GENERAL SERVICES ADMINISTRATION FEDERAL SUPPLY SERVICE - AUTHORIZED FEDERAL SUPPLY SERVICE FOR
An ISO 9001:2015 Certified Company, SBA HubZone Certified/EDWOSB

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
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<tbody>
<tr>
<td>Special Item No. 132-51</td>
<td>Information Technology Professional Services</td>
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SCHEDULE TITLE: Information Technology Schedule Pricelist, General Purpose Commercial Information Technology Equipment, Software and Services

CONTRACT NUMBER: #GS-35F-0103N

CONTRACT PERIOD: March 4, 2020 through November 3, 2022

CONTRACT ADMINISTRATOR: Kiralfy C. Forte

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic deliver order are available through GSA Advantage, a menu-driven database system. The Internet address for GSA Advantage is http://www.gsaadvantage.gov. For more information on ordering from Federal Supply Schedules, click on the http://www.gsaadvantage.gov

BUSINESS SIZE: Small, SBA HubZone Certified, Woman-Owned Small Business, Economically Disadvantage Woman-Owned Small Business

Technical Solutions and Maintenance, Inc.
205 S. Whiting St., #405, Alexandria, VA 22304 (Corporate Office)
Email: KForte@tsm-clitech.com, Telephone Number: 703-370-1104, ext 203, Fax Number: 703-370-1105

1838 N. Eufaula Ave., Eufaula, AL 36027 (Principal Office)
Email: KRichardson@tsm-clitech.com, Telephone Number: 334-688-1335, Fax Number: 334-688-1339

Website: www.tsm-clitech.com
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SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

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

**IT and Professional Services of the above code types are offered.**

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

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

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

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

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

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

[ ] The Geographic Scope of Contract will be domestic and overseas delivery.

[ ] The Geographic Scope of Contract will be overseas delivery only.

[X] The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR’S ORDERING ADDRESS AND PAYMENT INFORMATION:

TSM will accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. TSM and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

Address to be Used: 205 S. Whiting St., #405, Alexandria, VA 22304

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

- Alabama Tel: 334-688-1335 Fax: 334-688-1339 email: Krichardson@tsm-clitech.com
- Virginia Tel: 703-370-1104 Fax: 703-370-1105 email: Kforte@tsm-clitech.com
3. LIABILITY FOR INJURY OR DAMAGE
Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:
   Block 9: G. Order/Modification Under Federal Schedule Contract
   Block 16: Data Universal Numbering System (DUNS) Number: 835981481
   Block 30: Type of Contractor: (A) Woman-Owned, Small, and Small Disadvantaged Business, SBA HubZone Certified.
      A. Small Disadvantaged Business
      B. Other Small Business
      C. Large Business
      G. Other Nonprofit Organization
      L. Foreign Contractor
   Block 31: Woman-Owned Small Business - Yes
   Block 37: Contractor’s Taxpayer Identification Number (TIN): 62-1569056
   Block 40: Veteran Owned Small Business (VOSB): No
      A. Service Disabled Veteran Owned Small Business
      B. Other Veteran Owned Small Business

4a. CAGE Code: 035Q5

4b. TSM is registered with the Central Contractor Registration Database.

5. FOB DESTINATION

6. DELIVERY SCHEDULE
   a TIME OF DELIVERY: Contractor will deliver to destination, hardware or software items within 30 calendar days after receipt of order (ARO), unless otherwise noted.
   b EXPEDITED DELIVERY TIMES: The expedited delivery time for items offered in this contract is 3 days after receipt of order (ARO). Delivery and other associated costs are available at the end user’s cost based on the current daily carrier’s rate.
   c URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact Contractor for the purpose of obtaining accelerated delivery. Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by Contractor in writing.) If Contractor offers an accelerated delivery time acceptable to the ordering agency, 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.
e OVERNIGHT AND 2-DAY DELIVERY: Overnight and 2-Day delivery are available at the end user’s cost based on the current daily carrier’s rate.

6. DELIVERY SCHEDULE
   a. TIME OF DELIVERY: Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<table>
<thead>
<tr>
<th>Special Item Number</th>
<th>Delivery Time (Days ARO)</th>
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<tbody>
<tr>
<td>132-51</td>
<td>*132-51 - Days range as negotiated between Contractor and the ordering Agency.</td>
</tr>
</tbody>
</table>

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

7. DISCOUNTS: Prices shown are NET Prices; basic discounts have been deducted.
   a. Quantity discounts - none
   b. Dollar Volume - none
   c. Government Educational Institutions - none
   d. Other discounts may apply – N/A
   e. DISCOUNTS: Prices shown are NET Prices; Basic Discounts have been deducted.
      - Prompt Payment: No prompt payment discounts apply
      - Quantity
      - Dollar Volume
      - Other Special Discounts (i.e. Government Education Discounts, etc.)

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:
   The export of hardware, software, and services may be obtained.

10. SMALL REQUIREMENTS: The minimum dollar for 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 for the following Special Item Numbers (SINs) is $5,000,000:
      Special Item Number 132-51 - Information Technology Professional Services
12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

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

b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:

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

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):

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

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):

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

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub. L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
(c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

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

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

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

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

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

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

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

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

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

16. GSA ADVANTAGE!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors’ schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts.
Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is http://www.gsaadvantage.gov

17. PURCHASE OF OPEN MARKET ITEMS

**Note:** Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. Ordering Activities procuring open market items must follow FAR 8.402(f).

