are available, if the order is estimated to exceed the micro-purchase threshold.

(ii) The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs. Ordering activities should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

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

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

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

(ii) **MULTIPLE BPAs:** When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedures in (a)(2)(ii) above and then place the order with the Schedule contractor that represents the best value.

(2) **Review BPAs Periodically:** Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)

(c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

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

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

Ordering procedures for other services available on schedule at fixed prices for specifically defined services or tasks should use the procedures in FAR 8.404. These procedures are listed in the pricelist, under —Information for ordering activities, paragraph #12.

#### **4. Order**

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

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

#### **5. Performance of Services**

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

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



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

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

## **6. Inspection of Services**

The Inspection of Services—Fixed Price (AUG 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection—Time-and-Materials and Labor-Hour (JAN 1986) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

## **7. Responsibilities of the Contractor**

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

## **9. Independent Contractor**

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

## **10. 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 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 (Alternate I (APR 1984)) at FAR 52.232-7 applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts (FEB 2002) (Alternate II (FEB 2002)) at FAR 52.232-7 applies to labor-hour orders placed under this contract.

## **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 Services and Pricing**

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 and 132-52. IT 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 Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

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

EXAMPLE:



<b>Systems Engineer</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	5 years
Qualifications	<p>Must have experience with system requirements definition and the analysis/modeling necessary to define and document system level design elements. Should be fluent with various automated tools, modern methodologies, engineering disciplines and approaches. Should be capable of leading a design effort.</p>
Functional Responsibility	<p>Under general direction, develops and maintains data processing applications which meet customer business needs. Codes, tests and implements computer programs in developmental and maintenance modes. Defines system requirements and priorities with customers and ensures that daily needs are met. Develops system and programming specifications. Designs data processing solutions based on business need and technical considerations. Researches and resolves application production problems. Monitors application performance and performs run time improvement functions. Prepares system documentation. Performs complex engineering analysis and design tasks. Prepares specifications and designs, and implements solutions. May design subsystems; assists in developing standards. May work as part of a project team. Evaluates IT system problems of workflow, organization, and planning. Develops appropriate corrective action. Performs other duties as assigned.</p>



**AGILE DEFENSE, INC. GSA SCHEDULE CONTRACT PRICELIST**

<b>Commercial Job Title/Labor Category</b>	<b>Agile Defense, Inc. Location</b>
	<b>ON-SITE</b>
Admin Assistant I	\$ 28.20
Admin Assistant II	\$ 41.10
Advanced Customer Services Representative	\$ 35.30
Analyst I	\$ 70.34
Analyst II	\$ 93.71
Analyst III	\$ 112.33
Analyst IV	\$ 129.31
<b>AV/VTC Technician (Senior)</b>	<b>\$ 37.00</b>
Business Analyst	\$ 91.98
C&A Engineer I	\$ 96.35
C&A Engineer II	\$ 131.43
C&A Engineer III	\$ 155.07
Communications Engineer	\$ 81.18
Computer Security Specialist	\$ 70.29
COOP Program Engineer	\$ 99.03
Customer Services Representative	\$ 28.26
DBA	\$ 83.77
Help Desk Technician I	\$ 30.29
Help Desk Technician II	\$ 36.19
Help Desk Technician III	\$ 52.33
Help Desk Manager	\$ 81.00
IA System Admin	\$ 70.91
Implementation Project Manager	\$ 66.71
Information Assurance I	\$ 82.33
Information Assurance II	\$ 112.32
IT/ACTR I	\$ 38.45
IT/ACTR II	\$ 50.78
Legacy Applications Lead	\$ 38.78
Logistics Coordinator	\$ 29.33
Network Engineer	\$ 71.57
Network Technician I	\$ 54.45



Operations Assistant	\$ 29.33
Printer Data Analyst	\$ 32.90
Principal Network Systems Engineer I	\$ 138.17
Principal Network Systems Engineer II	\$ 151.02
<b>Programmer I</b>	<b>\$ 110.00</b>
<b>Programmer II</b>	<b>\$ 123.12</b>
Program Manager	\$ 128.13
Project Cordinator	\$ 77.71
Project Manager	\$ 99.82
Server Farm	\$ 36.63
Site Data Analyst	\$ 36.06
SME I	\$ 121.96
SME II	\$ 148.86
SME III	\$ 164.05
Principle SME	\$ 215.23
Software Developer I	\$ 124.51
Software Developer II	\$ 151.32
Systems Administrator I	\$ 69.11
Systems Administrator II	\$ 92.23
Systems Administrator III	\$ 101.83
Systems Administrator IV	\$ 110.01
Systems Engineer	\$ 106.39
Technical Instructor I	\$ 84.86
Technical Instructor II	\$ 106.07
Technical Writer I	\$ 77.65
Technical Writer II	\$ 79.31
Training Coordinator	\$ 62.00
<b>Training Specialist</b>	<b>\$ 73.50</b>
<b>Video Production Specialist</b>	<b>\$ 41.21</b>
<b>Video/AV Technician</b>	<b>\$ 36.91</b>
<b>Voice/Data Communications Engineer (Journeyman)</b>	<b>\$ 43.05</b>
<b>Voice/Data Communications Engineer (Senior)</b>	<b>\$ 69.49</b>
<b>Web Content Analyst</b>	<b>\$ 51.68</b>
Web Engineer	\$ 70.97
Web Engineer II	\$ 94.36



**AGILE DEFENSE, INC. LABOR CATEGORY DESCRIPTIONS**

<b>Administrative Assistant I</b>	
Minimum Education	Minimum Experience
High School Diploma or High School Equivalency Certification	1 year
<b>Qualifications</b>	Requires knowledge of general administrative and organizational skills and use of associated office equipment. Familiar with word processing, spreadsheets, database, and other office software.
<b>Functional Responsibility</b>	Supports the Program Manager or Project Manager by providing administrative and clerical support. Types correspondence and a variety of documents and forms as directed. Maintains project files both manually and electronically. Maintains the calendar for the office staff. Plans and coordinates project meetings as directed. Makes travel arrangements for staff. Attends project meetings, records meeting minutes and action items. Assists in the development of project reports and briefings, including writing initial drafts for review from notes and verbal direction and providing graphical representation of project status. Provides word processing support as needed for data conversion, records or data management, and non-technical documentation including budget and cost spreadsheets. Performs other duties as assigned.

<b>Administrative Assistant II</b>	
Minimum Education	Minimum Experience
High School Diploma or High School Equivalency Certification	3 years
<b>Qualifications</b>	Requires knowledge of general administrative and organizational skills and use of associated office equipment. Proficient with word processing, spreadsheets, database, and other office software.
<b>Functional Responsibility</b>	Supports the Program Manager or Project Manager by providing administrative and clerical support. Types correspondence and a variety of documents and forms as directed. Maintains project files both manually and electronically. Maintains the calendar for the office staff. Plans and coordinates project meetings as directed. Makes travel arrangements for staff. Attends project meetings, records meeting minutes and action items. Assists in the development of project reports and briefings, including writing initial drafts for review from notes and verbal direction and providing graphical representation of project status. Provides word processing support as needed for data conversion, records or data management, and non-technical documentation including budget and cost spreadsheets. Performs other duties as assigned.



<b>Advanced Customer Service Representative</b>	
Minimum Education	Minimum Experience
High School Diploma or High School Equivalency Certification	3 years specialized experience
Qualifications	Specialized experience in troubleshooting computer hardware and software, providing customer support for Windows 2000 and MS Outlook in networked environment, experienced in using trouble ticket system and commercial-off-the-shelf (COTS) software applications such as MS Office products. Some systems administration and server side experience preferred.
Functional Responsibility	Under general supervision, implements and supports local area network (LAN) hardware and software. Analyzes customer workflow and procedures to recommend operational support tools and technologies to satisfy customer needs. Ensures workstations/server data integrity by evaluating, implementing, and managing appropriate software/hardware solutions. Acts as a liaison between the customer, suppliers, and other technical groups to resolve network and hardware problems. Analyzes performance problems and recommend solutions to enhance functionality, reliability, and/or usability. Participates on project teams in the implementation of new/upgraded designs. Implements operational support standards and procedures relating to change management, performance management, and security. Recommends changes and improvements to existing standards. Ensures data/media recoverability by implementing a schedule of system backups, and database archive operations. Develops site administration documentation. Provides user orientation on hardware, software, and network operations. Keeps abreast of emerging operational support technologies and industry trends. Performs other duties as assigned.

