

**AUTHORIZED FEDERAL SUPPLY SERVICE**  
**INFORMATION TECHNOLOGY SCHEDULE PRICELIST**  
General Purpose Commercial Information Technology Equipment,  
Software, and Services

**Special Item No. 132-51 Information Technology Professional Services**

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

**SIN 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 D308	Millennium Conversion Services (Y2K)
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	Automated News Services, Data Services, or Other Information Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

**NetStar Systems, Inc.**

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**Contract Number: GS-35F-0108P**

**Period Covered by Contract: 11/24/2003 – 11/22/2008**

**General Services Administration  
Federal Supply Service**

**Pricelist current through Modification # PO-0002 dated September 5, 2006.**

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

**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 performed by the publisher or manufacturer or one of their authorized agents.

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## Information for Ordering Activities Applicable to All Special Item Numbers

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

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

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

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

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

### **1. Geographic Scope of Contract**

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

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

#### **Offerors are requested to check one of the following boxes:**

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

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

All orders and payments should be sent to:

NetStar Systems, Inc.  
3702 Pender Drive, Suite 250  
Fairfax, VA 22030

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

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

703-714-0400 voice

703-714-0409 fax

### 3. Liability for Injury or Damage

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

### 4. Statistical Data for Government Ordering Office Completion of Standard Form 279

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 08-199-9166

Block 30: Type of Contractor - B. Other Small Business

Block 31: Woman-Owned Small Business - No

Block 36: Contractor's Taxpayer Identification Number (TIN): 54-19176441

4a. CAGE Code: IJCZ1

4b. Contractor has registered with the Central Contractor Registration Database.

### 5. FOB Destination

### 6. Delivery Schedule

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

*Special Item Number*

*Delivery Time (Days ARO)*

132-51

As agreed upon between the ordering agency  
and NetStar Systems

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

### 7. Discounts

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

a. Prompt Payment: 0% - 30 days from receipt of invoice or date of acceptance, whichever is later.

b. Quantity – none

c. Dollar Volume – none

- d. Government Educational Institutions — Government Educational Institutions are offered the same discounts as all other Government customers
- e. Other – none

## **8. Trade Agreements Act of 1979, as amended**

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

## **9. Statement Concerning Availability of Export Packing**

## **10. Small Requirements**

The minimum dollar value of orders to be issued is \$100.

## **11. Maximum Order**

(All dollar amounts are exclusive of any discount for prompt payment.)

The Maximum Order value for the following Special Item Number 132-51 - Information Technology (IT) Professional Services is \$500,000.

## **12. Ordering Procedures For Federal Supply Schedule Contracts**

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

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

## **13. Federal Information Technology/Telecommunication Standards Requirements**

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

### **13.1 Federal Information Processing Standards Publications (FIPS PUBS)**

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

### **13.2 Federal Telecommunication Standards (FED-STDS)**

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

### **14. Contractor Tasks / Special Requirements (C-FSS-370) (NOV 2001)**

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

NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

- (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.

## 15. Contract Administration for Ordering Activities

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

## 16. GSA Advantage!

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

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

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

## 17. Purchase of Open Market Items

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

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

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

## 18. Contractor Commitments, Warranties And Representations

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

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a

product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

(3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

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

## **19. Overseas Activities**

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

*None.*

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

## **20. Blanket Purchase Agreements (BPAs)**

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

## **21. Contractor Team Arrangements**

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

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

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

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

## 23. Section 508 Compliance

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

[www.netstarsys.com](http://www.netstarsys.com)

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

## 24. Prime Contractor Ordering From Federal Supply Schedules

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order

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

(b) The following statement:

This order is placed under written authorization from \_\_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

## 25. Insurance—Work on a Government Installation (JAN 1997)(FAR 52.228-5)

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

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

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

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

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

## 26. Software Interoperability

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

## 27. Advance Payments

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

**Terms and Conditions Applicable to  
Information Technology (IT) Professional Services  
(Special Item Number 132-51)**

**1. Scope**

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

**2. Performance Incentives**

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

**3. Order**

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

**4. Performance of Services**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

## **5. Stop-Work Order (FAR 52.242-15) (AUG 1989)**

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

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

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

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

## **6. Inspection of Services**

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

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

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) 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 Services.

## **9. Independent Contractor**

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

## **10. Organizational Conflicts of Interest**

### **a. Definitions.**

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

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

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

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

## **11. Invoices**

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

## **12. Payments**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

## **13. Resumes**

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

#### **14. Incidental Support Costs**

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

#### **15. Approval of Subcontracts**

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

#### **16. Description of IT Services and Pricing**

These are contained in following sections.

## NetStar Systems, Inc. Position Descriptions

### **Administration Support Specialist - 1**

Provide required basic clerical support to customers, managers, and staff. Prepares presentation materials. Makes copies, produces reports and correspondence, and enters data into spreadsheets and databases. Assists with projects and special assignments, sorts mail, greets visitors and answers phones. Orders supplies and maintains filing system. Sets up meetings, travel arrangements, and special events as required.

**Education Requirements:**

High school diploma or GED.

**Minimum Experience:**

1 year experience is required. Some clerical or office procedures training are a plus.

### **Administration Support Specialist - 2**

Provide required basic clerical support to customers, managers, and staff. Prepares presentation materials. Makes copies, produces reports and correspondence, and enters data into spreadsheets and databases. Assists with projects and special assignments, sorts mail, greets visitors and answers phones. Orders supplies and maintains filing system. Sets up meetings, travel arrangements, and special events as required.

**Education Requirements:**

High school diploma or GED.

**Minimum Experience:**

2 years experience is required. Clerical or office procedures experience and knowledge of Microsoft office products such as Word, Excel, and PowerPoint.

### **Administration Support Specialist - 3**

Provide required basic clerical support to customers, managers, and staff. Prepares presentation materials. Makes copies, produces reports and correspondence, and enters data into spreadsheets and databases. Assists with projects and special assignments, sorts mail, greets visitors and answers phones. Orders supplies and maintains filing system. Sets up meetings, travel arrangements, and special events as required.

**Education Requirements:**

High school diploma or GED.

**Minimum Experience:**

3 years experience is required. Clerical or office procedures experience and knowledge of Microsoft office products such as Word, Excel, and PowerPoint.

### **Administration Support Specialist - 4**

Provides administrative support to managers and staff, and provides administrative leadership. Provides proofreading, technical rework and editing of company correspondence and documents. Produces reports via electronic spreadsheets and databases as needed. Assists with projects and special assignments, sorts mail, makes copies, greets visitors, and answers phones. Maintains filing system and supply inventory; orders supplies when required. Sets up meetings, travel arrangements, and special events as required.

**Education Requirements:**

BA/BS in related field and/or equivalent experience.

**Minimum Experience:**

4 years of directly related office administration, supervision experience, and substantial knowledge of Microsoft office products such as Word, Excel, and PowerPoint experience. Proven clerical and/or office procedures experience as well as ability to supervise junior staff, support large staff, and multiple offices.

## **Administration Support Specialist - 5**

Provides administrative support to managers and staff, and provides administrative leadership. Provides proofreading, technical rework and editing of company correspondence and documents. Produces reports via electronic spreadsheets and databases as needed. Assists with projects and special assignments, sorts mail, makes copies, greets visitors, and answers phones. Maintains filing system and supply inventory; orders supplies when required. Sets up meetings, travel arrangements, and special events as required.

**Education Requirements:**

BA/BS in related field and/or equivalent experience.

**Minimum Experience:**

5 years of directly related office administration, supervision experience, and substantial knowledge of Microsoft office products such as Word, Excel, and PowerPoint experience. Proven clerical and/or office procedures experience as well as ability to supervise junior staff, support large staff, and multiple offices.

## **Business Processes Reengineering Specialist - 1**

Assist with process improvement and process upgrades. Participates in or facilitates data process modeling, internal controls and analysis. Assists with identifying desired results. Analysis of performance measures.

**Education Requirements:**

BS in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

**Minimum Experience:**

4 years experience with business operations or systems development, or the equivalent combination of education and experience. Requires excellent communication, analytical, facilitation and negotiation skills, Data Process Modeling.

## **Business Processes Reengineering Specialist - 2**

Assist with process improvement and process upgrades. Participates in or facilitates data process modeling, internal controls and analysis. Assists with identifying desired results. Analysis of performance measures.

**Education Requirements:**

BS in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

**Minimum Experience:**

5 years experience with business operations or systems development, or the equivalent combination of education and experience. Requires excellent communication, analytical, facilitation and negotiation skills, Data Process Modeling.

## **Business Processes Reengineering Specialist - 3**

Assist with process improvement and process upgrades. Participates in or facilitates data process modeling, internal controls and analysis. Assists with identifying desired results. Analysis of performance measures.

**Education Requirements:**

BS in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

**Minimum Experience:**

6 years experience with business operations or systems development, or the equivalent combination of education and experience. Requires excellent communication, analytical, facilitation and negotiation skills, Data Process Modeling.

### **Business Processes Reengineering Specialist - 4**

Assist with process improvement and process upgrades. Participates in or facilitates data process modeling, internal controls and analysis. Assists with identifying desired results. Analysis of performance measures.

**Education Requirements:**

BS in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

**Minimum Experience:**

7 years experience with business operations or systems development, or the equivalent combination of education and experience. Requires excellent communication, analytical, facilitation and negotiation skills, Data Process Modeling.

### **Business Processes Reengineering Specialist - 5**

Assist with process improvement and process upgrades. Participates in or facilitates data process modeling, internal controls and analysis. Assists with identifying desired results. Analysis of performance measures.

**Education Requirements:**

BS in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

**Minimum Experience:**

8 years experience with business operations or systems development, or the equivalent combination of education and experience. Requires excellent communication, analytical, facilitation and negotiation skills, Data Process Modeling.

### **Corporate Security Officer/Manger - 1**

Provide management in the interpretation, implementation, enforcement and execution of the National Industrial Security Program Operating Manual. Provide guidance in the clearance processing, visit certification, document control and classification management. Provide advice and guidance to upper management in all aspects of security.

**Education Requirements:**

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

**Minimum Experience:**

10 plus years experience working within the intelligence community. Excellent knowledge of and experience working with NISPOM and NISPOM supplement. Excellent organization, communications and customer relations skills. Industry standard security certifications, problem and supervisory solving skills required.

### **Corporate Security Specialist - 1**

Assists management in the interpretation, implementation, enforcement and execution of the National Industrial Security Program Operating Manual. Provide guidance in the clearance processing, visit certification, document control and classification management. Provide advice and guidance to upper management in all aspects of security.

**Education Requirements:**

Two years of college or a High school diploma or GED and equivalent experience.

**Minimum Experience:**

3 years experience working within the intelligence community. Working knowledge of and experience working with NISPOM and NISPOM supplement. Excellent organization, communications and customer relations skills. Work towards industry standard security certifications and problem solving skills preferred.

## **Corporate Security Specialist - 2**

Assists management in the interpretation, implementation, enforcement and execution of the National Industrial Security Program Operating Manual. Provide guidance in the clearance processing, visit certification, document control and classification management. Provide advice and guidance to upper management in all aspects of security.

**Education Requirements:**

Two years of college or a High school diploma or GED and equivalent experience.

**Minimum Experience:**

5 years experience working within the intelligence community. Working knowledge of and experience working with NISPOM and NISPOM supplement. Excellent organization, communications and customer relations skills. Work towards industry standard security certifications and problem solving skills preferred.

## **Corporate Security Specialist - 3**

Provide management in the interpretation, implementation, enforcement and execution of the National Industrial Security Program Operating Manual. Provide guidance in the clearance processing, visit certification, document control and classification management. Provide advice and guidance to upper management in all aspects of security.

**Education Requirements:**

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

**Minimum Experience:**

6 plus years experience working within the intelligence community. Good knowledge of and experience working with NISPOM and NISPOM supplement. Excellent organization, communications and customer relations skills. Work towards industry standard security certifications, problem and supervisory solving skills required.

## **Database Administrator - 1**

changes to computer data bases; and codes, tests, and implements physical data base, applying knowledge of data base management system: Assists in design of logical and physical data bases or reviews description of changes to data base design to understand how changes to be made affect physical data bas how data is stored in terms of physical characteristics, such as location, amount of space, and access method).

**Education Requirements:**

Some college or a High school diploma or GED

**Minimum Experience:**

1 year experience with demonstrated experience using current DBMS technologies, application design utilizing various DBMS .

## **Database Administrator - 2**

Assists I making physical changes to computer data bases; and codes, tests, and implements physical data base, applying knowledge of data base management system: Assists in design of logical and physical data bases or reviews description of changes to data base design to understand how changes to be made affect physical data bas how data is stored in terms of physical characteristics, such as location, amount of space, and access method).

**Education Requirements:**

BA/BS or MS in Computer Science, Engineering, Business or related field and/or equivalent experience.

**Minimum Experience:**

2 years experience of which 1 or more years must be specialized. Specialized experience required includes: demonstrated experience using current DBMS technologies, application design utilizing various DBMS and experience with DBMS internals. General experience required includes: responsibilities in DBMS systems analysis and programming.

### **Database Administrator - 3**

Assists I making physical changes to computer data bases; and codes, tests, and implements physical data base, applying knowledge of data base management system: Assists in design of logical and physical data bases or reviews description of changes to data base design to understand how changes to be made affect physical data bas how data is stored in terms of physical characteristics, such as location, amount of space, and access method).

Education Requirements:

BA/BS or MS in Computer Science, Engineering, Business or related field and/or equivalent experience.