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

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

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

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

19. OVERSEAS ACTIVITIES

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

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

23. SECTION 508 COMPLIANCE

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

Yes   X    
No   

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

The EIT standard can be found at:  http://www.tsm-clitech.com/ContractVehicles/ITFSS.htm

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 TSM has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor).

(b) The following statement:

This order is placed under written authorization from _______ dated _______. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.
25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

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

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

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

26. SOFTWARE INTEROPERABILITY

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

27. ADVANCE PAYMENTS

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

Contractor provides information technology service in support of agency needs. Contractor’s information technology services are described below:

a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.

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

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

a. Performance incentives may be agreed upon between Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

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

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

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

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

4. PERFORMANCE OF SERVICES

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

b. Contractor agrees to render services only during normal working hours, unless otherwise agreed to by 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 Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

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

(1) Cancel the stop-work order

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

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

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

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

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

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

6. INSPECTION OF SERVICES

7.  RESPONSIBILITIES OF THE CONTRACTOR

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

8.  RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9.  INDEPENDENT CONTRACTOR

All IT Professional Services performed by 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 Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving Contractor, any entity into or with which Contractor subsequently merges or affiliates, or any other successor or assignee of 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 Contractor and its affiliates, may either (i) result in an unfair competitive advantage to Contractor or its affiliates or (ii) impair 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 Contractor, 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

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

12.  PAYMENTS

For firm-fixed price orders the ordering activity shall pay Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIAITION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIAITION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal
As prescribed in 16.601(e)(3), insert the following provision:

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

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

   (1) The offeror;

   (2) Subcontractors; and/or

   (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes will 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/IAM PROFESSIONAL SERVICES AND PRICING

a. Contractor has provided a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services and be presented in the same manner as 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 will be provided.

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

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

EXAMPLE: Commercial Job Title: System Engineer

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

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

Minimum Education: Bachelor’s Degree in Computer Science
## Technical Solutions and Maintenance, Inc. GSA #GS-35F-0103N

(Special Item No. 132-51, Information Technology Services)

<table>
<thead>
<tr>
<th>SIN</th>
<th>CLIN</th>
<th>SERVICE PROPOSED (e.g. Job Title/Task)</th>
<th>PRICE OFFERED TO GSA (including IFF)</th>
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<td>1</td>
<td>Administrative Assistant</td>
<td>$45.73</td>
</tr>
<tr>
<td>132-51</td>
<td>2</td>
<td>Project/Program Manager</td>
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<tr>
<td>132-51</td>
<td>3</td>
<td>Support Specialist</td>
<td>$63.87</td>
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<tr>
<td>132-51</td>
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<td>Business Process Specialist</td>
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<tr>
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<td>5</td>
<td>Database Analyst/Programmer I</td>
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<tr>
<td>132-51</td>
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<td>Database Analyst/Programmer II</td>
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<tr>
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<td>7</td>
<td>Systems Analyst II</td>
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<tr>
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<td>Systems Analyst III</td>
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<tr>
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<td>11</td>
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<td>132-51</td>
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<td>Microsoft Certified System Engineer (MCSE)</td>
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<tr>
<td>132-51</td>
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<td>PC Maintenance Technician</td>
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<td>Sr. Software Systems Engineer</td>
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<td>Sr. Test Engineer</td>
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<td>Sr. Functional Analyst</td>
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<td>Sr. Support Specialist</td>
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<td>Sr. Web Architect</td>
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<td>Computer Security Systems Specialist</td>
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<table>
<thead>
<tr>
<th>Code</th>
<th>Level</th>
<th>Description</th>
<th>Rate</th>
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<tbody>
<tr>
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<td>Senior Business Process Reengineering Specialist</td>
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<td>Senior Quality Assurance Engineer</td>
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<td>Network Engineer</td>
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</tr>
</tbody>
</table>

### (Special Item No. 132-51, Information Technology Services)

#### Labor Category Descriptions

This section presents descriptions of service offerings by labor categories. Personnel provided under this contract by TSM, Inc., shall have experience, education, and expertise as delineated in the authorized IT schedule pricelist. When determining the qualifications of an individual to fill one of the positions offered, substitutions for the education and experience requirements may be made as shown below, Allowable Substitutions of Education and Experience. The minimum education and experience will be met when the educational equivalencies in the tables below are considered. Additional educational achievements in excess of requirements may be substituted for experience requirements:
Allowable Substitutions

The table below presents the allowable substitutions based on the education and experience of the labor categories in the Pricelist. Experience should be professional and job related, however it does not have to be specific to the project to be accomplished. However, if a degree is used in place of experience, the degree should be related to the project or task.

### Experience Substitutions

<table>
<thead>
<tr>
<th>Experience Substitutions</th>
<th>Equals</th>
<th>Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>H.S. Diploma + 4 years additional experience</td>
<td>Equals</td>
<td>Bachelor’s Degree</td>
</tr>
<tr>
<td>Associate’s degrees + 2 years additional experience</td>
<td>Equals</td>
<td>Bachelor’s Degree</td>
</tr>
<tr>
<td>Bachelor’s Degree + 2 years additional experience</td>
<td>Equals</td>
<td>Master’s Degree</td>
</tr>
<tr>
<td>Master’s Degree +2 years additional experience</td>
<td>Equals</td>
<td>Ph.D.’s Degree</td>
</tr>
</tbody>
</table>