<b>Analyst I</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	2 years
Qualifications	Bachelor's Degree in related fields such as computer science, computer information systems, management information systems, information resource management, data processing, etc., or equivalent experience. Familiar with fundamental concepts, processes, practices, and procedures of the specific professional or technical assignment or in specialty area.
Functional Responsibility	Under general supervision, interprets and prepares coded instructions based on flowcharts, program specifications, input-output specifications, and user-provided functional requirements. Uses computer programming, testing, and documentation methods and techniques including job control, utility routines, and decision tables. Utilizes the work process and rules governing file design, computer-related, and clerical procedures. Analyzes computer programming problems; identifies relevant factors; and acquires information pertinent to their solution. Tests and documents computer programs and modifications. Assists in computer program performance verification and user training. Performs tasks that are routine and learns to apply training to practice. Follows standard practices and written instruction to accomplish duties and works under direct supervision in support of assigned projects. Performs other duties as assigned.



<b>Analyst II</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	3 years
Qualifications	<p>Bachelor's Degree in related fields such as computer science, computer information systems, management information systems, information resource management, data processing, etc., or equivalent experience.</p> <p>Experienced in major hardware and system software components; structured analysis and design methodologies; computer language characteristics; evaluating system requirements; and translating requirements into detailed systematic flowcharts and program design responses.</p>
Functional Responsibility	<p>Applies fundamental concepts, processes, practices, and procedures of the specific professional or technical assignment or specialty area. Performs work that requires practical experience and training. Work is performed independently, with evaluation and innovation in analyzing and identifying data, processes, problems, and solutions. Performs other duties as assigned.</p>

<b>Analyst III</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	5 years (3+ years specialized experience)
Qualifications	<p>Experienced in computer system and programming methods, techniques, and procedures including approaches used by other government ADP organizations and in the private sector; advanced computer system and programming methods, techniques, and procedures; the operating characteristics and capabilities of major computer hardware, operating system software, and related firmware; the development of detailed logic for designing, testing, and debugging programs where specifications set forth interface requirements, input-output sequences, or edit criteria; participating in the evaluation of vendor-supplied software available for well-defined computer applications; and defining the scope of responsibilities, objectives, priorities, and deadlines for Computer Programmer/Analysts and Computer Programmers and in providing assistance in unusual situations that do not have clear precedents.</p>
Functional Responsibility	<p>Possesses and applies comprehensive knowledge across multiple fields, key task components, and high-impact assignments. Has well-developed leadership skills in building staff and executing projects. Develops, plans, and leads major consulting assignments. Evaluates performance results and recommends major changes affecting short-term and near-term project growth and success. Functions as a technical expert across multiple project assignments. Performs other duties as assigned.</p>



<b>Analyst IV</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	7 years (4+ years specialized experience)
<b>Qualifications</b>	Experienced in the analysis and design of business applications for complex large-scale or mid-tier computer systems, or LAN-based systems, including database management systems (DBMS), and use of programming languages. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.
<b>Functional Responsibility</b>	Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and progress in accordance with schedules. Coordinates with program leadership to ensure solutions to problems and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries and presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff. Possesses and applies advanced knowledge across mission-critical projects including responsibility for deliverables and performance metrics. Has recognized standing as a practice leader in professional or technical disciplines. Plans, conducts, and manages research and development work on projects of major complexity with the origination and application of new and unique techniques. Leads key technical areas and is responsible for meeting project milestones and deliverables. Performs other duties as assigned.

<b>Business Analyst I</b>	
Minimum Education	Minimum Experience
High School Diploma or High School Equivalency Certification	2 years
<b>Qualifications</b>	Must have experience in detailed analytical activities supporting business case studies and have been a member of project or program analysis teams. Experience on information systems projects involving planning and performing studies and analyses of functional requirements and the derivation of automated processes.
<b>Functional Responsibility</b>	Supports the development and implementation of information technology (IT) business solutions. Acts as a liaison between customers and other stakeholders to define and baseline business processes, systems, and product requirements. Documents specifications, reflecting a complete understanding of the customer's requirements. Supports aspects of the business cycle including proposals, feasibility studies, implementations, and new business development. Plans and leads customer projects with some guidance. Develops proactive solutions to customer problems. Participates in training activities for peers and customers. Initiates process improvement measures. Supports the project team in analyzing functional problems most feasible for processing the data. Supports the preparation of definitions of functional problems. Supports the development of analytical reports or other products. Performs other duties as assigned.



<b>C&amp;A Engineer I</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	1 year
Qualifications	Specialized experience in conducting vulnerability assessments, security reviews of systems and networks providing technical and non-technical IA support ensuring network systems operational in approved/authorized manner. Must possess comprehensive knowledge of information assurance (IA) and C&A processes. Excellent communication and writing skills.
Functional Responsibility	Conducts vulnerability assessments utilizing scanning tools (i.e. Retina, DISA Gold Disk, SRR, STIG, QTIP, ADT). Assists in writing IA policies and procedures. Researches and interprets government regulations and standards. Provides guidance assistance to all levels of C&A technical and non-technical personnel. Performs other duties as assigned.

<b>C&amp;A Engineer II</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	4 years
Qualifications	Certified Information Systems Security Specialist (CISSP) with specialized experience and knowledge of Information Assurance (IA), Certification and Accreditation (C&A), Department of Defense Information Assurance Certification and Accreditation Process (DIACAP) Federal Information Systems Management Act (FISMA), Information Assurance Vulnerability Management (IAVM), DoD 8500.1 and 8500.2, NIST 800 Series and Defense Information Systems Agency Security Technical Implementation Guides (STIGs). Skilled in written and oral communications, developing or improving processes, policies, and procedures that improve operational effectiveness.
Functional Responsibility	Conducts vulnerability assessments via translating DoD security policies. Assists in security configuration requirements. Defines operational environments, mission criticality, and application requirements. Assists in the writing of IA policies and procedures that provide security guidance and promote IA/C&A awareness. Performs other duties as assigned.



<b>C&amp;A Engineer III</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	7+ years
<b>Qualifications</b>	IT professional with specialized experience and knowledge of Information Assurance (IA), Certification and Accreditation (C&A) process implementing and validating, Department of Defense Information Assurance Certification and Accreditation Process (DIACAP) Federal Information Systems Management Act (FISMA), Information Assurance Vulnerability Management (IAVM), DoD 8500.1 and 8500.2, NIST 800 Series and Defense Information Systems Agency Security Technical Implementation Guides (STIG), CISSP. Skilled in written and oral communications, developing or improving processes, policies, and procedures that improve operational effectiveness.
<b>Functional Responsibility</b>	Conducts vulnerability assessments via translating DoD security policies. Assists in security configuration requirements. Defines operational environments, mission criticality, and application requirements. Develops, writes and implements IA policies and procedures that provide security guidance and promote IA/C&A awareness. Creates DIACAP packages, supports artifacts that document testing activities, and performs test and evaluation activities necessary to support C&A accreditation packages. Performs other duties as assigned.

<b>Communications Engineer</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	7 years (5 years specialized experience)
<b>Qualifications</b>	Specialized experience includes: protocol analysis; knowledge of OSI protocols; experience with ATM, frame relay; other knowledge of bridges, routers, gateways, operating systems. Experience as a CCNP, CNE or MCSE desirable. General experience includes all aspects of communication network planning, installation, and support. A Bachelor's Degree in Computer Science or a related discipline. Alternate qualifications include: (a) with a Master's Degree in Computer Science or a related discipline, five years general experience, of which at least three years must be specialized experience, or (b) with at least eleven years general experience, a degree is not required
<b>Functional Responsibility</b>	Evaluates communications hardware and software. Troubleshoots LAN/MAN/WAN and other network-related problems and provides technical expertise for performance and configuration of networks. Performs general LAN/MAN/WAN administration. Provides technical leadership in the integration and testing of complex large-scale computer integrated networks. Schedules conversions and cutovers. Oversees network control center. Supervises maintenance of systems. Coordinates with all responsible users and sites. Supervises staff. Performs other duties as assigned.