Minimum Experience:

3 years experience of which 1 or more years must be specialized. Specialized experience required includes: demonstrated experience using current DBMS technologies, application design utilizing various DBMS and experience with DBMS internals. General experience required includes: responsibilities in DBMS systems analysis and programming..

### **Database Administrator - 4**

Coordinates physical changes to computer data bases; and codes, tests, and implements physical data base, applying knowledge of data base management system: Designs logical and physical data bases or reviews description of changes to data base design to understand how changes to be made affect physical data bas how data is stored in terms of physical characteristics, such as location, amount of space, and access method). May act as a project leader in the design and installation of database applications. Ensures appropriate linkages to existing databases and to other data processing systems (e.g., business applications). Ensures that adequate recovery procedures are included in all data base designs. Develops and monitors procedures for updating the data dictionary. Leads the training of user groups in the protocols involved in updating and accessing the database. Monitors database transactions to ensure correct usage of the database. Provides technical assistance to less experienced data base analysts in the identification and resolution of complex data base design and maintenance problems. Provides technical expertise on the data base system to user and data processing personnel.

Education Requirements:

BA/BS or MS in Computer Science, Engineering, Business or related field and/or equivalent experience.

Minimum Experience:

4 years experience of which 2 or more years must be specialized. Specialized experience required includes: demonstrated experience using current DBMS technologies, application design utilizing various DBMS and experience with DBMS internals. General experience required includes: increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to supervise others, work independently or under only general direction. Certifications in database administration and/or performance tuning preferred.

### **Database Administrator - 5**

Coordinates physical changes to computer data bases; and codes, tests, and implements physical data base, applying knowledge of data base management system: Designs logical and physical data bases or reviews description of changes to data base design to understand how changes to be made affect physical data bas how data is stored in terms of physical characteristics, such as location, amount of space, and access method). May act as a project leader in the design and installation of database applications. Ensures appropriate linkages to existing databases and to other data processing systems (e.g., business applications). Ensures that adequate recovery procedures are included in all data base designs. Develops and monitors procedures for updating the data dictionary. Leads the training of user groups in the protocols involved in updating and accessing the database. Monitors database transactions to ensure correct usage of the database. Provides technical assistance to less experienced data base analysts in the identification and resolution of complex data base design and maintenance problems. Provides technical expertise on the data base system to user and data processing personnel.

Education Requirements:

BA/BS or MS in Computer Science, Engineering, Business or related field and/or equivalent experience.

Minimum Experience:

5 years experience of which 2 or more years must be specialized. Specialized experience required includes: demonstrated experience using current DBMS technologies, application design utilizing various DBMS and experience with DBMS internals. General experience required includes: increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to supervise others, work independently or under only general direction. Certifications in database administration and/or performance tuning preferred.

### **Database Engineer - 1**

Assists in the development of database projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on database management systems (DBMS) concepts.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

1 year experience. Demonstrated experience with managing the development of database projects.

### **Database Engineer - 2**

Assists in the development of database projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on database management systems (DBMS) concepts.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

2 years experience. Demonstrated experience with managing the development of database projects.

### **Database Engineer - 3**

Works on the development of database projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on database management systems (DBMS) concepts.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

3 years experience. Demonstrated progressive experience with a accomplished level of skill and experience in managing the development of database projects.

### **Database Engineer - 4**

Works on the development of database projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on database management systems (DBMS) concepts.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

4 years experience. Demonstrated progressive experience with a accomplished level of skill and experience in managing the development of database projects.

### **Database Engineer - 5**

Manages the development of database projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on database management systems (DBMS) concepts. May provide daily supervision and direction to support staff.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

5 years experience. Demonstrated progressive experience with a accomplished level of skill and experience in managing the development of database projects. Supervisory experience preferred.

### **Documentation/Technical Writer – 1**

Assists in technical writing and documentation pertaining to any aspect of automatic data processing. Responsible for documentation. Performs collection and analysis of technical literature available. Coordinates simple to medium projects involving one or more than one resource(s). Follows standards for documentation in accordance with project/contract requirements.

Education Requirements:

BS or BA in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

Minimum Experience:

1-year experience is required preparing technical documentation, which is to include research or application of applicable Government and industry documentation standards.

### **Documentation/Technical Writer – 2**

Provides technical writing and documentation pertaining to any aspect of automatic data processing. Responsible for documentation. Performs collection and analysis of technical literature available. Coordinates simple to medium projects involving one or more than one resource(s). Follows standards for documentation in accordance with project/contract requirements.

Education Requirements:

BS or BA in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

Minimum Experience:

2-years experience is required, of which at least 1 year must be specialized. Specialized experience required includes preparing technical documentation, which is to include research or application of applicable Government and industry documentation standards.

### **Documentation/Technical Writer – 3**

Provides technical writing and documentation pertaining to any aspect of automatic data processing. Responsible for documentation. Performs collection and analysis of technical literature available. Coordinates simple to medium projects involving one or more than one resource(s). Follows standards for documentation in accordance with project/contract requirements.

Education Requirements:

BS or BA in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

Minimum Experience:

3-years experience is required, of which at least 1 year must be specialized. Specialized experience

required includes preparing technical documentation, which is to include research or application of applicable Government and industry documentation standards.

#### **Documentation/Technical Writer – 4**

Provides technical writing and documentation pertaining to any aspect of automatic data processing. Responsible for documentation. Performs collection and analysis of technical literature available. Coordinates simple to medium projects involving one or more than one resource(s). Follows standards for documentation in accordance with project/contract requirements. May coordinate the work of others in the delivery of writing and documentation

Education Requirements:

BS or BA in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

Minimum Experience:

5-years experience is required, of which at least 2 year must be specialized. Specialized experience required includes preparing technical documentation, which is to include research or application of applicable Government and industry documentation standards.

#### **Documentation/Technical Writer – 5**

Provides technical writing and documentation pertaining to any aspect of automatic data processing. Responsible for documentation. Performs collection and analysis of technical literature available. Coordinates simple to medium projects involving one or more than one resource(s). Follows standards for documentation in accordance with project/contract requirements. May coordinate the work of others in the delivery of writing and documentation.

Education Requirements:

BS or BA in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

Minimum Experience:

5-years experience is required, of which at least 2 years must be specialized. Specialized experience required includes preparing technical documentation, which is to include research or application of applicable Government and industry documentation standards.

#### **Help Desk - 1**

Provide Help Desk Support to internal users. Responsibilities include first-level troubleshooting of hardware and software problems. Duties include;

- Assist users while maintaining service levels..
- Running reports, data processing and file transfers.
- Interaction with all internal departments, consultants, and outside support staff and material vendors

Education Requirements:

Some college or a High school diploma or GED

Minimum Experience:

1 year experience in Help Desk Support. Good communications and customer relations skills.  
Working knowledge of PCs. Problem solving skills a plus

#### **Help Desk - 2**

Provide Help Desk Support to internal users. Responsibilities include first-level troubleshooting of hardware and software problems. Duties include;

- Assist users while maintaining service levels.
- Running reports, data processing and file transfers.

Education Requirements:

Some college or a High school diploma or GED

Minimum Experience:

2 years experience in Help Desk Support. Good communications and customer relations skills.  
Working knowledge of PCs Problem solving skills a plus

### Help Desk - 3

Provide Help Desk Support to internal users. Responsibilities include first-level troubleshooting of hardware and software problems. Duties include;

- Assist users while maintaining service levels.
- Troubleshooting and researching problems for users.
- Running reports, data processing and file transfers.
- Recording and maintaining inventory of hardware, software, and licensing.
- Reporting and follow-up on tracking statistics.

Education Requirements:

Some college or a High school diploma or GED

Minimum Experience:

3 years experience in Help Desk Support. Good communications and customer relations skills. Good knowledge of PCs and operating systems Problem solving skills required.

### Help Desk - 4

Provide Help Desk Support to internal users. Responsibilities include first-level troubleshooting of hardware and software problems. Duties include;

- Assist users while maintaining service levels.
- Maintain tracking of issues and solutions.
- Troubleshooting and researching problems for users.
- Running reports, data processing and file transfers.
- Recording and maintaining inventory of hardware, software, and licensing.
- Reporting and follow-up on tracking statistics.
- Documentation and implementation of policies and procedures.
- Cross-train and provide Technical Support to customers as a backup.
- Interaction with all internal departments, consultants, and outside support staff and material vendors

Education Requirements:

Some college or a High school diploma or GED

Minimum Experience:

4 years experience in Help Desk Support. Good communications and customer relations skills. Good knowledge of PCs and operating systems Problem solving skills required.

### Help Desk - 5

Provide Help Desk Support to internal users. Responsibilities include first-level troubleshooting of hardware and software problems. Duties include;

- Assist users while maintaining service levels.
- Maintain tracking of issues and solutions.

- Coordinating purchases.
- Oversee service and maintenance due from outside vendors and consultant
- Troubleshooting and researching problems for users.
- Running reports, data processing and file transfers.
- Recording and maintaining inventory of hardware, software, and licensing.
- Reporting and follow-up on tracking statistics.
- Documentation and implementation of policies and procedures.
- Cross-train and provide Technical Support to customers as a backup.
- Interaction with all internal departments, consultants, and outside support staff and material vendors.
- May supervise junior staff.

Education Requirements:

Two years of college or a High school diploma or GED and equivalent experience.

Minimum Experience:

5 years experience in Help Desk Support. Excellent organization, communications and customer relations skills. Excellent knowledge of PCs and multiple operating systems. Problem solving skills required.

## **Program Director**

Operates within client guidance, contractual limitations, and company business and policy directives. The Program Director serves as focal point of contact with client for one or more program and/or project activities.

Responsibilities include; ensuring that all required resources including; work force, production standards, computer time, and facilities are available to facilitate successful program implementation. The Program Manager is also responsible for the quality and timeliness of the delivery of the program or project. Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of contractual items. Confers with program and/or project manager to provide technical advice and to assist with problem resolution. Participates in contract negotiations. Proven expertise in the management and control of funds and resources, demonstrated capability in managing complex multi-task contracts

Education Requirements:

BA/BS or MS in Computer Science, Engineering, Business or related field and/or equivalent experience

Minimum Experience:

12 years experience of which 6 years must be specialized. Specialized experience required includes complete engineering project development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas and including the use of different technologies. Program/Project financial administration and technical resource supervision experience is required.

## **Program Manager - 1**

Operates within client guidance, contractual limitations, and company business and policy directives. The Program Manager serves as focal point of contact with client for one or more program and/or project activities.

Responsibilities include; ensuring that all required resources including; work force, production standards, computer time, and facilities are available to facilitate successful program implementation. Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of contractual items. Confers with program and/or project manager to provide technical advice and to assist with problem resolution. Participates in contract negotiations. Proven expertise in the management and control of funds and resources, demonstrated capability in managing complex multi-task contracts

Education Requirements:

BA/BS in Computer Science, Engineering, Business or related field and/or equivalent experience

Minimum Experience:

2 years experience of which 1 year must be specialized. Specialized experience required includes complete engineering project development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas and including the use of different technologies. Program/Project financial administration and technical resource supervision experience is required.

## **Program Manager - 2**

Operates within client guidance, contractual limitations, and company business and policy directives. The Program Manager serves as focal point of contact with client for one or more program and/or project activities. Responsibilities include; ensuring that all required resources including; work force, production standards, computer time, and facilities are available to facilitate successful program implementation. Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of contractual items. Confers with program and/or project manager to provide technical advice and to assist with problem resolution. Participates in contract negotiations. Proven expertise in the management and control of funds and resources, demonstrated capability in managing complex multi-task contracts

Education Requirements:

BA/BS in Computer Science, Engineering, Business or related field and/or equivalent experience

Minimum Experience:

4 years experience of which 2 years must be specialized. Specialized experience required includes complete engineering project development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas and including the use of different technologies. Program/Project financial administration and technical resource supervision experience is required.

## **Program Manager - 3**

Operates within client guidance, contractual limitations, and company business and policy directives. The Program Manager serves as focal point of contact with client for one or more program and/or project activities. Responsibilities include; ensuring that all required resources including; work force, production standards, computer time, and facilities are available to facilitate successful program implementation. Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of contractual items. Confers with program and/or project manager to provide technical advice and to assist with problem resolution. Participates in contract negotiations. Proven expertise in the management and control of funds and resources, demonstrated capability in managing complex multi-task contracts

Education Requirements:

BA/BS in Computer Science, Engineering, Business or related field and/or equivalent experience

Minimum Experience:

6 years experience of which 4 years must be specialized. Specialized experience required includes complete engineering project development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas and including the use of different technologies. Program/Project financial administration and technical resource supervision experience is required.

## **Programmer - 1**

Works as part of a team; develops, modifies, and maintains assigned programs of minimum to moderate complexity; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a programming project, applying established programming techniques Tests and documents work, writes, and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data.

Education Requirements:

Minimum of 1 year of college studying Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

1 year experience. Demonstrated progressive experience with a working level of skill and experience with one or more high order languages Working knowledge and experience in software development, and with the elements of system development life cycle and system test procedures.

## **Programmer - 2**

Works as part of a team; develops, modifies, and maintains assigned programs of minimum to moderate complexity; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a programming project, applying established programming techniques Tests and documents work, writes, and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data.

Education Requirements:

Minimum of 2 years of college studying Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

2 years experience. Demonstrated progressive experience with a working level of skill and experience with one or more high order languages Working knowledge and experience in software development, and with the elements of system development life cycle and system test procedures.

## **Programmer - 3**

Works as part of a team; develops, modifies, and maintains assigned programs of minimum to moderate complexity; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a programming project, applying established programming techniques Tests and documents work, writes, and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data.