### Education Substitutions

<table>
<thead>
<tr>
<th>Education Substitutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Master’s Degree may be substituted for two years of required experience with a Bachelor’s Degree.</td>
</tr>
<tr>
<td>A Bachelor’s Degree may be substituted for four years of required experience with a H.S. Diploma.</td>
</tr>
<tr>
<td>An Associate’s Degree may be substituted for two years of required experience with a H.S. Diploma.</td>
</tr>
</tbody>
</table>

Additional experience in excess of requirements may be substituted for educational requirements:

---

**CLIN 1 - Administrative Assistant**

**Functional Responsibility:** Conducts a variety of clerical and other administrative tasks. Types correspondence and other 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, recording meeting minutes and action items. Assists in the development of project reports and briefing, including writing initial drafts for review from notes and verbal direction and providing graphical representation of project status. Prepares budget, cost, and other spreadsheets. Provides word processing support as needed for data conversion, records or data management, and non-technical documentation.
Minimum/General Experience: One year of experience in general office practices. Proficiency with word processing, spreadsheets, database, and other office software

Education: High School diploma.

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**CLIN 2 - Project/Program Manager**

**Functional Responsibility:** Responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.

Minimum/General Experience: Combination of five years information technology experience, including three years of experience in a management or supervisory capacity, plus three years of experience in the functional area of the project to be managed.

Education: Bachelor’s degree in Computer Science or a related field, or in the project’s functional area

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**CLIN 3 - Support Specialist**

**Functional Responsibility:** Provides support for repetitive or routine activities, according to established procedures or instructions, relative to the assignment. Uses the basic elements of models, tools, utilities, applications/systems, software, or databases to perform assigned tasks.

Minimum/General Experience: Personal or educational experience that demonstrates an understanding of the fundamental concepts, practices, and procedures, including those related to process, automation/computing, of the field of specialization relative to the assignment

Education: Bachelor’s degree in related discipline.

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**CLIN 4 - Business Process Specialist**

**Functional Responsibility:** Analyzes business processes to determine most efficient methods of accomplishing work. Uses computer-based and manual workflow analysis tools to study work procedures, information flows, production methods, inventory controls, and cost analyses. Documents findings and recommends new procedures, systems, and organizational changes, including staffing, equipment, and facility requirements. Monitors newly implemented systems to ensure smooth functioning. May install new systems and train operating staff. May conduct operational effectiveness reviews to ensure changes are applied and functioning as intended. Develops and maintains operating systems documentation and procedure manuals.

Minimum / General Experience: Two years of experience in evaluating, developing, and documenting organizational processes and procedures. Capable of implementing new business or computer systems and delivering operational staff training.

Education: Bachelor’s degree in Business Management, Accounting, Business Administration or related field.
CLIN 5 - Database Analyst/Programmer I

**Functional Responsibility:** Under general direction, designs, implements, and maintains moderately complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical methods. Maintains database dictionaries and integrates system through database design.

**Minimum/General Experience:** Four years of technical experience in administration, analysis, and programming of computerized databases. Competent to work in most phases of database management.

**Education:** Bachelor’s degree in Computer Science or a related field

CLIN 6 - Database Analyst/Programmer II

**Functional Responsibility:** Designs, implements, and maintains complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, guidelines, and statistical methods. Maintains database dictionaries, monitors standards and procedures, and integrates system through database design.

**Minimum/General Experience:** Six years of technical experience in administration, analysis, and programming of computerized databases. Competent to work at a high level for all phases of database management.

**Education:** Bachelor’s degree in Computer Science or a related field.

CLIN 7 - Systems Analyst II

**Functional Responsibility:** Provides support for work that is varied and somewhat difficult, but that involves limited responsibility. Performs analysis and evaluation of existing or proposed processes, applications, systems, or software. Performs project planning, scope, control, management, tracking, or review. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, or training. Performs, or may direct, document development/preparation at various stages of a project life-cycle (e.g., planning through implementation) to detail analysis results and solution recommendations.

Facilitates meetings such as joint application development (JAD) sessions to support the analysis process. Serves as a liaison between functional and technical specialists. Assists with testing to support the project life-cycle, as applicable. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases to perform assigned tasks. Ensures compliance with the standards and organization requirements relative to specific assignments. May supervise analysis tasks/projects.

**Minimum/General Experience:** Five years of experience in an area of specialization associated with the requirement. Experience with Government or industry standards, processes, procedures, methodologies, or tools that support analysis as relative to the requirement.

**Education:** Bachelor’s degree in Computer Science, Engineering, or a related field
CLIN 8 - Systems Analyst III

**Functional Responsibility:** Provides minimally supervised support for difficult analysis and evaluation assignments. Performs analysis and evaluation of existing or proposed processes, applications, system or software. Performs, and/or may direct, project planning, scope, control, management, tracking, or review. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, or training. Performs, or may direct, document development/preparation at various stages of a project life-cycle (e.g., planning through implementation) to detail analysis results and solution recommendations. Facilitates meetings such as joint application development (JAD) sessions to support the analysis process. Serves as a liaison between functional and technical specialists. Assist with testing to support the project life-cycle, as applicable.

**Minimum/General Experience:** Seven years of experience in an area of specialization associated with the requirement. Experience with Government or industry standards, processes, procedures, methodologies, or tools that support analysis as relative to the requirement.

**Education:** Bachelor’s degree in Computer Science, Engineering, or a related field.

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CLIN 9 - Help Desk Coordinator

**Functional Responsibility:** Under immediate supervision, responds to and diagnoses problems through discussions with users. Conducts problem recognition, research, isolation, resolution, and follow-up steps. Resolves less complex problems immediately and assigns more complex problems to second-level support, senior operator, or supervisor. Assures timely close-out of trouble tickets and escalates additional support as needed.