<b>Computer Security Specialist</b>	
Minimum Education	Minimum Experience
Bachelor's Degree with Instructional Certification	4 years (2 years specialized experience)
Qualifications	<p>Specialized experience includes: Development and implementation of IT Security policies and Standard Operating Procedures. Knowledge and working experience in IT Systems Certification and Accreditation processes and procedures. Knowledge of one of the standard methodologies used in the Certification and Accreditation process, NIST guidelines for Risk Assessment and Management, and Vulnerability Analysis in the following areas: Technical, Operational, Administrative, Physical and Personnel, and Threat Analysis. The candidate will also have experience in development of Mitigation Plans, Disaster Recovery Plans, Threat Analysis, and Contingency Plans. A Bachelor's Degree in Computer Science or an industry recognized instructional certification. Alternate qualifications include:</p> <p>(a) with a Master's Degree in Computer Science or a related discipline, 2 years general experience, or</p> <p>(b) with at least 8 years general experience, a degree is not required</p>
Functional Responsibility	<p>Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions in accordance with MLS requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products and ongoing programs in the MLS arena. Performs risk analyses which also include risk assessment. Performs other duties as assigned.</p>

<b>Continuity of Operation (COOP) Program Engineer</b>	
Minimum Education	Minimum Experience
Bachelor's Degree with Certification	5 years
Qualifications	<p>Extensive expertise, as well as a broad range and depth of COOP related skills, including the following:</p> <p>(a) A broad knowledge of Department of Defense (DoD) COOP requirements including familiarity with Department of Defense Directive (DoDD) 3020.26, Defense Continuity Program (DCP).</p> <p>(b) The ability to plan and execute COOP exercises such as developing scenarios and objectives to test COOP plans, managing the execution of the COOP exercises, creating metrics to evaluate COOP exercises, and developing pre-briefs and post-briefs for senior level officials</p> <p>(c) Technical knowledge sufficient enough to develop requirements for emergency response programs.</p> <p>(d) Experience in training users on electronic systems enough to aid COOP personnel.</p>
Functional Responsibility	<p>Develops exercise plans that test organizational COOP plans. Coordinates staff participation in exercises. Coordinates overall COOP changes due to new requirements and to ensure compliance with existing regulations/instructions. Facilitates project-wide COOP training including: initial and refresh orientation; emergency relocation training. Maintains the emergency response procedures and recall materials. Facilitates the issuance of COOP Badges Indicators. Maintains operational documentation for all emergency relocation sites. Maintains relocation personnel rosters and the Joint Emergency Evacuation Program (JEEP) Roster. Identifies new requirements or improvements in automated COOP applications. Performs other duties as assigned.</p>



<b>Customer Service Representative</b>	
Minimum Education	Minimum Experience
High School Diploma or High School equivalency certification	1 year of specialized experience
Qualifications	Specialized experience includes: troubleshooting computer hardware and software, providing customer support for Windows 2000 and MS Outlook in networked environment, using trouble ticket systems, and shrink-wrap software applications such as MS Office products.
Functional Responsibility	Under general direction, provides prompt and accurate technical support. Ensures a high level of customer satisfaction and adherence to Service Level Agreements (SLAs). Provides desk-side Windows 2000 workstation support in a networked office environment to include MS Office and Outlook configuration and troubleshooting support. Software installation and configuration support, new user set up, printer and network file share configuration and troubleshooting, peripheral installation, configuration and troubleshooting. Reviews trouble ticket queues, document support and diagnostic activities, escalates problems as required, and accurately and effectively resolves and closes assigned trouble tickets. Performs other duties as assigned.

<b>Database Administrator</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	4 years
Qualifications	Four years of experience in all functions of database administration. Three years of hands-on experience in application programming and design using Oracle or a similar relational database management application. Bachelor's Degree in computer science or information management system. Three years of additional experience may be substituted for degree
Functional Responsibility	Performs all administrative functions in support of the database including: control of access to the database; ensuring the safekeeping of the data; monitoring the use; develops standards, procedures, and conventions for use; performs system application and software installation, testing, recovery and reorganization, and configuration management and deployment of application software; maintains a system trouble log; and trains operators in the use of the database. Performs other duties as assigned.



<b>Help Desk Technician I</b>	
Minimum Education	Minimum Experience
High School Diploma with Training Certifications	1 year
<b>Qualifications</b>	Must have current experience with automated call center and help desk management tools, such as Remedy. Should have experience with troubleshooting and problem escalation and management, as well as detailed knowledge of LAN/WAN architectures, server configurations, and automated problem management and help desk tools. Must have knowledge of PC operating systems (e.g. Windows 95, NT), and networking and mail standards. Customer service and communication skills are necessary
<b>Functional Responsibility</b>	Under direct supervision, provides customer assistance with routine inquiries and software, hardware and network operations problems through telephone support. Performs problem diagnosis, problem recognition, research, isolation, and resolution. Typically is able to resolve less complex problems immediately; more complex problems are escalated to second level support. Interacts with network services, software systems engineering and/or applications development to restore service and/or identify and correct problems. Logs and prioritizes calls, tracks technicians, and provides reports as required regarding compliance with Service Level Agreements (SLAs). Performs other duties as assigned.

<b>Help Desk Technician II</b>	
Minimum Education	Minimum Experience
Associate's Degree with Training Certifications	3 years
<b>Qualifications</b>	Must have current experience with automated call center and help desk management tools, such as Remedy. Should have experience with troubleshooting and problem escalation and management, as well as detailed knowledge of LAN/WAN architectures, server configurations, and automated problem management and help desk tools. Must have knowledge of PC operating systems (e.g. Windows 95, NT), and networking and mail standards. Customer service and communication skills are necessary.
<b>Functional Responsibility</b>	Under supervision, provides customer assistance with routine inquiries and software, hardware and network operations problems through telephone support. Performs problem diagnosis, problem recognition, research, isolation and resolution. Typically is able to resolve fairly complex problems and those escalated from first level support; more complex problems are escalated to third level support. Analyzes and determines requirements for customer service areas. Provides telephone hot-line support in a help desk environment; demonstrates a thorough understanding of the technical environment and has skills assisting personnel. Logs and prioritizes calls, tracks technicians, and provides reports as required regarding compliance with Service Level Agreements (SLAs). Performs other duties as assigned.



<b>Help Desk Technician III</b>	
Minimum Education	Minimum Experience
Bachelor's Degree or an Associate's Degree with Training Certifications	5 years
Qualifications	Experience providing network and information systems help desk support, similar to that described under functional responsibility, and have knowledge and understanding of applicable technical concepts and practices. Must have knowledge of PC operating systems (e.g. Windows 95, NT), and networking and mail standards. Customer service and communication skills are necessary.
Functional Responsibility	Under supervision, provides customer assistance with routine inquiries and software, hardware and network operations problems through telephone support. Performs problem diagnosis, problem recognition, research, isolation and resolution. Typically is able to resolve more complex problems and those escalated from second level support; very complex problems are escalated to fourth level support. Analyzes and determines requirements for customer service areas. Provides telephone hot-line support in a help desk environment; demonstrates a thorough understanding of the technical environment and has skills assisting personnel. Logs and prioritizes calls, tracks technicians, and provides reports as required regarding compliance with Service Level Agreements (SLAs). Performs other duties as assigned.

<b>Help Desk Manager</b>	
Minimum Education	Minimum Experience
Bachelor's Degree with Training Certifications	7 years (5+ years specialized experience)
Qualifications	Specialized experience includes: management of help desks in a multi-server environment, comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude. A Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
Functional Responsibility	Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed, deployed or supported under this schedule. Serves as the first point of contact for troubleshooting hardware/software PC, and printer problems. Able to resolve very complex problems and those escalated from third level support. Performs other duties as assigned.