Education Requirements:

Minimum of 2 years of college studying Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

3 years experience. Demonstrated progressive experience with a moderate level of skill and experience with two or more high order languages Demonstrated knowledge and experience in software development, and with the elements of system development life cycle and system test procedures.

## **Programmer - 4**

Individually or as part of a team; develops, modifies, and maintains assigned programs of minimum to moderate complexity; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a programming project, applying established programming techniques Tests and documents work, writes, and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data.

Education Requirements:

Minimum of 2 years of college studying Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

3 years experience. Demonstrated progressive experience with a moderate level of skill and experience

with two or more high order languages Demonstrated progressive knowledge and experience in software development, and with the elements of system development life cycle and system test procedures.

## **Programmer - 5**

Provides leadership in the development, modification, and maintenance of assigned programs of moderate to difficult complexity; designs and implements modifications to the interrelation of files and records within programs in consultations with other staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding of own or others programs; and implements and/or maintains assigned portions of a programming project, applying established programming techniques Tests and documents work, writes, and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data. May provide daily supervision and direction to support staff.

### Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

### Minimum Experience:

5 years experience. Demonstrated progressive experience with a moderate to high level of skill and experience with two or more high order languages Demonstrated progressive knowledge and experience in web software development, and with the elements of system development life cycle and system test procedures. Familiar with Internet, distributed applications, object oriented development, data warehousing, SQL, and transaction processing. Supervisory experience preferred

## **Programmer/Analyst - 1**

Works with a team to perform functional analysis, develops, modifies, and maintains assigned programs of simple complexity; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a programming project by applying established programming techniques. Assists in the testing and documentation, writes, and maintains operator instructions for assigned programs..

### Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

### Minimum Experience:

1 year experience. Experience with one high order languages. Experience with the basic elements of system development life cycle and system test procedures.

## **Programmer/Analyst - 2**

Works with a team to perform functional analysis, develops, modifies, and maintains assigned programs of simple complexity; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a programming project by applying established programming techniques. Assists in the testing and documentation, writes, and maintains operator instructions for assigned programs..

### Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

### Minimum Experience:

2 years experience. Demonstrated experience with one or more high order languages. Experience with the basic elements of system development life cycle and system test procedures.

### **Programmer/Analyst - 3**

Works with a team to perform functional analysis, develops, modifies, and maintains assigned programs of simple to moderate complexity; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a programming project, applying established programming techniques Tests and documents work, writes, and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

3 years experience. Demonstrated experience with one or more high order languages. Demonstrated experience with the elements of system development life cycle and system test procedures. Knowledge of Internet, distributed applications, object oriented development, data warehousing, SQL, and transaction processing.

### **Programmer/Analyst - 4**

Performs functional analysis, develops, modifies, and maintains assigned programs of moderate complexity; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a programming project, applying established programming techniques Tests and documents work, writes, and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

4 years experience. Demonstrated experience with two or more high order languages. Demonstrated experience with the elements of system development life cycle and system test procedures. Accomplished Internet, distributed applications, object oriented development, data warehousing, SQL, and transaction processing.

### **Programmer/Analyst - 5**

Performs functional analysis, develops, modifies, and maintains assigned programs of moderate to difficult complexity; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a programming project, applying established programming techniques Tests and documents work, writes, and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

5 years experience. Demonstrated experience with three or more high order languages. Demonstrated experience with the elements of system development life cycle and system test procedures. Highly skilled with Internet, distributed applications, object oriented development, data warehousing, SQL, and transaction processing. Supervision experience preferred.

## **Security Engineer - 1**

Provides customer support in solving all phases of complex information assurance-related technical problems. Reviews and recommends information assurance and security solutions to customer problems based on an understanding of products/systems test results.

**Education Requirements:**

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

**Minimum Experience:**

1 year of experience in the design and development of SECURE command/control/communications and intelligence (C31) and/or SECURE command/control/communications/computer and intelligence (C41) systems or experience in providing information system security support for such systems. General experience includes information system requirements analysis, system design, implementation, and testing.

## **Security Engineer - 2**

Provides customer support in solving all phases of complex information assurance-related technical problems. Reviews and recommends information assurance and security solutions to customer problems based on an understanding of products/systems test results.

**Education Requirements:**

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

**Minimum Experience:**

2 years of experience in the design and development of SECURE command/control/communications and intelligence (C31) and/or SECURE command/control/communications/computer and intelligence (C41) systems or experience in providing information system security support for such systems. General experience includes information system requirements analysis, system design, implementation, and testing.

## **Security Engineer - 3**

Provides customer support in solving all phases of complex information assurance-related technical problems. Reviews and recommends information assurance and security solutions to customer problems based on an understanding of products/systems test results.

**Education Requirements:**

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

**Minimum Experience:**

3 years of experience in the design and development of SECURE command/control/communications and intelligence (C31) and/or SECURE command/control/communications/computer and intelligence (C41) systems or experience in providing information system security support for such systems. General experience includes information system requirements analysis, system design, implementation, and testing.

## **Security Engineer - 4**

Provides customer support in solving all phases of complex information assurance-related technical problems. Reviews and recommends information assurance and security solutions to customer problems based on an understanding of products/systems test results.

**Education Requirements:**

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

4 years of experience in the design and development of SECURE command/control/communications and intelligence (C31) and/or SECURE command/control/communications/computer and intelligence (C41) systems or experience in providing information system security support for such systems. General experience includes information system requirements analysis, system design, implementation, and testing.

## **Security Engineer - 5**

Provides customer support in solving all phases of complex information assurance-related technical problems. Reviews and recommends information assurance and security solutions to customer problems based on an understanding of products/systems test results.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

5 years of experience in the design and development of SECURE command/control/communications and intelligence (C31) and/or SECURE command/control/communications/computer and intelligence (C41) systems or experience in providing information system security support for such systems. General experience includes information system requirements analysis, system design, implementation, and testing. Industry standard certifications preferred.

## **Senior Administration Support Specialist - 1**

Provides administrative support to managers and staff, and provides administrative leadership. Provides proofreading, technical rework and editing of company correspondence and documents. Produces reports via electronic spreadsheets and databases as needed. Assists with projects and special assignments, sorts mail, makes copies, greets visitors, and answers phones. Maintains filing system and supply inventory; orders supplies when required. Sets up meetings, travel arrangements, and special events as required.

Education Requirements:

BA/BS in related field and/or equivalent experience.

Minimum Experience:

6 years of directly related office administration, supervision experience, and substantial knowledge of Microsoft office products such as Word, Excel, and PowerPoint experience. Proven clerical and/or office procedures experience as well as ability to supervise junior staff, support large staff, and multiple offices.

## **Senior Administration Support Specialist - 2**

Provides administrative support to managers and staff, and provides administrative leadership. Provides proofreading, technical rework and editing of company correspondence and documents. Produces reports via electronic spreadsheets and databases as needed. Assists with projects and special assignments, sorts mail, makes copies, greets visitors, and answers phones. Maintains filing system and supply inventory; orders supplies when required. Sets up meetings, travel arrangements, and special events as required.

Education Requirements:

BA/BS in related field and/or equivalent experience.

Minimum Experience:

7 years of directly related office administration, supervision experience, and substantial knowledge of Microsoft office products such as Word, Excel, and PowerPoint experience. Proven clerical and/or office procedures experience as well as ability to supervise junior staff, support large staff, and multiple offices.

### **Senior Administration Support Specialist - 3**

Provides administrative support to managers and staff, and provides administrative leadership. Provides proofreading, technical rework and editing of company correspondence and documents. Produces reports via electronic spreadsheets and databases as needed. Assists with projects and special assignments, sorts mail, makes copies, greets visitors, and answers phones. Maintains filing system and supply inventory; orders supplies when required. Sets up meetings, travel arrangements, and special events as required.

Education Requirements:

BA/BS in related field and/or equivalent experience.

Minimum Experience:

8 years of directly related office administration, supervision experience, and substantial knowledge of Microsoft office products such as Word, Excel, and PowerPoint experience. Proven clerical and/or office procedures experience as well as ability to supervise junior staff, support large staff, and multiple offices.

### **Senior Business Processes Reengineering Specialist - 1**

Assist with process improvement and process upgrades. Participates in or facilitates data process modeling, internal controls and analysis. Assists with identifying desired results. Analysis of performance measures.

Education Requirements:

BS in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

Minimum Experience:

9 years experience with business operations or systems development, or the equivalent combination of education and experience. Requires excellent communication, analytical, facilitation and negotiation skills, Data Process Modeling.

### **Senior Business Processes Reengineering Specialist - 2**

Assist with process improvement and process upgrades. Participates in or facilitates data process modeling, internal controls and analysis. Assists with identifying desired results. Analysis of performance measures.

Education Requirements:

BS in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

Minimum Experience:

10 years experience with business operations or systems development, or the equivalent combination of education and experience. Requires excellent communication, analytical, facilitation and negotiation skills, Data Process Modeling.

### **Senior Business Processes Reengineering Specialist - 3**

Assist with process improvement and process upgrades. Participates in or facilitates data process modeling, internal controls and analysis. Assists with identifying desired results. Analysis of performance measures.

Education Requirements:

BS in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

Minimum Experience:

11 year experience with business operations or systems development, or the equivalent combination of education and experience. Requires excellent communication, analytical, facilitation and negotiation skills, Data Process Modeling.

## Senior Corporate Security Specialist - 1

Provide management in the interpretation, implementation, enforcement and execution of the National Industrial Security Program Operating Manual. Provide guidance in the clearance processing, visit certification, document control and classification management. Provide advice and guidance to upper management in all aspects of security.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

8 plus years experience working within the intelligence community. Excellent knowledge of and experience working with NISPOM and NISPOM supplement. Excellent organization, communications and customer relations skills. Industry standard security certifications, problem and supervisory solving skills required.

## Senior Database Administrator - 1

Coordinates physical changes to computer data bases; and codes, tests, and implements physical data base, applying knowledge of data base management system: Designs logical and physical data bases or reviews description of changes to data base design to understand how changes to be made affect physical data bas how data is stored in terms of physical characteristics, such as location, amount of space, and access method). May act as a project leader in the design and installation of database applications. Ensures appropriate linkages to existing databases and to other data processing systems (e.g., business applications). Ensures that adequate recovery procedures are included in all data base designs. Develops and monitors procedures for updating the data dictionary. Leads the training of user groups in the protocols involved in updating and accessing the database. Monitors database transactions to ensure correct usage of the database. Provides technical assistance to less experienced data base analysts in the identification and resolution of complex data base design and maintenance problems. Provides technical expertise on the data base system to user and data processing personnel.

Education Requirements:

BA/BS or MS in Computer Science, Engineering, Business or related field and/or equivalent experience.

Minimum Experience:

6 years experience of which 3 or more years must be specialized. Specialized experience required includes: demonstrated experience using current DBMS technologies, application design utilizing various DBMS and experience with DBMS internals. General experience required includes: increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to supervise others, work independently or under only general direction. Certifications in database administration and/or performance tuning required.

## Senior Database Administrator - 2

Coordinates physical changes to computer data bases; and codes, tests, and implements physical data base, applying knowledge of data base management system: Designs logical and physical data bases or reviews description of changes to data base design to understand how changes to be made affect physical data bas how data is stored in terms of physical characteristics, such as location, amount of space, and access method). May act as a project leader in the design and installation of database applications. Ensures appropriate linkages to existing databases and to other data processing systems (e.g., business applications). Ensures that adequate recovery procedures are included in all data base designs. Develops and monitors procedures for updating the data dictionary. Leads the training of user groups in the protocols involved in updating and accessing the database. Monitors database transactions to ensure correct usage of the database. Provides technical assistance to less experienced data base analysts in the identification and resolution of complex data base design and maintenance problems. Provides technical expertise on the data base system to user and data processing personnel.

Education Requirements:

BA/BS or MS in Computer Science, Engineering, Business or related field and/or equivalent experience.

Minimum Experience:

7 years experience of which 3 or more years must be specialized. Specialized experience required includes: demonstrated experience using current DBMS technologies, application design utilizing various DBMS and experience with DBMS internals. General experience required includes: increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to supervise others, work independently or under only general direction. Certifications in database administration and/or performance tuning required.

### **Senior Database Administrator - 3**

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Education Requirements:

BA/BS or MS in Computer Science, Engineering, Business or related field and/or equivalent experience.

Minimum Experience:

8 years experience of which 4 or more years must be specialized. Specialized experience required includes: demonstrated experience using current DBMS technologies, application design utilizing various DBMS and experience with DBMS internals. General experience required includes: increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to supervise others, work independently or under only general direction. Certifications in database administration and/or performance tuning required.

### **Senior Database Engineer - 1**

Manages the development of database projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on database management systems (DBMS) concepts. Provides daily supervision and direction to support staff.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

7 years experience. Demonstrated progressive experience with a high level of skill and experience in managing the development of database projects. Supervisory experience required.

### **Senior Database Engineer - 2**

Manages the development of database projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on database management systems (DBMS) concepts. Provides daily supervision and direction to support staff.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

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Education Requirements:

BS/BA or MS in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

8 years experience. Demonstrated progressive experience with a high level of skill and experience in managing the development of database projects. Supervisory experience required.

### **Senior Documentation/Technical Writer – 1**

Provides technical writing and documentation pertaining to any aspect of automatic data processing. Responsible for documentation. Performs collection and analysis of technical literature available. Coordinates simple to medium projects involving one or more than one resource(s). Follows standards for documentation in accordance with project/contract requirements. May supervise others in the delivery of writing and documentation.

Education Requirements:

BS or BA in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

Minimum Experience:

6-years experience is required, of which at least 3 year must be specialized. Specialized experience required includes preparing technical documentation, which is to include research or application of applicable Government and industry documentation standards.