**Minimum/General Experience:** One year experience performing Help Desk functions.

**Education:** High School diploma, plus Help Desk-related training classes.

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CLIN 10 - Intranet/Internet Specialist

**Functional Responsibility:** Develops Internet/Intranet applications to present the client to the outside world and to provide the client easy access to other Internet services. Develops home pages. Implements interfaces to allow outside users to access client databases and other information sources. Evaluates firewalls and other Internet access tools. Implements evaluated tools and topologies as directed.

**Minimum/General Experience:** Two years of experience in the development of Internet/Intranet applications such as home pages, interfaces with databases, and security. Proficient with Hypertext Markup Language (HTML), JAVA, or other Internet/Intranet application engines as required.

**Education:** Bachelor’s degree in Computer Science or a related field.

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CLIN 11 - LAN/WAN/MAN Administrator

**Functional Responsibility:** Responsible for acquisition, installation, maintenance, and usage of the LAN/WAN/MAN. Determines best products to meet needs and present results. Manages LAN/WAN/MAN
performance and maintains system security. Installs network hardware and software. Evaluates, develops, and maintains telecommunications systems. Troubleshoots system problems. Establishes and implements policies, procedures, and standards, and ensures their conformance to information systems objectives. Trains users on system operation. May perform network planning and engineering functions. May be responsible for both local and remote administration of networks.

**Minimum/General Experience:** Two years of technical experience installing, maintaining, and managing Local Area Networks (LANs), Wide Area Networks (WANs), and Metropolitan Area Networks (MANs).

**Education:** Bachelor’s degree in Computer Science or a related field.

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**CLIN 12 - Microsoft Certified System Engineer (MSCE)**

**Functional Responsibility:** Responsible for acquisition, installation, maintenance, and usage of Microsoft systems. Determines best products to meet needs and presents results. Manages system performance and maintains system security. Installs network hardware and software. Evaluates, develops, and maintains telecommunications systems. Troubleshoots system problems. Establishes and implements system policies, procedures, and standards, and ensures their conformance with information systems objectives. Trains users on system operation. May perform network planning and engineering functions. May be responsible for both local and remote administration of networks. Has access to highly-technical and specialized OEM support, technical data, and software specific to the area of certification.

**Minimum/General Experience:** Two years of technical experience installing, maintaining, and managing Local Area Networks (LANs). Holds a current certification in LAN administration or engineering appropriate to the network environment being supported (e.g., Microsoft Certified System Engineer (MCSE)).

**Education:** Bachelor’s degree in Computer Science or a related field.

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**CLIN 13 - PC Maintenance Technician**

**Functional Responsibility:** Performs preventive maintenance, troubleshooting, and repair of computer systems and peripheral equipment. Responsible for maintaining an adequate spare parts inventory. May maintain network hardware. May configure Commercial Off-The-Shelf (COTS) software to operate on specific hardware.

**Minimum/General Experience:** One year experience in maintaining and upgrading personal computers at the board or component level.

**Education:** High School diploma, plus technical training in electronics or computer repair.

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**CLIN 14 - Systems Administrator**

**Functional Responsibility:** Under general supervision, performs analytical, technical, and administrative work in the planning, design, and installation of new and existing microprocessor-based computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate commercial off-the-shelf (COTS) software and customizes it as necessary. Installs new hardware and maintains existing hardware. Trains end users in use of hardware and software. May perform limited routine network administration functions.
Minimum/General Experience: Two years of experience in the evaluation, installation, configuration management, and user support of hardware and software.

Education: Bachelor’s degree in Computer Science or a related field.

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**CLIN 15 - Wiring & Cable Technician**

**Functional Responsibility:** Plans, monitors, and tests the installation of cable. Tests all newly installed cable to ensure proper functioning. Maintains current, accurate diagrams of the network cable plant. Troubleshoots cable problems. Makes custom patch cables to replace unusable cable and for special requirements. Maintains compliance with all applicable building and fire code regulations.

**Minimum/General Experience:** Two years of experience in the installation, monitoring, and repair of computer cabling and wiring. Experienced with a variety of cable types, connectors, and uses. Working knowledge of network communications hardware

**Education:** High School diploma and technical training in electronics or a related field.

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**CLIN 16 - Engineer I**

**Functional Responsibility:** Provides support for routine activities, according to established procedures or instructions. Assists with technical support for elements such as: complex processes, structural elements, electric/electronic components, equipment, applications, systems, software, networks, satellites, telecommunications, facilities, or machinery. Support assistance can include, but is not limited to, elements such as: research, studies, requirements/specifications definition, analysis, assessments, planning, acquisition, design, development, integration, overseeing, manufacture, construction, testing, installation, performance tuning, operation, deployment, or maintenance. Interfaces with users during the support process and may support user training. Contributes to technical documentation. Uses basic elements of applicable methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases to perform assigned tasks. Complies with the standards and organization requirements relative to specific assignments.

**Minimum/General Experience:** Two years of experience related to a specific architectural, engineering, or physical science discipline such as: aeronautical engineering, civil engineering, electrical engineering, electronics engineer, human factors, industrial engineering, measurement/calibration engineering, mechanical engineering or telecommunications. Exposure to, familiarity with, Government or industry processes, procedures, standards, methodologies, or tools as relative to the assignment.

**Education:** Bachelor’s degree in Architecture, Computer Science, Information Systems, Math, Physics, or other engineering discipline.