<b>Implementation Project Manager</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	2 years (1+ years specialized experience)
<b>Qualifications</b>	<p>Specialized experience includes: The ability to assist Program Managers and senior Project Managers in the development of tasks during project development, expertise in the management and control of funds and resources using electronic reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types, and complexity. General experience includes increasing responsibilities in information systems design and/or management.</p> <p>A Bachelor's Degree or an industry recognized Project Management Certification.            Alternate qualifications include:            (a) with a Master's Degree in Computer Science or a related discipline, 1-3 years project experience, or            (b) with at least 5-7 years general experience, a degree is not required</p>
<b>Functional Responsibility</b>	<p>Serves as the Project Manager for medium sized projects. Assists the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of the specific task order(s) and ensures that the technical solutions and schedules in the task order are implemented in a timely manner. Ensures clear communications among partners involved in design and implementation. Performs other duties as assigned.</p>

<b>Information Assurance System Administrator</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	3 years
<b>Qualifications</b>	<p>IT professional with Security + certification with specialized experience in conducting vulnerability assessments, security reviews of systems and networks providing technical and non-technical IA support ensuring network systems operational in approved/authorized manner. Must possess comprehensive knowledge of the IA and C&amp;A process. Excellent communication and writing skills.</p>
<b>Functional Responsibility</b>	<p>Conducts vulnerability assessments utilizing scanning tools (i.e. Retina, DISA Gold Disk, SRR, STIG, QTIP, ADT). Assists in writing IA policies and procedures. Researchs and interprets government regulations and standards. Provides guidance assistance to all levels of C&amp;A technical and non-technical personnel. Performs other duties as assigned.</p>



<b>Information Assurance I</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	2 years
Qualifications	A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products and current Internet/EC technology.
Functional Responsibility	Provides support to plan, coordinate, and implement the organization's information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, designs and implements fire-walls and other related security issues on LANs/W ANs. Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment. Designs, develops, or recommends integrated security system solutions that will ensure proprietary/confidential data and systems are protected. Provides technical engineering services for the support of integrated security systems and solutions. Participates with the client in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure systems. Tests security products and systems to detect security weaknesses. Performs other duties as assigned.

<b>Information Assurance II</b>	
Minimum Education	Experience
Bachelor's Degree	3 years
Qualifications	A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products and current Internet/EC technology.
Functional Responsibility	Provides support to plan, coordinate, and implement the organization's information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, designs and implements fire-walls and other related security issues on LANs/W ANs. Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment. Designs, develops, or recommends integrated security system solutions that will ensure proprietary/confidential data and systems are protected. Provides technical engineering services for the support of integrated security systems and solutions. Participates with the client in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure systems. Tests security products and systems to detect security weaknesses. Performs other duties as assigned.



<b>Information Technologist/ Assistant Contract Technical Representative I</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	2 years
Qualifications	Experience in IT-related work, including but not limited to operations installation and support and customer service/ Help Desk. Experience in client/ server technology, web browser technology VTC and other audio/ visual systems, problem resolution. Must have the ability to communicate with non-technical personnel. Technical writing skills. Experience with Human Resource, Legal and Financial Management business applications. Knowledge of principals, tools and methods with regards to IT, IT security, systems testing and evaluations, and Internet technologies.
Functional Responsibility	Installs and administers computer hardware, software and networks as required. Assists office personnel with contacting the NMCI Helpdesk for unresolved trouble tickets for further escalation. Performs other duties as assigned.

<b>Information Technologist/ Assistant Contract Technical Representative II</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	3 years
Qualifications	Experience in IT-related work, including but not limited to operations installation and support and customer service/ Help Desk. Experience in client/ server technology, web browser technology VTC and other audio/ visual systems, problem resolution. Must have the ability to communicate with non-technical personnel. Technical writing skills. Experience with Human Resource, Legal and Financial Management business applications. Knowledge of principals, tools and methods with regards to IT, IT security, systems testing and evaluations, and Internet technologies.
Functional Responsibility	Develops operating and training procedures. Installs and administers more complex computer hardware, software and networks as required.. Briefs new users on security responsibilities and to maintain user accounts consistent with certified users for both NMCI unclassified and classified systems. Assists office personnel with contacting the NMCI Helpdesk for unresolved trouble tickets for further escalation. Identifies new requirements and planned seat moves in NET for proper coordination and requests for additional funding. Identifies when services have been delivered for proper invoice accounting. Acts as the local Information Assurance Officer (IAO), executing the NMCI Security Program as it applies to the assigned Information Systems. This includes the preparation and submission of associated accreditation support documentation (e.g., room accreditation letters, NMCI SIPR account verifications). Performs other duties as assigned



<b>Legacy Applications Lead</b>	
Minimum Education	Minimum Experience
Bachelor's Degree or Industry Recognized Certification	3 years (2+ years specialized experience)
Qualifications	<p>Specialized experience includes: Logistical support and project coordination experience.</p> <p>A Bachelor's Degree in Computer Science or an industry recognized instructional certification. Alternate qualifications include:</p> <ul style="list-style-type: none"> <li>(a) with a Master's Degree in Computer Science or a related discipline, 1 year general experience, or</li> <li>(b) with at least 5-7 years general experience, a degree is not required</li> </ul>
Functional Responsibility	<p>Under general direction, conceptualizes, designs, constructs, tests, and implements portions of business and technical information technology solutions through application of appropriate software development life cycle methodology. Defines scope, plan and deliverables for assigned projects. Collects, identifies, defines, and organizes detailed user and information technology requirements. Applies metric to monitor performance and measure key project criteria. Prepares system documentation. Performs other duties as assigned.</p>

<b>Logistics Coordinator</b>	
Minimum Education	Minimum Experience
High School Diploma or High School Equivalency Certification	2 years (1+ years specialized experience)
Qualifications	<p>Specialized experience in logistical support, asset management and project coordination.</p>
Functional Responsibility	<p>Acts as site single point of contact for interface with Logistics team. Ensures implementation of standard Logistics systems and processes at the site. Prepares and submits LRF's for seat BOM's and printer BOM's. Coordinates equipment ordering and tracking of assets, as well as yearly inventory of equipment. Performs other duties as assigned.</p>



<b>Network Engineer</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	5 years (2+ years specialized experience)
Qualifications	<p>Specialized experience must be in one or more of the following areas: communications; software; communications hardware; network design; installation and support.</p> <p>A Bachelor's Degree in Computer Science or a related discipline. Alternate qualifications include:</p> <p>(a) with a Master's Degree in Computer Science or a related discipline, four years general experience, of which at least one year is specialized, or</p> <p>(b) with at least six years general experience, a degree is not required</p>
Functional Responsibility	<p>Enhances and maintains hardware and software on LANs, MANs, WANs, and PCs. Installs PC hardware and software with complete configuration and testing of all PC functions. Troubleshoots PC hardware and software problems and assists end users in resolving such problems. Performs WAN/MAN/LAN management tasks on an ongoing basis, to include adding and deleting users, setting up user rights, directory rights, security features and network monitoring. Installs LAN hardware, and assists in troubleshooting cable systems, hardware, and communications equipment. Maintains technical documentation on LAN components, including file servers, gateways, LAN software, and workstations. Maintains records on computer hardware and software installations and locations. Provides status reports on activities and network analysis, as required. Evaluates and advises management on hardware and software available to upgrade the network or to improve service to user community. Performs other duties as assigned.</p>

<b>Network Technician I</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	3 years (2+ years specialized experience)
Qualifications	<p>Specialized experience must be in one or more of the following areas: communications; software; communications hardware; network design; installation and support.</p> <p>A Bachelor's Degree in Computer Science or a related discipline. Alternate qualifications include:</p> <p>(a) with a Master's Degree in Computer Science or a related discipline, two years specialized experience, or</p> <p>(b) with at least five years general experience, a degree is not required</p>
Functional Responsibility	<p>Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes and throughput) and recommends procurement, removals and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Evaluates network and communications hardware and software, troubleshoots LAN/WAN and other network-related problems. Performs general LAN/WAN administration. Performs other duties as assigned.</p>



<b>Operations Assistant</b>	
Minimum Education	Minimum Experience
High School Diploma or High School Equivalency Certification	2 years (1+ years specialized experience)
Qualifications	Specialized experience includes: Administrative support experience, intermediate arithmetic skills, the ability to use automated office equipment, read difficult instructions, and maintain written records.
Functional Responsibility	Provides analytical and specialized administrative supports to relieve and assist executive, administrative, line and staff managers of complex details and advanced administrative duties. Executes special or continuous research and data analysis tasks. Analyzes problems, determines approach, compiles and analyzes data and prepares reports/recommendations. Coordinates activities between departments and outside parties. Contacts company personnel at all organizational levels to gather information and prepare reports. Performs other duties as assigned.