### **Senior Documentation/Technical Writer – 2**

Provides technical writing and documentation pertaining to any aspect of automatic data processing. Responsible for documentation. Performs collection and analysis of technical literature available. Coordinates simple to medium projects involving one or more than one resource(s). Follows standards for documentation in accordance with project/contract requirements. May supervise others in the delivery of writing and documentation.

Education Requirements:

BS or BA in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

Minimum Experience:

7-years experience is required, of which at least 3 years must be specialized. Specialized experience required includes preparing technical documentation, which is to include research or application of applicable Government and industry documentation standards.

### **Senior Documentation/Technical Writer – 3**

Provides technical writing and documentation pertaining to any aspect of automatic data processing. Responsible for documentation. Performs collection and analysis of technical literature available. Coordinates simple to medium projects involving one or more than one resource(s). Follows standards for documentation in accordance with project/contract requirements. May supervise others in the delivery of writing and documentation.

Education Requirements:

BS or BA in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

Minimum Experience:

8-years experience is required, of which at least 4 years must be specialized. Specialized experience required includes preparing technical documentation, which is to include research or application of applicable Government and industry documentation standards.

### **Senior Help Desk - 1**

Provide Help Desk Support to internal users. Responsibilities include first-level troubleshooting of hardware and software problems. Duties include;

- Assist users while maintaining service levels.
- Maintain tracking of issues and solutions.
- Coordinating purchases.
- Oversee service and maintenance due from outside vendors and consultant
- Troubleshooting and researching problems for users.
- Running reports, data processing and file transfers.
- Recording and maintaining inventory of hardware, software, and licensing.
- Reporting and follow-up on tracking statistics.
- Documentation and implementation of policies and procedures.
- Cross-train and provide Technical Support to customers as a backup.
- Interaction with all internal departments, consultants, and outside support staff and material vendors,

Supervision of junior Staff

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

6 years experience in Help Desk Support. Excellent organization, communications and customer relations skills. Excellent knowledge of PCs and multiple operating systems. Problem and supervisory solving skills required.

### **Senior Help Desk - 2**

Provide Help Desk Support to internal users. Responsibilities include first-level troubleshooting of hardware and software problems. Duties include;

- Assist users while maintaining service levels.
- Maintain tracking of issues and solutions.
- Coordinating purchases.
- Oversee service and maintenance due from outside vendors and consultant
- Troubleshooting and researching problems for users.
- Running reports, data processing and file transfers.
- Recording and maintaining inventory of hardware, software, and licensing.
- Reporting and follow-up on tracking statistics.
- Documentation and implementation of policies and procedures.
- Cross-train and provide Technical Support to customers as a backup.

- Interaction with all internal departments, consultants, and outside support staff and material vendors,
- Supervision of junior Staff

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

7 years experience in Help Desk Support. Excellent organization, communications and customer relations skills. Excellent knowledge of PCs and multiple operating systems. Problem and supervisory solving skills required.

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- Troubleshooting and researching problems for users.
- Running reports, data processing and file transfers.
- Recording and maintaining inventory of hardware, software, and licensing.
- Reporting and follow-up on tracking statistics.
- Documentation and implementation of policies and procedures.
- Cross-train and provide Technical Support to customers as a backup.
- Interaction with all internal departments, consultants, and outside support staff and material vendors,

Supervision of junior Staff

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

8 years experience in Help Desk Support. Excellent organization, communications and customer relations skills. Excellent knowledge of PCs and multiple operating systems. Problem and supervisory solving skills required.

### **Senior Program Manager - 1**

Operates within client guidance, contractual limitations, and company business and policy directives. The Program Director serves as focal point of contact with client for one or more program and/or project activities.

Responsibilities include; ensuring that all required resources including; work force, production standards, computer time, and facilities are available to facilitate successful program implementation. Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of contractual items. Confers with program and/or project manager to provide technical advice and to assist with problem resolution. Participates in contract negotiations. Proven expertise in the management and control of funds and resources, demonstrated capability in managing complex multi-task contracts

Education Requirements:

BA/BS in Computer Science, Engineering, Business or related field and/or equivalent experience

Minimum Experience:

8 years experience of which 6 years must be specialized. Specialized experience required includes complete engineering project development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas and including the use of different technologies. Program/Project financial administration and technical resource supervision experience is required.

## **Senior Program Manager - 2**

Operates within client guidance, contractual limitations, and company business and policy directives. The Program Director serves as focal point of contact with client for one or more program and/or project activities. Responsibilities include; ensuring that all required resources including; work force, production standards, computer time, and facilities are available to facilitate successful program implementation. The Program Manager is also responsible for the quality and timeliness of the delivery of the program or project. Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of contractual items. Confers with program and/or project manager to provide technical advice and to assist with problem resolution. Participates in contract negotiations. Proven expertise in the management and control of funds and resources, demonstrated capability in managing complex multi-task contracts

Education Requirements:

BA/BS or MS in Computer Science, Engineering, Business or related field and/or equivalent experience

Minimum Experience:

10 years experience of which 6 years must be specialized. Specialized experience required includes complete engineering project development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas and including the use of different technologies. Program/Project financial administration and technical resource supervision experience is required.

## **Senior Programmer/Analyst - 1**

Performs functional analysis, develops, modifies, and maintains assigned programs of moderate to difficult complexity; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a programming project, applying established programming techniques Tests and documents work, writes, and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

6 years experience. Demonstrated experience with three or more high order languages. Demonstrated experience with the elements of system development life cycle and system test procedures. Highly skilled with Internet, distributed applications, object oriented development, data warehousing, SQL, and transaction processing. Supervision experience required.

## **Senior Programmer/Analyst - 2**

Performs functional analysis, develops, modifies, and maintains assigned programs of moderate to difficult complexity; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a programming project, applying established programming techniques Tests and documents work, writes, and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

7 years experience. Demonstrated experience with three or more high order languages. Demonstrated experience with the elements of system development life cycle and system test procedures. Highly skilled with Internet, distributed applications, object oriented development, data warehousing, SQL, and transaction processing. Supervision experience required.

### **Senior Programmer/Analyst - 3**

Performs functional analysis, develops, modifies, and maintains assigned programs of moderate to difficult complexity; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a programming project, applying established programming techniques Tests and documents work, writes, and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

8 years experience. Demonstrated experience with three or more high order languages. Demonstrated experience with the elements of system development life cycle and system test procedures. Highly skilled with Internet, distributed applications, object oriented development, data warehousing, SQL, and transaction processing. Supervision experience required.

### **Senior Programmer - 1**

Provides leadership in the development, modification, and maintenance of assigned programs of moderate to difficult complexity; designs and implements modifications to the interrelation of files and records within programs in consultations with other staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding of own or others programs; and implements and/or maintains assigned portions of a programming project, applying established programming techniques Tests and documents work, writes, and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data. May provide daily supervision and direction to support staff.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

6 years experience. Demonstrated progressive experience with a moderate to high level of skill and experience with three or more high order languages Demonstrated progressive knowledge and experience in web software development, and with the elements of system development life cycle and system test procedures. Familiar with Internet, distributed applications, object oriented development, data warehousing, SQL, and transaction processing. Supervisory experience required

### **Senior Programmer - 2**

Provides leadership in the development, modification, and maintenance of assigned programs of moderate to difficult complexity; designs and implements modifications to the interrelation of files and records within programs in consultations with other staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding of own or others programs; and implements and/or maintains assigned portions of a programming project, applying established programming techniques Tests and documents work, writes, and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data. May provide daily supervision and direction to support staff.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

8 years experience. Demonstrated progressive experience with a moderate to high level of skill and experience with three or more high order languages Demonstrated progressive knowledge and experience in web software development, and with the elements of system development life cycle and system test procedures. Familiar with Internet, distributed applications, object oriented development, data warehousing, SQL, and transaction processing. Supervisory experience required.

### **Senior Programmer - 3**

Provides leadership in the development, modification, and maintenance of assigned programs of moderate to difficult complexity; designs and implements modifications to the interrelation of files and records within programs in consultations with other staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding of own or others programs; and implements and/or maintains assigned portions of a programming project, applying established programming techniques Tests and documents work, writes, and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data. May provide daily supervision and direction to support staff.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

8 years experience. Demonstrated progressive experience with a moderate to high level of skill and experience with three or more high order languages Demonstrated progressive knowledge and experience in web software development, and with the elements of system development life cycle and system test procedures. Familiar with Internet, distributed applications, object oriented development, data warehousing, SQL, and transaction processing. Supervisory experience required

### **Senior Security Engineer - 1**

Provides customer support in solving all phases of complex information assurance-related technical problems. Reviews and recommends information assurance and security solutions to customer problems based on an understanding of products/systems test results.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

6 years of experience in the design and development of SECURE command/control/communications and intelligence (C31) and/or SECURE command/control/communications/computer and intelligence (C41) systems or experience in providing information system security support for such systems. General experience includes information system requirements analysis, system design, implementation, and testing. Industry standard certifications required.

### **Senior Security Engineer - 2**

Provides customer support in solving all phases of complex information assurance-related technical problems. Reviews and recommends information assurance and security solutions to customer problems based on an understanding of products/systems test results.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

7 years of experience in the design and development of SECURE command/control/communications

and intelligence (C31) and/or SECURE command/control/communications/computer and intelligence (C41) systems or experience in providing information system security support for such systems. General experience includes information system requirements analysis, system design, implementation, and testing. Industry standard certifications required.

### **Senior Security Engineer - 3**

Provides customer support in solving all phases of complex information assurance-related technical problems. Reviews and recommends information assurance and security solutions to customer problems based on an understanding of products/systems test results.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

8 years of experience in the design and development of SECURE command/control/communications and intelligence (C31) and/or SECURE command/control/communications/computer and intelligence (C41) systems or experience in providing information system security support for such systems. General experience includes information system requirements analysis, system design, implementation, and testing. Industry standard certifications required.

### **Senior Software Analyst - 1**

Independently or as part of team performs analysis, design, and development of complex computer systems software that may require difficult research and analysis. Individually or as part of team, evaluates and determines user needs with the maintenance of single-product modules and sub-systems. Designs and develops intermediate to complex utility programs and operating systems adjuncts such as executive programs.

Education Requirements:

BS/BA or MS in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

6 years experience, of which at least 3 or more years must be specialized. Specialized experience required includes supervision, use of structured analysis, design methodologies, and design tools.

### **Senior Software Analyst - 2**

Independently or as part of team performs analysis, design, and development of complex computer systems software that may require difficult research and analysis. Individually or as part of team, evaluates and determines user needs with the maintenance of single-product modules and sub-systems. Designs and develops intermediate to complex utility programs and operating systems adjuncts such as executive programs.

Education Requirements:

BS/BA or MS in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

7 years experience, of which at least 4 or more years must be specialized. Specialized experience required includes supervision, use of structured analysis, design methodologies, and design tools.

### **Senior Software Analyst - 3**

Independently or as part of team performs analysis, design, and development of complex computer systems software that may require difficult research and analysis. Individually or as part of team, evaluates and determines user needs with the maintenance of single-product modules and sub-systems. Designs and develops intermediate to complex utility programs and operating systems adjuncts such as executive programs.

Education Requirements:

BS/BA or MS in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

8 years experience, of which at least 4 or more years must be specialized. Specialized experience required includes supervision, use of structured analysis, design methodologies, and design tools.

### **Senior Subject Matter Expert - 1**

Expert level knowledge of client needs for special project. The Subject Matter Expert must possess certifications and/or expertise in a specific technical discipline. Develops specifications for moderately complex software programming applications and modifies/maintains the existing software in the implementation of business-information systems. Develops, analyzes, modifies, and maintains applications that may be customized or standardized.

Education Requirements:

BS in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

Minimum Experience:

6 years of Information Technology experience, specializing developing requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to complex systems). Assists with the preparation of recommendations for system improvements, optimization, development, and/or maintenance in the information systems architecture; networking; risk management/electronic analysis; software; software development methodologies; and modeling and simulation. Strong problem identification, analysis, and people skills.

### **Senior Subject Matter Expert - 2**

Expert level knowledge of client needs for special project. The Subject Matter Expert must possess certifications and/or expertise in a specific technical discipline. Develops specifications for moderately complex software programming applications and modifies/maintains the existing software in the implementation of business-information systems. Develops, analyzes, modifies, and maintains applications that may be customized or standardized.

Education Requirements:

BS/MS in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

Minimum Experience:

7 years of Information Technology experience, specializing developing requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to complex systems). Assists with the preparation of recommendations for system improvements, optimization, development, and/or maintenance in the information systems architecture; networking; risk management/electronic analysis; software; software development methodologies; and modeling and simulation. Strong problem identification, analysis, and people skills.

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Education Requirements:

BS/MS in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

Minimum Experience:

8 years of Information Technology experience, specializing developing requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to complex systems). Assists with the preparation of recommendations for system improvements, optimization, development, and/or maintenance in the information systems architecture; networking; risk management/electronic analysis; software; software development methodologies; and modeling and simulation. Strong problem identification, analysis, and people skills.

### **Senior System Administrator - 1**

Responsible for the installation, documentation, and maintenance of company-wide host client/servers. Create and maintain user accounts for all company servers. Monitor system performance and perform load balancing. Makes authorized changes to system software, which correct inconsistencies and malfunctions as necessary. Document all software/hardware changes/updates according to standards/procedures. May supervise or coordinate work of other Systems Administrators.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

6 years experience in the IT area plus a background with relevant experience and a substantial knowledge of networking concepts and components, telecommunications and network analysis and design. Current experience in the IT field and the ability to coordinate hardware and software compatibility solutions is also required. Supervisory experience is preferred.