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**CLIN 17- Audio-Visual Media Director**

**Functional Responsibility:** Responsible for supervising audio-visual development staff, directing instructional audiovisual development, developing shooting scripts, directing and editing of motion pictures, and reviewing and analyzing audio-visual instructional programs for Interactive Course Ware (ICW).

**Minimum/General Experience:** Six years of experience in the audio-visual field supervising, developing, or directing products.
**CLIN 18 - Video Production Specialist**

**Functional Responsibility:** Under general direction implements media production via videotape recorder/player; digital special effects equipment and digital still frame storage equipment; and develops premaster tapes for videodisk, single frame editing, and production techniques. Utilizes authoring and production automation systems to produce interactive videodisks.

**Minimum/General Experience:** Four years of experience in video, studio and post-production, computerized editing equipment, and production of interactive videodisks.

**Education:** Bachelor’s degree in Education, Communications, Media, Motion Pictures or Television, or a related field.

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**CLIN 19 - Training Specialist**

**Functional Responsibility:** Working under general direction prepares and conducts complex training and education programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness.

**Minimum/General Experience:** Four years of technical training experience, including two years of information systems training experience. Competent to work at a high level for all phases of information systems training.

**Education:** Bachelor’s degree in Management, a training field, or a related field.

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**CLIN 20 - Subject Matter Expert**

**Functional Responsibility:** Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the information technologists to identify the best technological solution to technical issues.

**Minimum/General Experience:** Ten years of specialized technical experience in a functional area of expertise.

**Education:** Master’s degree in a relevant functional area.

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**CLIN 21 - Graphics Specialist**

**Functional Responsibility:** Designs and produces computer graphic images in coordination with users’ requirements. Sets up and operates computer graphic systems. Troubleshoots equipment problems and performs minor preventive maintenance. Coordinates graphic production scheduling and support from outside vendors. Ensures that graphic projects are completed on time, within budget, and to user’s satisfaction.

**Minimum/General Experience:** One year computer graphics experience.

**Education:** Bachelor’s degree in Art with a concentration in Computer Graphics or a related field, or equivalent technical training.
CLIN 22 - Technical Editor I

**Functional Responsibility:** Responsible for documentation development and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Checks documents for spelling, grammar, organization, consistency, and content. Ensures that documents follow the appropriate style guide.

**Minimum/General Experience:** Two years of experience in writing, editing, and preparing business or technical documentation. Experience with and knowledge of Department of Defense (DOD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment.

**Education:** Bachelor’s Degree in Communications, Journalism, English, or a related field.

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CLIN 23 - Technical Writer I

**Functional Responsibility:** Responsible for documentation development and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Checks documents for spelling, grammar, organization, consistency, and content. Ensures that documents follow the appropriate style guide.

**Minimum/General Experience:** Two years of experience in writing, editing, and preparing business or technical documentation. Experience with and knowledge of Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment.

**Education:** Bachelor’s Degree in Communications, Journalism, English, or a related field.

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CLIN 24 - Word Processor II

**Functional Responsibility:** Responsible for data input, edit, or maintenance during the development/ modification of complex business or technical documentation. Assists with document production, assembly, or distribution. Integrates as necessary, document content from various word processing or related software products. Checks documents for spelling, grammar, Organization, consistency, and content. Confirms that document modifications are complete and accurate. Ensures that documents comply with established standards.

**Minimum/General Experience:** Two years of experience in creating, updating, and maintaining complex documents (e.g., may include figures, equations, tabular/statistical data, graphics, etc.) on computer systems. Must be able to type 50 words per minute and efficiently use advanced features of required word processing software. Experience with Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment. Experience with other products that relate to document production such as spreadsheet or graphics software.

**Education:** High School diploma

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CLIN 25 - Technical Master Specialist IV

**Functional Responsibility:** Provides expert-level support in specialized technology areas that can include, but is not limited to, elements such as: research, studies, requirements/specifications definition, analysis, assessments, planning, acquisition, design, development, integration, testing, installation, performance
tuning, deployment, or maintenance. Interfaces with users at all levels during the support process. Supports strategic or tactical planning to justify, market, or manage the technology needed for successful business operations. Provides user or subordinate training, as required. Author’s technical documentation. Provides technical presentations. Works with other disciplines as required achieving the best solution. Uses applicable methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Ensures compliance with the standards and organization requirements relative to specific assignments. May lead or manage a technical project.

Minimum/General Experience: Ten years of experience in a specialized area of technology such as: Client/Server, data warehousing/data mining, Internet, Intranets/Extranets, communications network computing, object oriented development, or workflow/document management. Experience with Government or industry processes, procedures, standards, methodologies, or tools relative to the assignment.

Education: Master’s degree in a relevant functional area.

CLIN 26 - Documentation Specialist

Functional Responsibility: Writing, rewriting and editing reports, articles, software documentation, and new releases of technical material. Will also have knowledge of applying audio visual communications techniques to scientific subject matter. Prepares and delivers presentations and briefings as required.

Minimum/General Experience: Minimum two years of experience in the field or in a related area.

Education: Bachelor’s degree in a relevant functional area.

CLIN 27 - Sr. Security Specialist

Functional Responsibility: Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Eight years of experience in progressively complex assignments.

Minimum/General Experience: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

Education: Master’s degree in a relevant functional area.

CLIN 28 - Sr. Software Systems Engineer

Functional Responsibility: Formulates/defines specifications for complex operating software programming applications. May be team lead for other Software Engineers. Modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products.
Minimum/General Experience: Four years of related experience performing routine design, coding, and documentation of application programs for computers and related equipment used for scientific or commercial projects.