<b>Principal Network Systems Engineer I</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	5 years (3+ years at senior level)
Qualifications	Knowledge of systems engineer roles and functions, as well as knowledge and understanding of other disciplines and how they relate to systems engineering: software, hardware, network, integration and test, configuration management, quality engineering. Experience in software development. Database experience and SQL scripting. Ability to parse and understand large volumes of data. Experience with troubleshooting and problem resolution. B.S. in Systems Engineering, Electrical Engineering, Computer Science, Information Systems, Mechanical Engineering, Physics, Math. Alternatively, a degree may be substituted by five years relevant work experience.
Functional Responsibility	Provides onsite support for operational systems that require periodic modifications and upgrades. System monitoring for health and status. Troubleshoots/diagnoses system problems. Familiar with Unix and scripting. Installs modifications/upgrades and/or new systems. Able to train operations personnel. On-call responsibilities include on-site emergency support, as required. Installs and verifies system upgrades and new system deployments with interaction with customer and stakeholders. Performs other duties as assigned.



<b>Principal Network Systems Engineer II</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	7 years (5+ years at senior level)
Qualifications	<p>Knowledge of systems engineer roles and functions, including operations concept development, requirements management, functional analysis, interface definition and control, synthesis, and verification and validation. Knowledge and understanding of other disciplines and how they relate to systems engineering: software, hardware, network, integration and test, configuration management, quality engineering. Experience in software development. Database experience and SQL scripting. Ability to parse and understand large volumes of data. Experience with troubleshooting and problem resolution. B.S. in Systems Engineering, Electrical Engineering, Computer Science, Information Systems, Mechanical Engineering, Physics, Math. Alternatively, a degree may be substituted by seven years relevant work experience.</p>
Functional Responsibility	<p>Provides onsite support for operational systems that require periodic modifications and upgrades. System monitoring for health and status. Troubleshoots/diagnoses system problems. Familiar with Unix and scripting. Installations modifications/upgrades and/or new systems. Able to train operations personnel. On-call responsibilities include on-site emergency support, as required. Installs and verifies system upgrades and new system deployments with interaction with customer and stakeholders. Work is performed without appreciable direction. Exercises considerable latitude in determining technical objectives of assignment. Develops technical solutions to complex problems that require the regular use of ingenuity and creativity. Performs other duties as assigned.</p>

<b>Printer Data Analyst</b>	
Minimum Education	Minimum Experience
High School Diploma or High School Equivalency Certification	1 year specialized experience
Qualifications	<p>Specialized experience includes: Providing peripheral support to desktop computer users including printers, faxes, PDA's, etc.</p>
Functional Responsibility	<p>Responsible for day-to-day desktop rollout issues during deployment. Monitors scheduling, maintain delivery reports, and participate in resolution of desktop issues and concerns. Provides on site support during surveys to locate peripherals and printers on site, assists in design placement for printers, verifies independently that drops are activated and properly labeled, prepares and assists in site staging and cleanup. Participates in testing process of new solutions prior to deployment of production seats. Performs other duties as assigned.</p>



<b>Program Manager</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	12 years (9+ years specialized experience)
Qualifications	<p>A Bachelor's Degree in Computer Science, Information Systems Engineering, Business, Physical Science, or other technically related discipline. This position requires a minimum of twelve years experience, of which at least nine years must be specialized experience. Specialized experience includes: project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and /or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management. Must have proven success in achieving program deliverables within cost and schedule objectives. Should have detailed understanding of the utilization of modern management tools and methodologies, SLAs, contract terminology, reporting solutions and have a history of successful staffing and sustained service excellence.</p>
Functional Responsibility	<p>Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract performance and shall not serve in any other capacity under this contract. Plans, directs and coordinates the development of multiple projects or tasks throughout life cycle. Hires and manages staff to achieve milestone and budget objectives. Identifies new business to an operational account stage. Initiates, supports and participates in negotiations with prospective customer. Analyzes current situation and develops business plans, delivery. Defines customer requirements and translates them into operational plans. Monitors and controls cost versus budget, plans versus performance, and staffing requirements. Analyzes effects of project upon various operating and support areas, such as information processing/data centers, assembly and manufacturing, to determine the most practical and cost effective methods. Performs other duties as assigned.</p>



<b>Programmer I</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	2 years
Qualifications	Must have strong knowledge of software design and Java coding experience and be well versed with relational databases. Must have strong knowledge of the Software Development Life Cycle (SDLC) best practices. Strong writing and communication skills.
Functional Responsibility	Installs, modifies and supports computer operating system software and tunes system for optimum throughput and resource availability. Tests, integrates, maintains, and modifies job control and similar programs. Develops and updates system documentation and operator instructions. Conducts basic system and programming tests to ensure cross-platform performances. Applies general professional-level knowledge and principals of function to solve problems requiring the identification and analysis of non-routine factors. Uses independent judgment and discretion to determine or recommend best course of action. Receives guidance or expertise from supervisor or higher-level staff.

<b>Programmer II</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	3 years
Qualifications	Must have experience actively working with C# and .NET. Must possess strong analytical and problem solving skills and have strong knowledge of the Software Development Life Cycle (SDLC) best practices. Excellent understanding of C# and .NET Framework. Should have working knowledge of development technologies including WCF, WPF, and Silverlight. Must have experience working with Visual Studio and IIS and knowledge of relational database and Structured Query Language (SQL). Strong writing and communication skills.
Functional Responsibility	Installs, modifies and supports computer operating system software and tunes system for optimum throughput and resource availability. Tests, integrates, maintains, and modifies job control and similar programs. Develops and updates system documentation and operator instructions. Conducts basic system and programming tests to ensure cross-platform performances. Applies specific professional-level knowledge to solve problems requiring the identification and analysis of moderately complex variables. Takes action to solve problems/issues that routinely arise in areas of assigned responsibility, but may receive guidance or expertise from higher-level staff on more complex problems.



<b>Project Coordinator</b>	
Minimum Education	Minimum Experience
High School Diploma or High School Equivalency Certification	3 years
Qualifications	This position requires a minimum of three years experience in project coordination and/or junior project management.
Functional Responsibility	Responsible for helping to implement Project Management processes and methodologies designed to ensure that projects are delivered on time, within budget, adhere to high quality standards, and meet customer expectations. Provides written and oral reports of activity on assigned contracts. Coordinates various and multiple IT projects, some of which may be large scale in nature. Assists Project Management in tracking budget expenses. Coordinates communication regarding IT projects, including aspects impacting the scope, budget, risk, and resources of the work effort being managed. Develops project reports and other deliverables as assigned by Project Management. Documents activities and develops feedback reports to communicate project findings and activities to collaborators and others involved. Assembles project plans and teamwork assignments. Aids in the creation of agendas and preparation of materials for meetings. Escalates functional, quality, timeline issues as needed. Monitors project deliverables and timelines; notifies Project Management when issues arise, and aides in taking corrective actions, as needed. Provides input to Project Management regarding team member performance. Tracks the work progress of resources assigned to the project team for specific task assignments. Tracks key project milestones and adjusts project plans and/or resources to meet the needs of customers. Performs other duties as assigned.