### **Senior System Administrator - 2**

Responsible for the installation, documentation, and maintenance of company-wide host client/servers. Create and maintain user accounts for all company servers. Monitor system performance and perform load balancing. Makes authorized changes to system software, which correct inconsistencies and malfunctions as necessary. Document all software/hardware changes/updates according to standards/procedures. Will supervise or coordinate work of other Systems Administrators.

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BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

8 years experience in the IT area plus a background with relevant experience and a substantial knowledge of networking concepts and components, telecommunications and network analysis and

design. Current experience in the IT field and the ability to coordinate hardware and software compatibility solutions is also required. Supervisory experience is required.

### **Senior Systems Engineer – 1**

Performs analysis, design, and development of intermediate to complex computer systems software. Performs analysis of system modifications, user interfaces, computer usage, performance and downtime. Works as team member with programmers to ensure system specifications are met. Analyzes commercial off the shelf software (COTS) and system upgrades.

Development of complex computer systems software, which may require difficult research and analysis.

**Education Requirements:**

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

**Minimum Experience:**

6 years experience, of which at least 2 or more years must be specialized. Specialized experience required includes: supervision of system architects or engineers, use of structured analysis, design methodologies, and design tools.

### **Senior Systems Engineer – 2**

Performs analysis, design, and development of intermediate to complex computer systems software. Performs analysis of system modifications, user interfaces, computer usage, performance and downtime. Works as team member with programmers to ensure system specifications are met. Analyzes commercial off the shelf software (COTS) and system upgrades.

Development of complex computer systems software, which may require difficult research and analysis.

**Education Requirements:**

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Development of complex computer systems software, which may require difficult research and analysis.

**Education Requirements:**

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

**Minimum Experience:**

8 years experience, of which at least 4 or more years must be specialized. Specialized experience required includes: supervision of system architects or engineers, use of structured analysis, design methodologies, and design tools.

### **Senior Technical Manager – 1**

Responsible for providing the senior technical interface and leadership to customer and project teams on one or more medium to large scale and complexity projects. Works with one or more project managers to help identify, acquire, and utilizes company resources to achieve project technical objectives. Assists project managers in the

development and update of project plans either manually or using MS Project. The Technical Manager 1 acts as the senior technical lead, chief system architect, and senior technical resource for assigned projects.

**Education Requirements:**

BS / BA or MS in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

**Minimum Experience:**

6 years experience is required, of which 3 or more years must be specialized. Specialized experience required includes complete application engineering and project development from inception to deployment; proven expertise in all phases of system life cycle. Has strong programming and related technical experience in the design, development, and implementation of medium to large scale and complexity projects. General experience required includes increasing responsibilities in information systems design and management as well as supervision.

## **Senior Technical Manager – 2**

Responsible for providing the senior technical interface and leadership to customer and project teams on one or more medium to large scale and complexity projects. Works with one or more project managers to help identify, acquire, and utilizes company resources to achieve project technical objectives. Assists project managers in the development and update of project plans either manually or using MS Project. The Technical Manager 1 acts as the senior technical lead, chief system architect, and senior technical resource for assigned projects.

**Education Requirements:**

BS / BA or MS in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

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## **Senior Technical Manager – 3**

Responsible for providing the senior technical interface and leadership to customer and project teams on one or more medium to large scale and complexity projects. Works with one or more project managers to help identify, acquire, and utilizes company resources to achieve project technical objectives. Assists project managers in the development and update of project plans either manually or using MS Project. The Technical Manager 1 acts as the senior technical lead, chief system architect, and senior technical resource for assigned projects.

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## **Senior Testing/Quality Assurance Specialist - 1**

Responsible for development of project Software Testing and Quality Assurance Plan and the implementation of test procedures that conforms to the requirements of the contract. Ensures adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements Coordinates with

the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations.

Education Requirements:

BA/BS in Computer Science, Business, Engineering, or related field and/or equivalent experience.

Minimum Experience:

6 years experience with increasing complexity in the planning, organization, and control of Software Testing and Quality Procedures for medium to large size/complex software development projects and experience in developing software and associated documents. Has experience with current and emerging technologies.

## **Senior Testing/Quality Assurance Specialist - 2**

Responsible for development of project Software Testing and Quality Assurance Plan and the implementation of test procedures that conforms to the requirements of the contract. Ensures adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations.

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Minimum Experience:

8 years experience with increasing complexity in the planning, organization, and control of Software Testing and Quality Procedures for medium to large size/complex software development projects and experience in developing software and associated documents. Has experience with current and emerging technologies.

## **Senior Training Specialist - 1**

Provide high quality and timely PC skills training, in order to assist the company in achieving its objectives through the optimal utilization of both human and technological resources. Manage effective internal and external partnerships to ensure delivery of objectives. Comply with all legislative / statutory obligations and company policies. May supervise others in the delivery of writing and documentation.

Education Requirements:

BA/BS degree in technical discipline or equivalent experience.

Minimum Experience:

6 years experience and qualifications in training and/or education preferable but not essential. Extensive experience in the design and development of a training curriculum desired. Extensive PC skills in MS Office and other business applications. Excellent oral and written communication skills needed. Organizational, class management, and administrative skills are preferred. Customer service focus highly desired. Ability to manage multiple tasks is necessary.

## Senior Training Specialist - 2

Provide high quality and timely PC skills training, in order to assist the company in achieving its objectives through the optimal utilization of both human and technological resources. Manage effective internal and external partnerships to ensure delivery of objectives. Comply with all legislative / statutory obligations and company policies. May supervise others in the delivery of writing and documentation.

Education Requirements:

BA/BS degree in technical discipline or equivalent experience.

Minimum Experience:

7 years experience and qualifications in training and/or education preferable but not essential.

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Extensive experience in the design and development of a training curriculum desired. Extensive PC skills in MS Office and other business applications. Excellent oral and written communication skills needed. Organizational, class management, and administrative skills are preferred. Customer service focus highly desired. Ability to manage multiple tasks is necessary.

## Software Analyst - 1

Works as part of team performs analysis, design, and development of simple to intermediate computer systems software that may require research and analysis. Individually or as part of team, assists in evaluation and determination of user needs with the maintenance of single-product modules and sub-systems. Assists in the designs and development of simple utility programs and operating systems adjuncts such as executive programs.

Education Requirements:

Some college or a High school diploma or GED

Minimum Experience:

1 year experience, of which some experience, is specialized. Specialized experience required includes use of structured analysis, design methodologies, and design tools.

## Software Analyst - 2

Works as part of team performs analysis, design, and development of simple to intermediate computer systems software that may require research and analysis. Individually or as part of team, assists in evaluation and determination of user needs with the maintenance of single-product modules and sub-systems. Assists in the designs and development of simple utility programs and operating systems adjuncts such as executive programs.

Education Requirements:

BS/BA or MS in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

2 years experience, of which some experience, is specialized. Specialized experience required includes use of structured analysis, design methodologies, and design tools.

### **Software Analyst - 3**

Works as part of team performs analysis, design, and development of simple to intermediate computer systems software that may require research and analysis. Individually or as part of team, assists in evaluation and determination of user needs with the maintenance of single-product modules and sub-systems. Assists in the designs and development of simple utility programs and operating systems adjuncts such as executive programs.

Education Requirements:

BS/BA or MS in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

3 years experience, of which at least 1 or more years must be specialized. Specialized experience required includes use of structured analysis, design methodologies, and design tools.

### **Software Analyst - 4**

Works as part of team performs analysis, design, and development of intermediate computer systems software that may require difficult research and analysis. Individually or as part of team, evaluates and determines user needs with the maintenance of single-product modules and sub-systems. Designs and develops intermediate utility programs and operating systems adjuncts such as executive programs.

Education Requirements:

BS/BA or MS in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

4 years experience, of which at least 4 or more years must be specialized. Specialized experience required includes use of structured analysis, design methodologies, and design tools.

### **Software Analyst - 5**

Independently or as part of team performs analysis, design, and development of intermediate to complex computer systems software that may require difficult research and analysis. Individually or as part of team, evaluates and determines user needs with the maintenance of single-product modules and sub-systems. Designs and develops intermediate to complex utility programs and operating systems adjuncts such as executive programs.

Education Requirements:

BS/BA or MS in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

5 years experience, of which at least 2 or more years must be specialized. Specialized experience required includes supervision, use of structured analysis, design methodologies, and design tools.

### **Subject Matter Expert - 1**

Knowledge of client needs for special project. The Subject Matter Expert must have some expertise in a specific technical discipline. Develops specifications for simple software programming applications and modifies/maintains the existing software in the implementation of business-information systems. Develops, analyzes, modifies, and maintains applications that may be customized or standardized.

Education Requirements:

BS/MS in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

Minimum Experience:

1 year of Information Technology experience, specializing developing requirements from a project's

inception to its conclusion for a particular IT subject matter area (i.e., simple systems). Assists with the preparation of recommendations for system improvements, optimization, development, and/or maintenance in the information systems architecture; networking; risk management/electronic analysis; software; software development methodologies; and modeling and simulation.

## **Subject Matter Expert - 2**

Knowledge of client needs for special project. The Subject Matter Expert must have some expertise in a specific technical discipline. Develops specifications for moderately complex software programming applications and modifies/maintains the existing software in the implementation of business-information systems. Develops, analyzes, modifies, and maintains applications that may be customized or standardized.

**Education Requirements:**

BS in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

**Minimum Experience:**

2 years of Information Technology experience, specializing developing requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple systems). Assists with the preparation of recommendations for system improvements, optimization, development, and/or maintenance in the information systems architecture; networking; risk management/electronic analysis; software; software development methodologies; and modeling and simulation.

## **Subject Matter Expert - 3**

Working level of knowledge of client needs for special project. The Subject Matter Expert may possess certifications and/or expertise in a specific technical discipline. Develops specifications for moderately complex software programming applications and modifies/maintains the existing software in the implementation of business-information systems. Develops, analyzes, modifies, and maintains applications that may be customized or standardized.

**Education Requirements:**

BS in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

**Minimum Experience:**

3 years of Information Technology experience, specializing developing requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to moderately complex systems). Assists with the preparation of recommendations for system improvements, optimization, development, and/or maintenance in the information systems architecture; networking; risk management/electronic analysis; software; software development methodologies; and modeling and simulation. Good problem identification, analysis, and people skills.

## **Subject Matter Expert - 4**

High level of knowledge of client needs for special project. The Subject Matter Expert may possess certifications and/or expertise in a specific technical discipline. Develops specifications for moderately complex software programming applications and modifies/maintains the existing software in the implementation of business-information systems. Develops, analyzes, modifies, and maintains applications that may be customized or standardized.

**Education Requirements:**

BS in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

**Minimum Experience:**

4 years of Information Technology experience, specializing developing requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to moderately complex systems). Assists with the preparation of recommendations for system improvements, optimization, development, and/or maintenance in the information systems architecture; networking; risk

management/electronic analysis; software; software development methodologies; and modeling and simulation. Good problem identification, analysis, and people skills.

### **Subject Matter Expert - 5**

High level of knowledge of client needs for special project. The Subject Matter Expert must possess certifications and/or expertise in a specific technical discipline. Develops specifications for moderately complex software programming applications and modifies/maintains the existing software in the implementation of business-information systems. Develops, analyzes, modifies, and maintains applications that may be customized or standardized.

**Education Requirements:**

BS in Information Systems, Engineering, Business, English, Literature, Computer Science, or other related field or equivalent experience.

**Minimum Experience:**

5 years of Information Technology experience, specializing developing requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to complex systems). Assists with the preparation of recommendations for system improvements, optimization, development, and/or maintenance in the information systems architecture; networking; risk management/electronic analysis; software; software development methodologies; and modeling and simulation. Strong problem identification, analysis, and people skills.

### **System Administrator - 1**

Assist in the Installation, documentation, and maintenance of company-wide host client/servers. Create and maintain user accounts for all company servers. Monitor system performance and perform load balancing. Makes authorized changes to system software, which correct inconsistencies and malfunctions as necessary. Document all software/hardware changes/updates according to standards/procedures.

**Education Requirements:**

Two years of college or a High school diploma or GED and equivalent experience.

**Minimum Experience:**

1 year experience in the IT area and a background and working knowledge of networking concepts and components, telecommunications and network analysis and design. Current experience in the IT field and the ability to coordinate hardware and software compatibility solutions is also required.

### **System Administrator - 2**

Assist in the Installation, documentation, and maintenance of company-wide host client/servers. Create and maintain user accounts for all company servers. Monitor system performance and perform load balancing. Makes authorized changes to system software, which correct inconsistencies and malfunctions as necessary. Document all software/hardware changes/updates according to standards/procedures.

**Education Requirements:**

Two years of college or a High school diploma or GED and equivalent experience.

**Minimum Experience:**

2 years experience in the IT area plus a background with some experience and a working knowledge of networking concepts and components, telecommunications and network analysis and design. Current experience in the IT field and the ability to coordinate hardware and software compatibility solutions is also required.

### **System Administrator - 3**

Responsible for the installation, documentation, and maintenance of company-wide host client/servers. Create and maintain user accounts for all company servers. Monitor system performance and perform load balancing. Makes authorized changes to system software, which correct inconsistencies and malfunctions as necessary. Document all software/hardware changes/updates according to standards/procedures.

Education Requirements:

Two years of college or a High school diploma or GED and equivalent experience.

Minimum Experience:

3 years experience in the IT area plus a background with relevant experience and a working knowledge of networking concepts and components, telecommunications and network analysis and design. Current experience in the IT field and the ability to coordinate hardware and software compatibility solutions is also required.