Education: Master’s degree in a relevant functional area.

CLIN 29 - Sr. Configuration Manager

Functional Responsibility: Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

Minimum/General Experience: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Typically has at least a BS/BA degree and 8 years of experience in progressively complex assignments.

Education: Master’s degree in a relevant functional area.

CLIN 30 - Sr. Test Engineer

Functional Responsibility: Formulates/defines test cases based on system requirements and specification. Devises or modifies procedures to test a unit or a system as a whole. Perform test cases, documents the result, and tracks changes. Prepares detailed specifications from which program bugs will be corrected and follows up with additional tests to ensure proper functional and system behavior per spec.

Minimum/General Experience: Minimum 4 years of programming or testing experience.

Education: Master’s Degree

CLIN 31 - Sr. Logistics Analyst

Functional Responsibility: Responsible for formulation of the opinions, decisions and ultimate performance of the task specified in the statement of work contained in the task order. This labor category requires experience and the ability to perform detailed and complex calculations plus knowledge of practices/principles necessary to assess advanced systems concepts, assess specifications and perform system integration.

Minimum/General Experience: Degree appropriate to the field of expertise, acquisition, logistics, business or management.

Education: Master’s degree in a relevant functional area.

CLIN 32 - Sr. Functional Analyst

Functional Responsibility: Design, code and test functional components of information systems according to project specifications. Identify and document functional requirements for information systems. Develop project documentation and user training materials according to program specifications. Conduct user training sessions. Prepare communications plans. Produce database extracts. Provide technical support to software development teams. Perform program management support tasks, such as status reporting and work-plan maintenance.
Minimum/General Experience: Minimum five years experience with information systems implementation, change management efforts, or business process redesign.

Education: Master’s degree in a relevant functional area.

CLIN 33 - Sr. Support Specialist

Functional Responsibility: Performs in business operations functional areas such as human resources, finance, contracts and subcontracts, purchasing, or administrative support. The Senior Support Specialist develops concepts, techniques, and standards and also develops new applications based on professional principles and theories. Works independently and is able to supervise other support specialists.

Minimum/General Experience: Ten years or more experience in areas of speciality or defined discipline.

Education: Master’s degree in a relevant functional area.

CLIN 34 - Sr. Web Architect

Functional Responsibility: Works directly with a technical team, project executives, account teams and distributed computing management to design, negotiate and plan a broad range of Internet/Intranet computing solutions.

Minimum/General Experience: This position requires seven years of progressive general Internet related experience, client server technologies and network experience, and six years of specialized experience in the design and implementation of Internet technologies.

Education: Master’s degree in a relevant functional area.

CLIN 35 - Sr. Information Assurance Analyst

Functional Responsibility: Analyze the client system security such as firewall and router configurations, conduct gap analysis, determines enterprise information security standards, and develop and implement information security standards and procedures. Ensure that all information systems are functional and secure.

Minimum/General Experience: Minimum five years experience in analyzing computer security, conducting gap analysis.

Education: Master’s degree in a relevant functional area.

CLIN 36 - Senior Financial Analyst

Functional Responsibility: Performs financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting in support of information technology projects. Evaluates existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues that would require a report and recommends solutions. Develops work breakdown structures, and prepares charts, tables, graphs, and diagrams to assist in analyzing problems.

Minimum/General Experience: At least eight years of work experience with the specific requirements specified by the requirement. Specialized experience in in defined disciplined.

Education: Master’s degree in a relevant functional area.
CLIN 37 - Technical Consultant I

**Functional Responsibility:** Supervise and provides identification/fixing of problems within existing software, design/implementation of new systems and enhancement of existing applications. Participates in analysis, design IT applications. Responsible for understanding the needs of the customers. Capable of creating requirements that will allow implementation by the development team for GOTS and COTS products. Performs such duties as: develops, modifies, and maintains complex programs. Developing detailed logical models and physical models, as well as coding changes. In addition, may carry out fact finding and programming analysis of a single activity or routine problem, applying established procedures where the nature of the program, feasibility, computer equipment, and programming language have already been decided. Works independently under specified objectives; applies judgment in devising program logic and in selecting and adapting standard programming procedures; resolves problems and deviations according to established practices; and obtains advice where precedents are unclear or not available. and expertise in the specialty field and a demonstrated ability to independently work on complex assignments.

**Minimum/General Experience:** This level of personnel generally has up to 5 years of professional experience in the field of expertise.

**Education:** Bachelors in Computer Science, Information Systems, Engineering, Business or a 4-year degree in related discipline.

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CLIN 38 - Technical Consultant II

**Functional Responsibility:** Under general supervision, provides identification/fixing of problems within existing software, design/implementation of new systems and enhancement of existing applications. Participates in analysis, design IT applications. Responsible for understanding the needs of the customers. Capable of creating requirements that will allow implementation by the development team for GOTS and COTS products. Performs such duties as: develops, modifies, and maintains complex programs. Developing detailed logical models and physical models, as well as coding changes. In addition, may carry out fact finding and programming analysis of a single activity or routine problem, applying established procedures where the nature of the program, feasibility, computer equipment, and programming language have already been decided. Works independently under specified objectives; applies judgment in devising program logic and in selecting and adapting standard programming procedures; resolves problems and deviations according to established practices; and obtains advice where precedents are unclear or not available.

**Minimum/General Experience:** This level of personnel generally has up to 8 years of professional experience in the field of expertise.