<b>Project Manager</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	10 years (8+ specialized experience)
Qualifications	<p>Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and assists the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and ensures that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems. Must have experience in managing the delivery of services to clients within the appropriate area of related application operating under task order or other controlled contract vehicle. Should possess experience providing daily management direction to a team.</p>
Functional Responsibility	<p>Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of the specific task order(s) and ensures that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems. Plans, directs, and coordinates the development of SOW objectives. Initiates, supports and participates in negotiations with prospective customer. Analyzes current situation and develops business plans, sales strategy and targeted customer audience to achieve successful business opportunity. Determines customer requirements and translates these requirements into operational plans. Determines, monitors, and reviews costs, operational budgets and schedules and staffing requirements for project team. Analyzes effects of project upon various operating and support areas, such as information processing/data centers, assembly and manufacturing, to determine the most practical and cost-effective method to obtain the required resources. Provides guidance to project team and management in directing development of new applications and formulating contingency plans in areas such as schedule revisions, manpower adjustments, fund allocations, and work requirements. Performs other duties as assigned.</p>



<b>Senior Video Production Specialist</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	4 years
Qualifications	Must have experience in all aspects of video production and editing, working in both studio and field production, including camera operator, lighting, director, producer, editor and project manager. Excellent customer service skills.
Functional Responsibility	Works in the field or studio in various positions, including camera operator, technical director, floor manager, sound technician, editor, master control, tape operations. Works with digital video formats as well as streaming media. Productions range from simple classroom lecture recording to broadcast-quality productions. Ensures productions are completed on time and within allocated resources. Works independently to provide video services to staff from approved work orders.

<b>Senior Audio Visual Technician</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	4 years
Qualifications	Must have experience with setup and operation of conference rooms, auditoriums, special events, TV studio environment, and video conferencing. Experience with troubleshooting audiovisual and video systems, including studio and field production equipment, satellite reception and MATV systems, streaming media, and classroom audiovisual systems. Thorough knowledge of AV/ IT integration and networking. Excellent technical skills and customer service skills.
Functional Responsibility	Trouble shoots and maintains analog, digital, and streaming media systems, including switchers, non-linear editing systems, satellite receiving equipment and MATV systems. Works with less skilled technicians, instructors and instructional staff to resolve problems. Troubleshoots audiovisual equipment and works with audio systems, video systems, control systems along with computer hardware and software. Sets up and operates projection systems, audio systems, microphones, and room control systems. Able to assist presenters with PowerPoint software and computer interfaces to the AV systems.



<b>Senior Audio Visual/Video Teleconferencing Technician</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	5 years
Qualifications	<p>Direct work experience with audio/visual and video teleconferencing solutions and technologies. Working knowledge of audio/visual and VTC principals and how they relate in an IT environment. In depth knowledge and support experience with industry standard VTC systems, conference phone solutions and audio/visual hardware platforms. Working knowledge of Microsoft desktop operating systems and Office software suite</p>
Functional Responsibility	<p>Engineer, procure, configure, certify and accredit, install, test, maintain, refresh, and coordinate all secure and non-secure AV and VTC systems and collaboration tool technology activities. Develops, operates, and maintains voice, wireless, video, and data communications systems. Evaluate and diagnose audiovisual equipment requiring service, and identify and troubleshoot problems in such equipment. Provide training materials including step-by-step examples that describe the full array of system capabilities of each newly installed VTC system.</p>



<b>Server Farm Assistant</b>	
Minimum Education	Minimum Experience
High School Diploma or High School Equivalency Certification	2 years specialized experience
Qualifications	Specialized experience includes: system administration, WAN/BAN/LAN infrastructure and hands on technical expertise working with network servers.
Functional Responsibility	Under minimal direction, coordinates operational designs, develops support plans, coordinates implementations, and provides second level support for local area network (LAN) and wide area network (WAN) solutions encompassing heterogeneous platforms. Develops system support requirements by reviewing and analyzing customer business processes and evaluating available capabilities. Leads project teams in implementing new or upgraded designs and coordinate project efforts with support groups. Provides technical support for marketing initiatives through participation in proposals and marketing studies. Creates plans that support implementation of changes. Participates in system support design and performance evaluation reviews. Advises on distributed network computing issues. Establishes and maintains security and integrity standards and controls. Ensures support plans and services meet customer needs and expectations. Assists in the evaluation, testing and recommendation of hardware, software, and network configurations based on customer needs. Coaches others in the application of new operational support technologies. Analyzes user requirements and statistics to identify trends and resolve performance issues. Coordinates and approves updates of the site administration documentation. Keeps abreast of emerging operational support technologies and industry trends. Recommends appropriate price/performance improvement opportunities. Performs other duties as assigned.

<b>Site Data Analyst</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	7 years (2+ years specialized experience)
Qualifications	Specialized experience includes: managing NT Servers, Windows 2000 Servers, and Exchange Servers in the DoD environment. Working knowledge of DNS, WINS, and DHCP and experience implementing IAVAs. Experience drafting, implementing, and managing operations and maintenance procedures, disaster recovery plans, and INFOCON procedures. A Bachelor's Degree in Computer Science or an industry recognized instructional certification. Alternate qualifications include: (a) with a Master's Degree in Computer Science or a related discipline, 2 years general experience, or (b) with at least 5-7 years general experience, a degree is not required
Functional Responsibility	Under general direction, conceptualizes, designs, constructs, tests, implements and optimizes basic infrastructure systems that enable and support business and/or engineering/manufacturing functions. Interacts with the customer and supplier team to gain an understanding of the business environment, technical context and organizational strategic direction. Defines scope, plans and deliverables for assigned projects. Performs other duties as assigned.



<b>Software Developer I</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	12 years (5+ years specialized experience)
Qualifications	Bachelor's Degree in a discipline such as computer science, information or resource management, mathematics, electronic engineering, or business management/administration is required with appropriate cross training or equivalent experience in associated disciplines. Twelve years experience in the design, development, implementation, operation and maintenance, testing, and validation of computer system software. Five years experience in managing/administering software development functions.
Functional Responsibility	Plans, coordinates and controls software operations; estimates resources required; assigns accountability; and establishes success criteria. Develops complete, consistent, unambiguous requirements/specifications detailing precisely what the software will accomplish. Structures programming techniques and procedures including top-down hierarchical software design, module integration, interface definition, and design representation. Performs mathematical analysis for selecting responsive algorithms, engineering analysis for estimating relative software costs and determine tradeoffs, management analysis for defining requirements, monitor progress, coordinate personnel, and assess risks. Tests and validates software modules, module integration, and system performance. Analyzes and evaluates the need for new software or the modification of existing software; and validate consequent software performance. Performs other duties as assigned.

<b>Software Developer III</b>	
Minimum Education	Minimum Experience
Master's Degree	15 years (10+ years specialized experience)
Qualifications	Master's degree, or higher, in a discipline such as computer science, information or resource management, mathematics, electronic engineering, or business. Fifteen years experience in the design, development, implementation, testing and validation, operation, and maintenance of computer software. Ten years experience in managing/administering software development functions.
Functional Responsibility	Plans, coordinates, and controls software operations; estimates resources required; assigns accountability; and establishes success criteria. Develops complete, consistent, unambiguous requirements specifications detailing precisely what the software will accomplish. Performs structure programming techniques and procedures including top-down hierarchical software design, module integration, interface definition, and design representation. Performs mathematical analysis for selecting responsive algorithms; engineering analysis for estimating relative software costs and determining tradeoffs; manages analysis for defining requirements; monitors progress; coordinates personnel; and assesses risks. Tests and validates software modules, module integration, and system performance. Performs software life cycle analysis and planning in response to dynamic, overall computer system requirements. Performs other duties as assigned.



<b>Subject Matter Expert I</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	6 years specialized experience
<b>Qualifications</b>	At least 6 years of combined new and related older technical experience in the IT field directly related to the required area of expertise. A Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. This position requires a minimum of eight years experience of which at least four years must be specialized. A Master of Sciences Degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline will be considered equivalent to one year specialized experience and two year general experience. A Ph.D. (in the fields described in this paragraph) will be considered equivalent to two years specialized experience and three years general experience..
<b>Functional Responsibility</b>	Provides technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to systems in the subject matter area. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation. Performs other duties as assigned.