## **System Administrator - 4**

Responsible for the installation, documentation, and maintenance of company-wide host client/servers. Create and maintain user accounts for all company servers. Monitor system performance and perform load balancing. Makes authorized changes to system software, which correct inconsistencies and malfunctions as necessary. Document all software/hardware changes/updates according to standards/procedures.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

4 years experience in the IT area plus a background with relevant experience and a good knowledge of networking concepts and components, telecommunications and network analysis and design. Current experience in the IT field and the ability to coordinate hardware and software compatibility solutions is also required.

## **System Administrator - 5**

Responsible for the installation, documentation, and maintenance of company-wide host client/servers. Create and maintain user accounts for all company servers. Monitor system performance and perform load balancing. Makes authorized changes to system software, which correct inconsistencies and malfunctions as necessary. Document all software/hardware changes/updates according to standards/procedures. May supervise or coordinate work of other Systems Administrators.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

5 years experience in the IT area plus a background with relevant experience and a substantial knowledge of networking concepts and components, telecommunications and network analysis and design. Current experience in the IT field and the ability to coordinate hardware and software compatibility solutions is also required. Supervisory experience is preferred.

## **Systems Engineer - 1**

Independently performs analysis, design, and development of simple to intermediate computer systems software that may require some research and analysis. The Systems Engineer works as a member of a team to perform analysis, design, and development of complex computer systems software that may require difficult research and analysis. Individually or as part of team, evaluates and determines user needs with the maintenance of single-product modules and sub-systems. Designs and develops simple to intermediate utility programs and operating systems adjuncts such as executive programs.

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

1 year experience with some experience in the use of structured analysis, design methodologies, and design tools.

## **Systems Engineer - 2**

Independently performs analysis, design, and development of simple to intermediate computer systems software that may require some research and analysis. The Systems Engineer works as a member of a team to perform analysis, design, and development of complex computer systems software that may require difficult research and analysis. Individually or as part of team, evaluates and determines user needs with the maintenance of single-product modules and sub-systems. Designs and develops simple to intermediate utility programs and operating systems adjuncts such as executive programs.

**Education Requirements:**

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

**Minimum Experience:**

2 years experience, of which at least 1 year must be specialized. Specialized experience required includes, use of structured analysis, design methodologies, and design tools.

## **Systems Engineer - 3**

Independently performs analysis, design, and development of simple to intermediate computer systems software that may require some research and analysis. The Systems Engineer works as a member of a team to perform analysis, design, and development of complex computer systems software that may require difficult research and analysis. Individually or as part of team, evaluates and determines user needs with the maintenance of single-product modules and sub-systems. Designs and develops simple to intermediate utility programs and operating systems adjuncts such as executive programs.

**Education Requirements:**

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

**Minimum Experience:**

3 years experience, of which at least 1 or more years must be specialized. Specialized experience required includes, use of structured analysis, design methodologies, and design tools.

## **Systems Engineer – 4**

Performs analysis, design, and development of simple to intermediate computer systems software. Performs analysis of system modifications, user interfaces, computer usage, performance and downtime. Works as team member with programmers to ensure system specifications are met. Analyzes commercial off the shelf software (COTS) and system upgrades.

Development of complex computer systems software, which may require difficult research and analysis.

**Education Requirements:**

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

**Minimum Experience:**

4 years experience, of which at least 2 or more years must be specialized. Specialized experience required includes: supervision of system architects or engineers, use of structured analysis, design methodologies, and design tools.

## **Systems Engineer – 5**

Performs analysis, design, and development of intermediate computer systems software. Performs analysis of system modifications, user interfaces, computer usage, performance and downtime. Works as team member with programmers to ensure system specifications are met. Analyzes commercial off the shelf software (COTS) and system upgrades.

**Development of complex computer systems software, which may require difficult research and analysis.**

Education Requirements:

BS/BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

5 years experience, of which at least 2 or more years must be specialized. Specialized experience required includes: supervision of system architects or engineers, use of structured analysis, design methodologies, and design tools.

### **Technical Manager - 1**

Provides the technical interface and leadership to customer and project teams on small scale and complexity projects. Works with one or more project managers to help identify, acquire, and utilizes company resources to achieve project technical objectives. Assists project managers in the development and update of project plans either manually or using MS Project. Acts as the technical lead, system architect, and/or technical resource for assigned projects.

Education Requirements:

BS or BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

1 year experience in application engineering and project development from inception to deployment; proven expertise in all phases of system life cycle. Has strong programming and related technical experience in the design, development, and implementation of small to medium scale and complexity projects. General experience required includes increasing responsibilities in information systems design and management. Some supervisory experience is required.

### **Technical Manager - 2**

Provides the technical interface and leadership to customer and project teams on small scale and complexity projects. Works with one or more project managers to help identify, acquire, and utilizes company resources to achieve project technical objectives. Assists project managers in the development and update of project plans either manually or using MS Project. Acts as the technical lead, system architect, and/or technical resource for assigned projects.

Education Requirements:

BS or BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

2 years experience is required with some specialization. Specialized experience should include complete application engineering and project development from inception to deployment; proven expertise in all phases of system life cycle. Has strong programming and related technical experience in the design, development, and implementation of small to medium scale and complexity projects. General experience required includes increasing responsibilities in information systems design and management. Some supervisory experience is required.

### **Technical Manager - 3**

Provides the technical interface and leadership to customer and project teams on small to medium scale and complexity projects. Works with one or more project managers to help identify, acquire, and utilizes company resources to achieve project technical objectives. Assists project managers in the development and update of project plans either manually or using MS Project. Acts as the technical lead, system architect, and/or technical resource for assigned projects.

Education Requirements:

BS or BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

3 years experience is required with some specialization. Specialized experience should include complete application engineering and project development from inception to deployment; proven expertise in all phases of system life cycle. Has strong programming and related technical experience in the design, development, and implementation of small to medium scale and complexity projects. General experience required includes increasing responsibilities in information systems design and management. Some supervisory experience is required.

### **Technical Manager - 4**

Provides the technical interface and leadership to customer and project teams on small to medium scale and complexity projects. Works with one or more project managers to help identify, acquire, and utilizes company resources to achieve project technical objectives. Assists project managers in the development and update of project plans either manually or using MS Project. Acts as the technical lead, system architect, and/or technical resource for assigned projects.

Education Requirements:

BS or BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

4 years experience is required, of which 2 years must be specialized. Specialized experience required includes complete application engineering and project development from inception to deployment; proven expertise in all phases of system life cycle. Has strong programming and related technical experience in the design, development, and implementation of small to medium scale and complexity projects. General experience required includes increasing responsibilities in information systems design and management. Some supervisory experience is required.

### **Technical Manager - 5**

Provides the technical interface and leadership to customer and project teams on medium to large scale and complexity projects. Works with one or more project managers to help identify, acquire, and utilizes company resources to achieve project technical objectives. Assists project managers in the development and update of project plans either manually or using MS Project. Acts as the technical lead, system architect, and/or technical resource for assigned projects.

Education Requirements:

BS or BA in Information Systems, Engineering, Business, or other related scientific or technical discipline or equivalent experience.

Minimum Experience:

5 years experience is required, of which 3 years must be specialized. Specialized experience required includes complete application engineering and project development from inception to deployment; proven expertise in all phases of system life cycle. Has strong programming and related technical experience in the design, development, and implementation of small to medium scale and complexity projects. General experience required includes increasing responsibilities in information systems design and management. Some supervisory experience is required.

### **Testing/Quality Assurance Specialist - 1**

Assists in the development of project Software Testing and Quality Assurance Plan and the implementation of test procedures that conforms to the requirements of the contract. Ensures adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations.

Education Requirements:

BA/BS in Computer Science, Business, Engineering, or related field and/or equivalent experience.

Minimum Experience:

1 year experience assisting in planning, organization, and control of Software Testing and Quality Procedures for small size/complex software development projects.

## **Testing/Quality Assurance Specialist - 2**

Assists in the development of project Software Testing and Quality Assurance Plan and the implementation of test procedures that conforms to the requirements of the contract. Ensures adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations.

Education Requirements:

BA/BS in Computer Science, Business, Engineering, or related field and/or equivalent experience.

Minimum Experience:

3 years experience in the planning, organization, and control of Software Testing and Quality Procedures for small to medium size/complex software development projects and experience in developing software and associated documents. Has experience with current and emerging technologies.

## **Testing/Quality Assurance Specialist - 3**

Develops project Software Testing and Quality Assurance Plan and the implementation of test procedures that conforms to the requirements of the contract. Ensures adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations.

Education Requirements:

BA/BS in Computer Science, Business, Engineering, or related field and/or equivalent experience.

Minimum Experience:

3 years experience in the planning, organization, and control of Software Testing and Quality Procedures for small to medium size/complex software development projects and experience in developing software and associated documents. Has experience with current and emerging technologies.

## **Testing/Quality Assurance Specialist - 4**

Responsible for development of project Software Testing and Quality Assurance Plan and the implementation of test procedures that conforms to the requirements of the contract. Ensures adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations.

Education Requirements:

BA/BS in Computer Science, Business, Engineering, or related field and/or equivalent experience.

Minimum Experience:

4 years experience with increasing complexity in the planning, organization, and control of Software Testing and Quality Procedures for small to medium size/complex software development projects and experience in developing software and associated documents. Has experience with current and emerging technologies.

## **Testing/Quality Assurance Specialist - 5**

Responsible for development of project Software Testing and Quality Assurance Plan and the implementation of test procedures that conforms to the requirements of the contract. Ensures adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements Coordinates with

the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations.

Education Requirements:

BA/BS in Computer Science, Business, Engineering, or related field and/or equivalent experience.

Minimum Experience:

5 years experience with increasing complexity in the planning, organization, and control of Software Testing and Quality Procedures for medium to large size/complex software development projects and experience in developing software and associated documents. Has experience with current and emerging technologies.

### **Training Specialist - 1**

Assists in providing quality and timely PC skills training, in order to assist the company in achieving its objectives through the optimal utilization of both human and technological resources.

Education Requirements:

Some college or a High school diploma or GED

Minimum Experience:

1 year experience and qualifications in training and/or education preferable but not essential. Experience in the design and development of a training curriculum desired. PC skills in MS Office and other business applications. Good oral and written communication skills needed.

### **Training Specialist - 2**

Assists in providing quality and timely PC skills training, in order to assist the company in achieving its objectives through the optimal utilization of both human and technological resources.

Education Requirements:

Some college or a High school diploma or GED

Minimum Experience:

2 years experience and qualifications in training and/or education preferable but not essential. Experience in the design and development of a training curriculum desired. PC skills in MS Office and other business applications. Good oral and written communication skills needed.

### **Training Specialist - 3**

Provide high quality and timely PC skills training, in order to assist the company in achieving its objectives through the optimal utilization of both human and technological resources. Manage effective internal and external partnerships to ensure delivery of objectives. Comply with all legislative / statutory obligations and company policies.

Education Requirements:

BA/BS degree in technical discipline or equivalent experience.

Minimum Experience:

5 years experience and qualifications in training and/or education preferable but not essential. Experience in the design and development of a training curriculum desired. Extensive PC skills in MS Office and other business applications. Excellent oral and written communication skills needed. Organizational, class management, and administrative skills are preferred. Customer service focus highly desired. Ability to manage multiple tasks is necessary.

### **Training Specialist - 4**

Provide high quality and timely PC skills training, in order to assist the company in achieving its objectives through the optimal utilization of both human and technological resources. Manage effective internal and external partnerships to ensure delivery of objectives. Comply with all legislative / statutory obligations and company policies. May supervise others in the delivery of writing and documentation.

Education Requirements:

BA/BS degree in technical discipline or equivalent experience.

Minimum Experience:

4 years experience and qualifications in training and/or education preferable but not essential. High level experience in the design and development of a training curriculum desired. Extensive PC skills in MS Office and other business applications. Excellent oral and written communication skills needed. Organizational, class management, and administrative skills are preferred. Customer service focus highly desired. Ability to manage multiple tasks is necessary.

### **Training Specialist - 5**

Provide high quality and timely PC skills training, in order to assist the company in achieving its objectives through the optimal utilization of both human and technological resources. Manage effective internal and external partnerships to ensure delivery of objectives. Comply with all legislative / statutory obligations and company policies. May supervise others in the delivery of writing and documentation.

Education Requirements:

BA/BS degree in technical discipline or equivalent experience.

Minimum Experience:

5 years experience and qualifications in training and/or education preferable but not essential. High level experience in the design and development of a training curriculum desired. Extensive PC skills in MS Office and other business applications. Excellent oral and written communication skills needed. Organizational, class management, and administrative skills are preferred. Customer service focus highly desired. Ability to manage multiple tasks is necessary.