**Education:** Bachelors in Computer Science, Information Systems, Engineering, Business or a 4-year degree in related discipline.

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CLIN 39 - Training Consultant I

**Functional Responsibility:** Under direct supervision, has overall responsibility for conducting customized training classes. Develops training plans and the associated curricula. Identifies the resources necessary to implement the plan and ensures that training is conducted in accordance with the plan. Identifies and analyzes training considerations such as central,regional, hands-on, classroom, train-the-trainer, train-the-user, web-based, etc.

**Minimum/General Experience:** This level of personnel generally has up to 2 years of professional experience in the field of expertise.
Education: Bachelors in Computer Science, Information Systems, Engineering, Business or a 4-year degree in related discipline.

CLIN 40 - Training Consultant II

**Functional Responsibility:** Under general supervision has overall responsibility for conducting customized training classes. Develops training plans and the associated curricula. Identifies the resources necessary to implement the plan and ensures that training is conducted in accordance with the plan. Identifies and analyzes training considerations such as central, regional, hands-on, classroom, train-the-trainer, train-the-user, web-based, etc.

**Minimum/General Experience:** This level of personnel generally has up to 4 years of professional experience in the field of expertise.

Education: Bachelors in Computer Science, Information Systems, Engineering, Business or a 4-year degree in related discipline.

CLIN 41 - Training Consultant III

**Functional Responsibility:** Under minimum supervision and can work independently has overall responsibility for conducting customized training classes. Develops training plans and the associated curricula. Identifies the resources necessary to implement the plan and ensures that training is conducted in accordance with the plan. Identifies and analyzes training considerations such as central, regional, hands-on, classroom, train-the-trainer, train-the-user, web-based, etc.

**Minimum/General Experience:** This level of personnel generally has up to 6 years of professional experience in the field of expertise.

Education: Bachelors in Computer Science, Information Systems, Engineering, Business or a 4-year degree in related discipline.

CLIN 42 - Training Consultant IV

**Functional Responsibility:** Supervise and has overall responsibility for conducting customized training classes. Develops training plans and the associated curricula. Identifies the resources necessary to implement the plan and ensures that training is conducted in accordance with the plan. Identifies and analyzes training considerations such as central, regional, hands-on, classroom, train-the-trainer, train-the-user, web-based, etc.

**Minimum/General Experience:** This level of personnel generally has up to 8 years of professional experience in the field of expertise.

Education: Bachelors in Computer Science, Information Systems, Engineering, Business or a 4-year degree in related discipline.

CLIN 43 - Sr. Project Manager

**Functional Responsibility:** Duties include but are not limited to overall management of tasks, software development, installation, training, transition, maintenance, security, and acceptance. Provides supervisory technical and administrative direction for personnel performing tasks, including review of work products for correctness, adherence to the design concept and adherence to Government regulations and standards.
Minimum/General Experience: Three years project management experience plus five years of specialized experience in managing large information systems and five years experience in a related field.

Education: Master’s degree in a relevant functional area.

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CLIN 44 - Associate Consultant

**Functional Responsibility:** Perform customization and operational aspects of the implementation. Identification of problems, system architecture definition, hardware/software specification and/or design, implementation, testing, client training, and deployment.

**Minimum/General Experience:** Minimum three years experience in developing and delivering business process improvements, organizational change initiatives and user training in the implementation of information technology solutions. Possesses organizational, oral and written communications skills.

**Education:** Bachelor’s Degree in related field

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CLIN 45 - Information Assurance/System Security Architect Level 2 (Master)

**Functional Responsibility:** Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum/General Experience:** Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers’ requirements. Identifies, reports, and resolves security violations. Typically has at least a BS/BA degree and 8 years of experience in progressively complex assignments.

**Education:** Master’s Degree in related field

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CLIN 46 - Computer Security Systems Specialist (Intermediate)

**Functional Responsibility:** Analyzes and defines security requirements. Designs, develops, engineers, and implements solutions to computer security requirements. Gathers and organizes technical information about an organization’s mission goals and needs, existing security products, and ongoing programs in the computer security arena. Performs risk analyses which also includes risk assessment.

**Minimum/General Experience:** Minimum three years experience defining computer security requirements for high level applications, evaluation of approved security product capabilities, and developing solutions computer security problems.

**Education:** Bachelor’s degree or equivalent with a minimum of five years of experience.

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CLIN 47 - Senior Business Process Reengineering Specialist

**Functional Responsibility:** Staff professional, expert in a specific domain with general knowledge of other domains. Provides strategic guidance and influences program direction. Recommends large scale information system solutions and policies, and assists with business integration across organizational levels. Provides program-level guidance within area of expertise and recommends domain-specific
solutions and policies. Evaluates various business models including cost-benefit analysis and return on investment (ROI). May provide guidance to less experienced Business Consultants.

**Minimum/General Experience:** At least five years of related hands-on experience with the specific equipment, software or other requirements.

**Education:** Master’s Degree in related discipline.

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**CLIN 48 - Quality Assurance Analyst**

**Functional Responsibility:** Provides technical and administrative support for personnel performing software development tasks, including the review of work products for correctness, adherence to design concepts and to user standards, review of program documentation to assure government standards/requirements are adhered to, configuration management for all hardware and software, and for progress in accordance with schedules. Coordinate with the Program Manager and/or Quality Assurance/Configuration Manager to ensure problem resolution and user satisfaction. Make recommendations, if needed, for approval of systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, end user representatives.

**Minimum/General Experience:** Minimum three years experience and knowledge in QA/QC areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment.