<b>Subject Matter Expert II</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	10 years (8+ years specialized experience)
<b>Qualifications</b>	At least 8 years of combined new and older technical experience in the IT field directly related to the required area of expertise. Demonstrated exceptional written and oral communications skills, including giving formal presentations. Must demonstrate the ability to work independently. A Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. This position requires a minimum of ten years experience of which at least six years must be specialized. A Master of Sciences Degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline will be considered equivalent to one year specialized experience and two year general experience. A Ph.D. (in the fields described in this paragraph) will be considered equivalent to two years specialized experience and three years general experience..
<b>Functional Responsibility</b>	Provides technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex systems in the subject matter area. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation. Performs other duties as assigned..



<b>Subject Matter Expert III</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	15 years (10+ years specialized experience)
<b>Qualifications</b>	At least 10 years of combined new and older technical experience in the IT field directly related to the required area of expertise. Demonstrated exceptional written and oral communications skills, including giving formal presentations. Must demonstrate the ability to work independently. A Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. This position requires a minimum of ten years experience of which at least six years must be specialized. A Master of Sciences Degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline will be considered equivalent to one year specialized experience and two year general experience. A Ph.D. (in the fields described in this paragraph) will be considered equivalent to two years specialized experience and three years general experience.
<b>Functional Responsibility</b>	Provides technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex systems in the subject matter area. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation. Performs other duties as assigned.

<b>Principle Subject Matter Expert</b>	
Minimum Education	Minimum Experience
Master's Degree	18 years (12+ years specialized experience)
<b>Qualifications</b>	At least 12 years of combined new and older technical experience in the IT field directly related to the required area of expertise. Demonstrated exceptional written and oral communications skills, including giving formal presentations. Must demonstrate the ability to work independently. A Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. This position requires a minimum of fifteen years experience of which at least ten years must be specialized. A Master of Sciences Degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline will be considered equivalent to one year specialized experience and two years general experience. A Ph.D. (in the fields described in this paragraph) will be considered equivalent to two years specialized experience and three years general experience.
<b>Functional Responsibility</b>	Provides technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software Information Technology Services Authorized Federal Supply Schedule Price List Page 57 GS-35F-4660G development methodologies; and modeling and simulation. Prepare and deliver presentations to colleagues, subordinates, and government representatives. Performs other duties as assigned.



<b>Systems Administrator I</b>	
Minimum Education	Minimum Experience
Associate's Degree or Technical Certification	4 years (3+ years specialized experience)
Qualifications	Three years specialized experience in the operational and/or administration of computer configurations. Two years specialized experience working with off-the-shelf software products. Relevant college-level courses in computer science or a related field is preferred.
Functional Responsibility	Performs administrative and operational duties on computer systems. Maintains files as required by the vendor or custom design applications. Analyzes, evaluates, and tests software/hardware problems. Directs installation, planning, and security of computer facilities. Develops and maintains systems configuration. Prepares activity and progress report regarding support activities. Responds, investigates, and corrects problems. Acts as a resource for all users. Organizes appropriate training. Utilize commercial off-the-shelf products. Performs other duties as assigned.

<b>Systems Administrator II</b>	
Minimum Education	Minimum Experience
Bachelor's Degree with Technical Certification	6 years (4+ years specialized experience)
Qualifications	Must have experience in engineering and administration of mid to large LAN/WAN or VPN or other related networks in a business environment. Must be current in the system performance management techniques related to problem identification, tracking, resolution and system tuning. Requires a concise understanding of Service Level Agreement construction, associated client satisfaction measures/programs.
Functional Responsibility	Oversees system performance, coordinates operational designs, develops support plans, coordinates implementations, and provides second level support for local area network (LAN) and wide area network (WAN) solutions encompassing heterogeneous platforms. Develops system support requirements by reviewing and analyzing customer business processes and evaluating available vendor and/or supplier capabilities. Leads project teams in implementing new or upgraded designs and coordinates project efforts with support groups. Advises on distributed network computing issues. Plans and establishes approaches/methodologies that support implementation of changes. Participates in system support design and maintains security and integrity standards and controls. Ensures support plans and services meet customer needs and expectations. Assists in the evaluation, testing and recommendations. Performs other duties as assigned.



<b>Systems Administrator III</b>	
Minimum Education	Minimum Experience
Bachelor's Degree with Technical Certification	7 years (5+ years specialized experience)
Qualifications	Five years specialized experience in the operation and/or administration of computer configurations. Five years specialized experience working with off-the-shelf software products. Bachelor's Degree is preferred or relevant college-level courses in computer science or a related field
Functional Responsibility	Performs administrative and operational duties on computer systems. Maintains files as required by the vendor or custom design applications. Analyzes, evaluates, and tests software/hardware problems. Directs installation, planning, and security of computer facilities. Develops and maintains systems configuration. Prepares activity and progress reports regarding support activities. Responds, investigates, and corrects problems. Acts as a resource for all users. Organizes appropriate training. Uses commercial off-the-shelf products. Performs other duties as assigned.

<b>Systems Administrator IV</b>	
Minimum Education	Minimum Experience
Bachelor's Degree with Technical Certification	8 years (6+ years specialized experience)
Qualifications	Six years specialized experience in the operation and/or administration of computer configurations. Six years specialized experience working with off-the-shelf software products. Bachelor's Degree is preferred or relevant college-level courses in computer science or a related field.
Functional Responsibility	Performs administrative and operational duties on computer systems. Maintains files as required by the vendor or custom design applications. Analyzes, evaluates, and tests software/hardware problems. Directs installation, planning, and security of computer facilities. Develops and maintains systems configuration. Prepares activity and progress reports regarding support activities. Responds, investigates, and corrects problems. Acts as a resource for all users. Organizes appropriate training. Uses commercial off-the-shelf products. Performs other duties as assigned.



<b>Systems Engineer</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	5 years
Qualifications	Must have experience with system requirements definition and the analysis/modeling necessary to define and document system level design elements. Should be fluent with various automated tools, modern methodologies, engineering disciplines and approaches. Should be capable of leading a design effort.
Functional Responsibility	Under general direction, develops and maintains data processing applications which meet customer business needs. Codes, tests and implements computer programs in developmental and maintenance modes. Defines system requirements and priorities with customers and ensures that daily needs are met. Develops system and programming specifications. Designs data processing solutions based on business need and technical considerations. Researches and resolves application production problems. Monitors application performance and performs run time improvement functions. Prepares system documentation. Performs complex engineering analysis and design tasks. Prepares specifications and designs, and implements solutions. May design subsystems; assists in developing standards. May work as part of a project team. Evaluates IT system problems of workflow, organization, and planning. Develops appropriate corrective action. Performs other duties as assigned.

<b>Technical Instructor I</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	3 years
Qualifications	At least one year of instructional training or curriculum development in one or more of the following areas: communication; software; communications hardware, network design, installation and support. A Bachelor's Degree in Computer Science or an industry recognized instructional certification. Alternate qualifications include: (a) with a Master's Degree in Computer Science or a related discipline and industry recognized instructor certification, two years general experience, of which at least one year must be instructional training experience, or (b) with at least seven years general experience and instructional certification, a degree is not required
Functional Responsibility	Provides training to government networking professionals using curriculum based on fundamental network concepts such as network design, optimization of topologies, site configuration, and switching. Performs other duties as assigned.



<b>Technical Instructor II</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	5 years
Qualifications	<p>At least two years experience in instructional training or curriculum development in one or more of the following areas: communication; software; communications hardware, network design, installation and support.</p> <p>A Bachelor's Degree in Computer Science or an industry recognized instructional certification. Alternate qualifications include:</p> <ul style="list-style-type: none"> <li>(a) with a Master's Degree in Computer Science or a related discipline and industry recognized instructor certification, five years general experience, of which at least two years must be instructional training experience, or</li> <li>(b) with at least eleven years general experience and instructional certification, a degree is not required</li> </ul>
Functional Responsibility	Provides training to government networking professionals using curriculum based on advanced network concepts, characteristics, advanced design, troubleshooting, advanced routing, and multicasting. Performs other duties as assigned.