## Experience & Education Equivalents

<i>Level</i>	<i>Education &amp; Experience Levels</i>			<i>Equivalent Education and Experience</i>	
	<i>Education</i>	<i>and</i>	<i>Experience</i>	<i>Acquired Degree</i>	<i>Minimum Experience</i>
I	High School diploma or GED certification	and	1 year	Less than High School/GED	2 years
II	Associate's Degree or higher	and	2 years	High School/GED	4 years
III	Bachelor's Degree or higher	and	5 years	High School/GED	9 years
				Associate	7 years
				Master	3 years
				Doctorate	1 year
IV	Master's Degree or higher	and	6 years	High School/GED	12 years
				Associate	10 years
				Bachelor	8 years
				Doctorate	4 years

NetStar Systems, Inc. GSA Pricing

September 5, 2006 – September 4, 2007

<i>Position Title</i>	<i>9/5/2006 - 9/4/2007</i>			
	<i>Unsecured</i>		<i>Secured</i>	
	<i>Client Site</i>	<i>NetStar Site</i>	<i>Client Site</i>	<i>NetStar Site</i>
Administration Support Specialist - 1	\$33.73	\$35.42	\$34.91	\$36.66
Administration Support Specialist - 2	\$36.05	\$37.85	\$37.31	\$39.18
Administration Support Specialist - 3	\$38.38	\$40.30	\$39.72	\$41.71
Administration Support Specialist - 4	\$45.35	\$47.62	\$46.94	\$49.29
Administration Support Specialist - 5	\$52.33	\$54.95	\$54.16	\$56.87
Business Process Reengineering Specialist - 1	\$91.36	\$95.93	\$94.56	\$99.29
Business Process Reengineering Specialist - 2	\$98.34	\$103.26	\$101.78	\$106.87
Business Process Reengineering Specialist - 3	\$106.53	\$111.86	\$110.26	\$115.77
Business Process Reengineering Specialist - 4	\$117.04	\$122.89	\$121.14	\$127.20
Business Process Reengineering Specialist - 5	\$124.02	\$130.22	\$128.36	\$134.78
Corporate Security Officer/Manager - 1	\$61.12	\$64.18	\$63.26	\$66.42
Corporate Security Specialist - 1	\$36.05	\$37.85	\$37.31	\$39.18
Corporate Security Specialist - 2	\$45.35	\$47.62	\$46.94	\$49.29
Corporate Security Specialist - 3	\$50.01	\$52.51	\$51.76	\$54.35
Database Administrator - 1	\$61.12	\$64.18	\$63.26	\$66.42
Database Administrator - 2	\$73.27	\$76.93	\$75.83	\$79.62
Database Administrator - 3	\$80.24	\$84.25	\$83.05	\$87.20
Database Administrator - 4	\$91.36	\$95.93	\$94.56	\$99.29
Database Administrator - 5	\$98.34	\$103.26	\$101.78	\$106.87
Database Engineer - 1	\$61.12	\$64.18	\$63.26	\$66.42
Database Engineer - 2	\$73.27	\$76.93	\$75.83	\$79.62
Database Engineer - 3	\$80.24	\$84.25	\$83.05	\$87.20
Database Engineer - 4	\$91.36	\$95.93	\$94.56	\$99.29
Database Engineer - 5	\$98.34	\$103.26	\$101.78	\$106.87
Documentation/Technical Writer - 1	\$33.73	\$35.42	\$34.91	\$36.66
Documentation/Technical Writer - 2	\$36.05	\$37.85	\$37.31	\$39.18
Documentation/Technical Writer - 3	\$38.38	\$40.30	\$39.72	\$41.71
Documentation/Technical Writer - 4	\$45.35	\$47.62	\$46.94	\$49.29
Documentation/Technical Writer - 5	\$52.33	\$54.95	\$54.16	\$56.87
Help Desk - 1	\$33.73	\$35.42	\$34.91	\$36.66
Help Desk - 2	\$36.05	\$37.85	\$37.31	\$39.18
Help Desk - 3	\$38.38	\$40.30	\$39.72	\$41.71
Help Desk - 4	\$45.35	\$47.62	\$46.94	\$49.29
Help Desk - 5	\$52.33	\$54.95	\$54.16	\$56.87
Program Director	\$154.25	\$161.96	\$159.65	\$167.63
Program Manager - 1	\$104.20	\$109.41	\$107.85	\$113.24
Program Manager - 2	\$112.39	\$118.01	\$116.32	\$122.14
Program Manager - 3	\$130.99	\$137.54	\$135.57	\$142.35

Position Title	9/5/2006 - 9/4/2007			
	Unsecured		Secured	
	Client Site	NetStar Site	Client Site	NetStar Site
Programmer - 1	\$47.68	\$50.06	\$49.35	\$51.82
Programmer - 2	\$61.12	\$64.18	\$63.26	\$66.42
Programmer - 3	\$73.27	\$76.93	\$75.83	\$79.62
Programmer - 4	\$80.24	\$84.25	\$83.05	\$87.20
Programmer - 5	\$91.36	\$95.93	\$94.56	\$99.29
Programmer/Analyst - 1	\$61.12	\$64.18	\$63.26	\$66.42
Programmer/Analyst - 2	\$73.27	\$76.93	\$75.83	\$79.62
Programmer/Analyst - 3	\$80.24	\$84.25	\$83.05	\$87.20
Programmer/Analyst - 4	\$91.36	\$95.93	\$94.56	\$99.29
Programmer/Analyst - 5	\$98.34	\$103.26	\$101.78	\$106.87
Security Engineer - 1	\$61.12	\$64.18	\$63.26	\$66.42
Security Engineer - 2	\$73.27	\$76.93	\$75.83	\$79.62
Security Engineer - 3	\$80.24	\$84.25	\$83.05	\$87.20
Security Engineer - 4	\$91.36	\$95.93	\$94.56	\$99.29
Security Engineer - 5	\$98.34	\$103.26	\$101.78	\$106.87
Senior Administration Support Specialist - 1	\$61.12	\$64.18	\$63.26	\$66.42
Senior Administration Support Specialist - 2	\$73.27	\$76.93	\$75.83	\$79.62
Senior Administration Support Specialist - 3	\$91.36	\$95.93	\$94.56	\$99.29
Senior Business Process Reengineering Specialist - 1	\$130.99	\$137.54	\$135.57	\$142.35
Senior Business Process Reengineering Specialist - 2	\$135.65	\$142.43	\$140.40	\$147.42
Senior Business Process Reengineering Specialist - 3	\$144.95	\$152.20	\$150.02	\$157.52
Senior Corporate Security Specialist - 1	\$45.35	\$47.62	\$46.94	\$49.29
Senior Database Administrator - 1	\$104.20	\$109.41	\$107.85	\$113.24
Senior Database Administrator - 2	\$112.39	\$118.01	\$116.32	\$122.14
Senior Database Administrator - 3	\$130.99	\$137.54	\$135.57	\$142.35
Senior Database Engineer - 1	\$104.20	\$109.41	\$107.85	\$113.24
Senior Database Engineer - 2	\$112.39	\$118.01	\$116.32	\$122.14
Senior Database Engineer - 3	\$130.99	\$137.54	\$135.57	\$142.35
Senior Documentation/Technical Writer - 1	\$61.12	\$64.18	\$63.26	\$66.42
Senior Documentation/Technical Writer - 2	\$73.27	\$76.93	\$75.83	\$79.62
Senior Documentation/Technical Writer - 3	\$91.36	\$95.93	\$94.56	\$99.29
Senior Help Desk - 1	\$61.12	\$64.18	\$63.26	\$66.42
Senior Help Desk - 2	\$73.27	\$76.93	\$75.83	\$79.62
Senior Help Desk - 3	\$91.36	\$95.93	\$94.56	\$99.29
Senior Program Manager - 1	\$135.65	\$142.43	\$140.40	\$147.42
Senior Program Manager - 2	\$147.27	\$154.63	\$152.42	\$160.04
Senior Programmer - 1	\$98.34	\$103.26	\$101.78	\$106.87
Senior Programmer - 2	\$110.06	\$115.56	\$113.91	\$119.61
Senior Programmer - 3	\$130.99	\$137.54	\$135.57	\$142.35
Senior Programmer/Analyst - 1	\$104.20	\$109.41	\$107.85	\$113.24
Senior Programmer/Analyst - 2	\$112.39	\$118.01	\$116.32	\$122.14
Senior Programmer/Analyst - 3	\$130.99	\$137.54	\$135.57	\$142.35

Position Title	9/5/2006 - 9/4/2007			
	Unsecured		Secured	
	Client Site	NetStar Site	Client Site	NetStar Site
Senior Security Engineer - 1	\$104.20	\$109.41	\$107.85	\$113.24
Senior Security Engineer - 2	\$112.39	\$118.01	\$116.32	\$122.14
Senior Security Engineer - 3	\$130.99	\$137.54	\$135.57	\$142.35
Senior Software Analyst - 1	\$104.20	\$109.41	\$107.85	\$113.24
Senior Software Analyst - 2	\$112.39	\$118.01	\$116.32	\$122.14
Senior Software Analyst - 3	\$126.40	\$132.72	\$130.82	\$137.36
Senior Subject Matter Expert - 1	\$112.39	\$118.01	\$116.32	\$122.14
Senior Subject Matter Expert - 2	\$130.99	\$137.54	\$135.57	\$142.35
Senior Subject Matter Expert - 3	\$135.65	\$142.43	\$140.40	\$147.42
Senior Systems Administrator - 1	\$73.27	\$76.93	\$75.83	\$79.62
Senior Systems Administrator - 2	\$91.36	\$95.93	\$94.56	\$99.29
Senior Systems Administrator - 3	\$98.34	\$103.26	\$101.78	\$106.87
Senior Systems Engineer - 1	\$104.20	\$109.41	\$107.85	\$113.24
Senior Systems Engineer - 2	\$113.89	\$119.58	\$117.88	\$123.77
Senior Systems Engineer - 3	\$130.99	\$137.54	\$135.57	\$142.35
Senior Technical Manager - 1	\$104.20	\$109.41	\$107.85	\$113.24
Senior Technical Manager - 2	\$112.39	\$118.01	\$116.32	\$122.14
Senior Technical Manager - 3	\$130.99	\$137.54	\$135.57	\$142.35
Senior Testing/Quality Assurance Specialist - 1	\$98.34	\$103.26	\$101.78	\$106.87
Senior Testing/Quality Assurance Specialist - 2	\$110.06	\$115.56	\$113.91	\$119.61
Senior Testing/Quality Assurance Specialist - 3	\$130.99	\$137.54	\$135.57	\$142.35
Senior Training Specialist - 1	\$61.12	\$64.18	\$63.26	\$66.42
Senior Training Specialist - 2	\$73.27	\$76.93	\$75.83	\$79.62
Senior Training Specialist - 3	\$91.36	\$95.93	\$94.56	\$99.29
Software Analyst - 1	\$61.12	\$64.18	\$63.26	\$66.42
Software Analyst - 2	\$73.27	\$76.93	\$75.83	\$79.62
Software Analyst - 3	\$80.24	\$84.25	\$83.05	\$87.20
Software Analyst - 4	\$91.36	\$95.93	\$94.56	\$99.29
Software Analyst - 5	\$98.34	\$103.26	\$101.78	\$106.87
Subject Matter Expert - 1	\$61.12	\$64.18	\$63.26	\$66.42
Subject Matter Expert - 2	\$73.27	\$76.93	\$75.83	\$79.62
Subject Matter Expert - 3	\$80.24	\$84.25	\$83.05	\$87.20
Subject Matter Expert - 4	\$91.36	\$95.93	\$94.56	\$99.29
Subject Matter Expert - 5	\$98.34	\$103.26	\$101.78	\$106.87
Systems Administrator - 1	\$33.73	\$35.42	\$34.91	\$36.66
Systems Administrator - 2	\$36.05	\$37.85	\$37.31	\$39.18
Systems Administrator - 3	\$45.35	\$47.62	\$46.94	\$49.29
Systems Administrator - 4	\$50.01	\$52.51	\$51.76	\$54.35
Systems Administrator - 5	\$61.12	\$64.18	\$63.26	\$66.42
Systems Engineer - 1	\$61.12	\$64.18	\$63.26	\$66.42
Systems Engineer - 2	\$73.27	\$76.93	\$75.83	\$79.62

<i>Position Title</i>	<i>9/5/2006 - 9/4/2007</i>			
	<i>Unsecured</i>		<i>Secured</i>	
	<i>Client Site</i>	<i>NetStar Site</i>	<i>Client Site</i>	<i>NetStar Site</i>
Systems Engineer - 3	\$80.24	\$84.25	\$83.05	\$87.20
Systems Engineer - 4	\$91.36	\$95.93	\$94.56	\$99.29
Systems Engineer - 5	\$98.34	\$103.26	\$101.78	\$106.87
Technical Manager - 1	\$61.12	\$64.18	\$63.26	\$66.42
Technical Manager - 2	\$73.27	\$76.93	\$75.83	\$79.62
Technical Manager - 3	\$80.24	\$84.25	\$83.05	\$87.20
Technical Manager - 4	\$91.36	\$95.93	\$94.56	\$99.29
Technical Manager - 5	\$98.34	\$103.26	\$101.78	\$106.87
Testing/Quality Assurance Specialist - 1	\$47.68	\$50.06	\$49.35	\$51.82
Testing/Quality Assurance Specialist - 2	\$61.12	\$64.18	\$63.26	\$66.42
Testing/Quality Assurance Specialist - 3	\$73.27	\$76.93	\$75.83	\$79.62
Testing/Quality Assurance Specialist - 4	\$80.24	\$84.25	\$83.05	\$87.20
Testing/Quality Assurance Specialist - 5	\$91.36	\$95.93	\$94.56	\$99.29
Training Specialist - 1	\$33.73	\$35.42	\$34.91	\$36.66
Training Specialist - 2	\$36.05	\$37.85	\$37.31	\$39.18
Training Specialist - 3	\$38.38	\$40.30	\$39.72	\$41.71
Training Specialist - 4	\$45.35	\$47.62	\$46.94	\$49.29
Training Specialist - 5	\$52.33	\$54.95	\$54.16	\$56.87