**Education:** A Bachelor’s degree in Computer Science, Information Systems, or related field.

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**CLIN 49 - Quality Assurance Engineer**

**Functional Responsibility:** Provides technical and administrative support for personnel performing software development tasks, including the review of work products for correctness, adherence to design concepts and to user standards, review of program documentation to assure government standards/requirements are adhered to, configuration management for all hardware and software, and for progress in accordance with schedules. Coordinates with the Program Manager and/or Quality Assurance/Configuration Manager to ensure problem resolution and user satisfaction.

**Minimum/General Experience:** Knowledge in QA/QC areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment with at least 5 years of experience.

**Education:** A Bachelor’s degree in Computer Science, Information Systems, or related field.

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**CLIN 50 - Senior Quality Assurance Engineer**

**Functional Responsibility:** Develops, implements, and maintains quality assurance/configuration management programs in support of a variety of software, hardware, and services. Establish standards for life cycle, documentation, development methods, testing, and maintenance. Develops and defines major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and determines requisite quality control/configuration management resources for an actual task order. Conducts or participates in formal and informal reviews at predetermined points throughout the system life cycle. Serve as liaison between Program Management and other functional groups to resolve issues regarding quality assurance/configuration management. Reviews and evaluates software products and services for
adherence to government directives, standards, and guidelines. May provide daily supervision and direction to support staff.

**Minimum/General Experience:** Eight years of experience in QA/QC areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment

**Education:** A Bachelor’s degree in Computer Science, Information Systems, or related field

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**CLIN 51 - Network Engineer**

**Functional Responsibility:** Provides support to users in the areas of network operations, configuration, network monitoring and setup. Serves as the point of contact for troubleshooting network problems.

**Minimum/General Experience:** Minimum 4 years experience in Information Technology of which 2 years must be specialized including protocol analysis, communication network system design and maintenance, and knowledge of communication protocols and devices such as bridges, routers and gateways. General experience in Information Technology includes aspects of communication networks planning, installation and support.

**Education:** Bachelor’s degree in related field.

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**CLIN 52 - Cyber Security Specialist**

**Functional Responsibility:** Analyzes and defines security requirements and designs, develops, engineers, and implements solutions. Performs risk analysis and security audit services, developing analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures.

**Minimum/General Experience:** Two years of experience in system engineering and/or design, design assurance or testing for products and system computer networking technology

**Education:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, or related field.

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**CLIN 53 - Cost Analyst**

**Functional Responsibility:** Must have the ability to advise on and perform professional or technical work in cost estimating, cost analysis, budgeting, scheduling, performance measurement, and/or cost research. Possesses substantial knowledge of the techniques, uses and content of the work described above to accomplish the most complex of efforts. This encompasses a basic knowledge of statistical techniques, scheduling techniques, network analysis, applied mathematics, economics and the engineering disciplines.

**Minimum/General Experience:** Minumum three years experience in cost estimating, cost analysis, budgeting, scheduling, operations research, or engineering experience.

**Education:** Bachelor’s Degree in related field.
CLIN 54 - Senior Knowledge Management Specialist

**Functional Responsibility:** Under general supervision and may also lead as small team Responsible for all activities related to the administration of computerized databases. Assigns personnel to various projects and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises users of various databases. Projects long-range requirements for database administration in conjunction with other managers in the information systems function as well as business function managers.

**Minimum/General Experience:** This level of personnel generally has up to 5 years of professional experience in the field of expertise.

**Education:** Bachelors in Computer Science, Information Systems, Engineering or related field

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CLIN 55 - Senior Communications Engineer

**Functional Responsibility:** Perform analysis and simulation for various digital communication systems. Support projects in mathematical modeling, performance analysis and system simulation of communication systems. Provide computer support to analysis

**Minimum/General Experience:** Five years of experience in the design, development, and evaluation of various engineering programs, preferably on communications systems and equipment.

**Education:** Bachelor's degree in Computer Science, Information Systems, Engineering, and Business, Science or other technically related discipline such as Electrical Engineering.

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CLIN 56 - Data Standardization Specialist

**Functional Responsibility:** Provide technical support in the evaluation of prime object names, data elements, and other objects. Evaluate proposed objects and their attributes. Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensure that the values of object attributes and domains are accurate and correct. Ensure that the proposed objects are consistent with data and process models.

**Minimum/General Experience:** At least four years experience with database management and quality standards and processes, database analysis skills, interpersonal communication skills.

**Education:** Bachelor’s Degree in related field.

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CLIN 57 - Clerical I

**Functional Responsibility:** Provides daily IT administrative support. Generates MS WORD documents for the office. Edits draft correspondence for grammar, spelling and content. Uses Microsoft packages for spreadsheets and desktop publishing for use in creating a variety of reports on IT.

**Minimum/General Experience:** Entry level position with knowledge in word processing, clerical duties and general computer experience.

**Education:** High School Diploma
CLIN 58 - Clerical II

**Functional Responsibility**: Provides daily IT administrative support. Generates WORD documents for the office. Researches and identifies data required for a various amount of IT information which could require formatting into a document. Draft correspondence. Provide quality assurance on the administrative control of large document productions. Uses Microsoft packages for spreadsheets and desktop publishing for use in creating a Varity of reports on IT subjects, e.g. hardware inventory, software utilization, and hardware cost depreciation reports. Able to train others in the document development process.

**Minimum/General Experience**: Three years experience providing word processing, clerical duties and general computer duties.

**Education**: High School Diploma