<b>Technical Writer I</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	2 years (1+ years specialized)
Qualifications	<p>A Bachelor's Degree in English, Literature, or other related discipline. This position requires a minimum of two years experience, of which at least one year must be specialized. Specialized experience includes: demonstrated experience in editing documents, including technical documents, as well as the design, layout and generation of technical documents. Demonstrated ability to work independently or under only general direction. With seven years general experience of which at least five years is specialized, a degree is not required. Must be fluent in the utilization of the English language, Engineering and Technical language variations and Federal Government acronyms. Should be computer literate and experienced with Microsoft Office Suite or other similar office standards.</p>
Functional Responsibility	<p>Supports the Program Manager or Project Manager by providing administrative and clerical support. Types correspondences and a variety of documents and forms as directed. Maintains project files both manually and electronically. Maintains the calendar for the office staff. Plans and coordinates project meetings as directed. Makes travel arrangements for staff. Attends project meetings, records meeting minutes and action items. Assists in the development of project reports and briefings, including writing initial drafts for review from notes and verbal direction and providing graphical representation of project status. Provides word processing support as needed for data conversion, records or data management, and non-technical documentation including budget and cost spreadsheets. Performs other duties as assigned.</p>



<b>Technical Writer II</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	3 years (1+ years specialized)
Qualifications	Specialized experience researching and analyzing technical and non-technical documentation as well as in the use of word processing systems in the creation, editing, and updating of technical publications relating to computer application programs and systems. Comprehensive knowledge to provide technical review and expertise when required. Must possess and apply comprehensive knowledge of information system management. Able to plan and carryout complex written projects to completion. Excellent communication and writing skills. Works within broad objectives to obtain unique solutions.
Functional Responsibility	Develops, writes, and edits material of a technical nature. Prepares manuals, user guides, briefs, proposals, and instruction books. Organizes material and complete writing assignments according to set standards. Reviews material and recommends changes in scope, format, content, and methods of reproduction. Researchs and interprets government regulations and standards. Provides guidance and assistance to all levels of technical and non-technical personnel. Performs other duties as assigned.

<b>Training Coordinator</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	2 years
Qualifications	<p>This position requires a minimum of two years related training and/or administrative coordination experience. Strong computer skills, including user/trainer comfort level with various software programs.</p> <p>A Bachelor's Degree in a related discipline. Alternate qualifications include:            (a) with at least five years general experience, a degree is not required</p>
Functional Responsibility	Responsible for day-to-day coordination of training facilities, including maintenance, catering, and scheduling. Coordinates activities of instructors engaged in training employees or customers. Confers with managers, instructors, or customer representative to determine training needs. Assigns instructors to conduct training. Schedules classes based on availability of classrooms, equipment, and instructors. Evaluates training packages, including outline, text, and handouts written by instructors. Monitors budget to ensure that training costs do not exceed allocated funds and writes budget report to justify expenditures. Prepares training bulletins, circulars, and/or announcements as needed to advise of upcoming training, convey important information, etc. Performs other duties as assigned.



<b>Training Specialist</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	3 years
Qualifications	Demonstrated formal classroom training experience training end-users in beginning to advanced levels. Working knowledge of PC and Microsoft Office software applications.
Functional Responsibility	Delivers technical training to customers and/or employees on use of moderately complex systems and equipment. Develops training modules and instructional materials. May develop or modify course content based on customer requirements feedback and course evaluation results. In the absence of an instructional designer, may develop course content from industry/customer technical documentation.

<b>Voice/Data Communications Engineer (Entry)</b>	
Minimum Education	Minimum Experience
High School Diploma or High School Equivalency Certification	1 year
Qualifications	Must have knowledge of telecommunications systems and audio video production techniques, sound slide presentations, and peripheral support equipment to provide robust and fully functional VTC capabilities. Possess experience with maintaining repairing, inspecting, and troubleshooting programs systems, equipment, and components.
Functional Responsibility	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.



<b>Voice/Data Communications Engineer (Journeyman)</b>	
Minimum Education	Minimum Experience
High School Diploma or High School Equivalency Certification	2 year
Qualifications	Must have knowledge of telecommunications systems and audio video production techniques, sound slide presentations, and peripheral support equipment to provide robust and fully functional VTC capabilities. Possess experience with maintaining repairing, inspecting, and troubleshooting programs systems, equipment, and components.
Functional Responsibility	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.

<b>Voice/Data Communications Engineer (Senior)</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	4 year
Qualifications	Must have knowledge of telecommunications systems and audio video production techniques, sound slide presentations, and peripheral support equipment to provide robust and fully functional VTC capabilities. Possess experience with maintaining repairing, inspecting, and troubleshooting programs systems, equipment, and components. Excellent understanding of modifies, installs, tests, evaluates, or operates electrical, electronic, video, audio, computer network or related communication equipment.
Functional Responsibility	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.



<b>Voice/Data Communications Engineer (Master)</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	6 year
Qualifications	Must have knowledge of telecommunications systems and audio video production techniques, sound slide presentations, and peripheral support equipment to provide robust and fully functional VTC capabilities. Possess experience with maintaining repairing, inspecting, and troubleshooting programs systems, equipment, and components. Excellent understanding of modifies, installs, tests, evaluates, or operates electrical, electronic, video, audio, computer network or related communication equipment. Ability to interface and coordinate with customers regarding system requirements determination, specification alternatives and project solutions.
Functional Responsibility	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.

<b>Web Content Analyst</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	2 years
Qualifications	Exceptional communication and organizational skills. Experience with Web technology, publication manuals, web page template generation, or authoring procedural documentation. Appreciation for both high-level and low-level processes. Aptitude for learning new technologies. Ability to work professionally with diverse constituents. Ability to manage multiple projects in a fast-paced, deadline-driven environment.
Functional Responsibility	Provides for development and content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Provides managing/performing website editorial activities including gathering and researching information that enhances the value of the site.



<b>Web Engineer I</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	3 years (1+ year specialized experience)
Qualifications	Direct web development experience. Strong navigation and site-design instincts. Formal certification in one of the following: MS Certified Professional (MCP), Certified Lotus Specialist (CLS), etc. Degree in computer science, information systems, or a related discipline. At least 1 year of experience developing applications using advanced technologies, such as Internet protocols or web-based technology. Technologies include HTML, CGI applications, PERL or Javascript, and Java.
Functional Responsibility	Designs, develops, troubleshoots, and implements software code (such as HTML, CGI, JavaScript, VB Script, SML) for a component 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. Assist Web Engineer II in the building and maintaining of Internet Software Applications and Internet Systems administration. Provides assistance with the development of web pages and web sites and provides support to system users. Must be able to translate applications requirements into web-based solutions using available technology. Must be able to apply new and emerging technologies to the software development process. Performs other duties as assigned.

<b>Web Engineer II</b>	
Minimum Education	Minimum Experience
Bachelor's Degree	5 years (2+ years specialized experience)
Qualifications	Must have extensive experience in design engineering, architecture definition and system development of e-commerce web-based applications. Should have detailed experience in various —Look and Feell engineering aspects, transaction process modeling, technology trade-off analysis, and information distribution concept formulation. Experience with analysis, design, coding, testing and acceptance of Internet Applications. At least 2 years experience developing applications using advanced technologies, including Internet protocols or web-based technology. Technologies include HTML, CGI applications, PERL or Javascript, and Java.
Functional Responsibility	Establishes requirements, documents system design and develops applications that achieve system design requirements. Conducts system/modular level testing for all applications and record results. Generates trouble reports and documents the resolution process. Conducts routine design reviews and technology surveys. Meets with the client to identify optimum solution. May perform Internet administration tasks for several systems. Experienced in supervising team members in building and maintaining Internet Applications as well as the development of web pages and web sites. Coordinates with system users the installation and implementation of Internet Software Applications. Must be able to translate applications requirements into web-based solutions using available technology. Must be able to apply new and emerging technologies to the software development process. Performs other duties as assigned.



## USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

### PREAMBLE

**AGILE DEFENSE, INC.** 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 **Jay Lee at (571) 748-4455 or [jlee@agile-defense.com](mailto:jlee@agile-defense.com)**.



**BEST VALUE  
BLANKET PURCHASE AGREEMENT  
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and [Agile Defense, Inc.](#) 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.