**September 5, 2007 – September 4, 2008**

<i>Position Title</i>	<i>9/5/2007 - 9/4/2008</i>			
	<i>Unsecured</i>		<i>Secured</i>	
	<i>Client Site</i>	<i>NetStar Site</i>	<i>Client Site</i>	<i>NetStar Site</i>
Administration Support Specialist - 1	\$34.91	\$36.66	\$36.13	\$37.94
Administration Support Specialist - 2	\$37.31	\$39.17	\$38.62	\$40.55
Administration Support Specialist - 3	\$39.72	\$41.71	\$41.11	\$43.17
Administration Support Specialist - 4	\$46.94	\$49.29	\$48.58	\$51.02
Administration Support Specialist - 5	\$54.16	\$56.87	\$56.06	\$58.86
Business Process Reengineering Specialist - 1	\$94.56	\$99.29	\$97.87	\$102.77
Business Process Reengineering Specialist - 2	\$101.78	\$106.87	\$105.34	\$110.61
Business Process Reengineering Specialist - 3	\$110.26	\$115.78	\$114.12	\$119.82
Business Process Reengineering Specialist - 4	\$121.14	\$127.19	\$125.38	\$131.65
Business Process Reengineering Specialist - 5	\$128.36	\$134.78	\$132.85	\$139.50
Corporate Security Officer/Manager - 1	\$63.26	\$66.43	\$65.47	\$68.74
Corporate Security Specialist - 1	\$37.31	\$39.17	\$38.62	\$40.55
Corporate Security Specialist - 2	\$46.94	\$49.29	\$48.58	\$51.02
Corporate Security Specialist - 3	\$51.76	\$54.35	\$53.57	\$56.25
Database Administrator - 1	\$63.26	\$66.43	\$65.47	\$68.74
Database Administrator - 2	\$75.83	\$79.62	\$78.48	\$82.41
Database Administrator - 3	\$83.05	\$87.20	\$85.96	\$90.25
Database Administrator - 4	\$94.56	\$99.29	\$97.87	\$102.77
Database Administrator - 5	\$101.78	\$106.87	\$105.34	\$110.61
Database Engineer - 1	\$63.26	\$66.43	\$65.47	\$68.74
Database Engineer - 2	\$75.83	\$79.62	\$78.48	\$82.41
Database Engineer - 3	\$83.05	\$87.20	\$85.96	\$90.25
Database Engineer - 4	\$94.56	\$99.29	\$97.87	\$102.77
Database Engineer - 5	\$101.78	\$106.87	\$105.34	\$110.61
Documentation/Technical Writer - 1	\$34.91	\$36.66	\$36.13	\$37.94
Documentation/Technical Writer - 2	\$37.31	\$39.17	\$38.62	\$40.55
Documentation/Technical Writer - 3	\$39.72	\$41.71	\$41.11	\$43.17
Documentation/Technical Writer - 4	\$46.94	\$49.29	\$48.58	\$51.02
Documentation/Technical Writer - 5	\$54.16	\$56.87	\$56.06	\$58.86
Help Desk - 1	\$34.91	\$36.66	\$36.13	\$37.94
Help Desk - 2	\$37.31	\$39.17	\$38.62	\$40.55
Help Desk - 3	\$39.72	\$41.71	\$41.11	\$43.17
Help Desk - 4	\$46.94	\$49.29	\$48.58	\$51.02
Help Desk - 5	\$54.16	\$56.87	\$56.06	\$58.86
Program Director	\$159.65	\$167.63	\$165.24	\$173.50
Program Manager - 1	\$107.85	\$113.24	\$111.62	\$117.20
Program Manager - 2	\$116.32	\$122.14	\$120.39	\$126.41
Program Manager - 3	\$135.57	\$142.35	\$140.31	\$147.33
Programmer - 1	\$49.35	\$51.81	\$51.08	\$53.63
Programmer - 2	\$63.26	\$66.43	\$65.47	\$68.74
Programmer - 3	\$75.83	\$79.62	\$78.48	\$82.41

<i>Position Title</i>	<i>9/5/2007 - 9/4/2008</i>			
	<i>Unsecured</i>		<i>Secured</i>	
	<i>Client Site</i>	<i>NetStar Site</i>	<i>Client Site</i>	<i>NetStar Site</i>
Programmer – 4	\$83.05	\$87.20	\$85.96	\$90.25
Programmer – 5	\$94.56	\$99.29	\$97.87	\$102.77
Programmer/Analyst – 1	\$63.26	\$66.43	\$65.47	\$68.74
Programmer/Analyst – 2	\$75.83	\$79.62	\$78.48	\$82.41
Programmer/Analyst – 3	\$83.05	\$87.20	\$85.96	\$90.25
Programmer/Analyst – 4	\$94.56	\$99.29	\$97.87	\$102.77
Programmer/Analyst – 5	\$101.78	\$106.87	\$105.34	\$110.61
Security Engineer – 1	\$63.26	\$66.43	\$65.47	\$68.74
Security Engineer – 2	\$75.83	\$79.62	\$78.48	\$82.41
Security Engineer – 3	\$83.05	\$87.20	\$85.96	\$90.25
Security Engineer - 4	\$94.56	\$99.29	\$97.87	\$102.77
Security Engineer - 5	\$101.78	\$106.87	\$105.34	\$110.61
Senior Administration Support Specialist - 1	\$63.26	\$66.43	\$65.47	\$68.74
Senior Administration Support Specialist - 2	\$75.83	\$79.62	\$78.48	\$82.41
Senior Administration Support Specialist - 3	\$94.56	\$99.29	\$97.87	\$102.77
Senior Business Process Reengineering Specialist - 1	\$135.57	\$142.35	\$140.31	\$147.33
Senior Business Process Reengineering Specialist - 2	\$140.40	\$147.42	\$145.31	\$152.58
Senior Business Process Reengineering Specialist - 3	\$150.02	\$157.53	\$155.27	\$163.03
Senior Corporate Security Specialist - 1	\$46.94	\$49.29	\$48.58	\$51.02
Senior Database Administrator - 1	\$107.85	\$113.24	\$111.62	\$117.20
Senior Database Administrator - 2	\$116.32	\$122.14	\$120.39	\$126.41
Senior Database Administrator - 3	\$135.57	\$142.35	\$140.31	\$147.33
Senior Database Engineer - 1	\$107.85	\$113.24	\$111.62	\$117.20
Senior Database Engineer - 2	\$116.32	\$122.14	\$120.39	\$126.41
Senior Database Engineer - 3	\$135.57	\$142.35	\$140.31	\$147.33
Senior Documentation/Technical Writer - 1	\$63.26	\$66.43	\$65.47	\$68.74
Senior Documentation/Technical Writer - 2	\$75.83	\$79.62	\$78.48	\$82.41
Senior Documentation/Technical Writer - 3	\$94.56	\$99.29	\$97.87	\$102.77
Senior Help Desk - 1	\$63.26	\$66.43	\$65.47	\$68.74
Senior Help Desk - 2	\$75.83	\$79.62	\$78.48	\$82.41
Senior Help Desk - 3	\$94.56	\$99.29	\$97.87	\$102.77
Senior Program Manager - 1	\$140.40	\$147.42	\$145.31	\$152.58
Senior Program Manager - 2	\$152.42	\$160.04	\$157.75	\$165.64
Senior Programmer - 1	\$101.78	\$106.87	\$105.34	\$110.61
Senior Programmer - 2	\$113.91	\$119.60	\$117.90	\$123.80
Senior Programmer - 3	\$135.57	\$142.35	\$140.31	\$147.33
Senior Programmer/Analyst - 1	\$107.85	\$113.24	\$111.62	\$117.20
Senior Programmer/Analyst - 2	\$116.32	\$122.14	\$120.39	\$126.41
Senior Programmer/Analyst - 3	\$135.57	\$142.35	\$140.31	\$147.33
Senior Security Engineer - 1	\$107.85	\$113.24	\$111.62	\$117.20
Senior Security Engineer - 2	\$116.32	\$122.14	\$120.39	\$126.41
Senior Security Engineer - 3	\$135.57	\$142.35	\$140.31	\$147.33

Position Title	9/5/2007 - 9/4/2008			
	Unsecured		Secured	
	Client Site	NetStar Site	Client Site	NetStar Site
Senior Software Analyst - 1	\$107.85	\$113.24	\$111.62	\$117.20
Senior Software Analyst - 2	\$116.32	\$122.14	\$120.39	\$126.41
Senior Software Analyst - 3	\$130.82	\$137.37	\$135.40	\$142.17
Senior Subject Matter Expert - 1	\$116.32	\$122.14	\$120.39	\$126.41
Senior Subject Matter Expert - 2	\$135.57	\$142.35	\$140.31	\$147.33
Senior Subject Matter Expert - 3	\$140.40	\$147.42	\$145.31	\$152.58
Senior Systems Administrator - 1	\$75.83	\$79.62	\$78.48	\$82.41
Senior Systems Administrator - 2	\$94.56	\$99.29	\$97.87	\$102.77
Senior Systems Administrator - 3	\$101.78	\$106.87	\$105.34	\$110.61
Senior Systems Engineer - 1	\$107.85	\$113.24	\$111.62	\$117.20
Senior Systems Engineer - 2	\$117.88	\$123.77	\$122.01	\$128.10
Senior Systems Engineer - 3	\$135.57	\$142.35	\$140.31	\$147.33
Senior Technical Manager - 1	\$107.85	\$113.24	\$111.62	\$117.20
Senior Technical Manager - 2	\$116.32	\$122.14	\$120.39	\$126.41
Senior Technical Manager - 3	\$135.57	\$142.35	\$140.31	\$147.33
Senior Testing/Quality Assurance Specialist - 1	\$101.78	\$106.87	\$105.34	\$110.61
Senior Testing/Quality Assurance Specialist - 2	\$113.91	\$119.60	\$117.90	\$123.80
Senior Testing/Quality Assurance Specialist - 3	\$135.57	\$142.35	\$140.31	\$147.33
Senior Training Specialist - 1	\$63.26	\$66.43	\$65.47	\$68.74
Senior Training Specialist - 2	\$75.83	\$79.62	\$78.48	\$82.41
Senior Training Specialist - 3	\$94.56	\$99.29	\$97.87	\$102.77
Software Analyst - 1	\$63.26	\$66.43	\$65.47	\$68.74
Software Analyst - 2	\$75.83	\$79.62	\$78.48	\$82.41
Software Analyst - 3	\$83.05	\$87.20	\$85.96	\$90.25
Software Analyst - 4	\$94.56	\$99.29	\$97.87	\$102.77
Software Analyst - 5	\$101.78	\$106.87	\$105.34	\$110.61
Subject Matter Expert - 1	\$63.26	\$66.43	\$65.47	\$68.74
Subject Matter Expert - 2	\$75.83	\$79.62	\$78.48	\$82.41
Subject Matter Expert - 3	\$83.05	\$87.20	\$85.96	\$90.25
Subject Matter Expert - 4	\$94.56	\$99.29	\$97.87	\$102.77
Subject Matter Expert - 5	\$101.78	\$106.87	\$105.34	\$110.61
Systems Administrator - 1	\$34.91	\$36.66	\$36.13	\$37.94
Systems Administrator - 2	\$37.31	\$39.17	\$38.62	\$40.55
Systems Administrator - 3	\$46.94	\$49.29	\$48.58	\$51.02
Systems Administrator - 4	\$51.76	\$54.35	\$53.57	\$56.25
Systems Administrator - 5	\$63.26	\$66.43	\$65.47	\$68.74
Systems Engineer - 1	\$63.26	\$66.43	\$65.47	\$68.74
Systems Engineer - 2	\$75.83	\$79.62	\$78.48	\$82.41
Systems Engineer - 3	\$83.05	\$87.20	\$85.96	\$90.25
Systems Engineer - 4	\$94.56	\$99.29	\$97.87	\$102.77
Systems Engineer - 5	\$101.78	\$106.87	\$105.34	\$110.61
Technical Manager - 1	\$63.26	\$66.43	\$65.47	\$68.74
Technical Manager - 2	\$75.83	\$79.62	\$78.48	\$82.41

<i>Position Title</i>	<i>9/5/2007 - 9/4/2008</i>			
	<i>Unsecured</i>		<i>Secured</i>	
	<i>Client Site</i>	<i>NetStar Site</i>	<i>Client Site</i>	<i>NetStar Site</i>
Technical Manager - 3	\$83.05	\$87.20	\$85.96	\$90.25
Technical Manager - 4	\$94.56	\$99.29	\$97.87	\$102.77
Technical Manager - 5	\$101.78	\$106.87	\$105.34	\$110.61
Testing/Quality Assurance Specialist - 1	\$49.35	\$51.81	\$51.08	\$53.63
Testing/Quality Assurance Specialist - 2	\$63.26	\$66.43	\$65.47	\$68.74
Testing/Quality Assurance Specialist - 3	\$75.83	\$79.62	\$78.48	\$82.41
Testing/Quality Assurance Specialist - 4	\$83.05	\$87.20	\$85.96	\$90.25
Testing/Quality Assurance Specialist - 5	\$94.56	\$99.29	\$97.87	\$102.77
Training Specialist - 1	\$34.91	\$36.66	\$36.13	\$37.94
Training Specialist - 2	\$37.31	\$39.17	\$38.62	\$40.55
Training Specialist - 3	\$39.72	\$41.71	\$41.11	\$43.17
Training Specialist - 4	\$46.94	\$49.29	\$48.58	\$51.02
Training Specialist - 5	\$54.16	\$56.87	\$56.06	\$58.86

**September 5, 2008 – November 22, 2008**

<i>Position Title</i>	<i>9/5/2008 - 11/22/2008</i>			
	<i>Unsecured</i>		<i>Secured</i>	
	<i>Client Site</i>	<i>NetStar Site</i>	<i>Client Site</i>	<i>NetStar Site</i>
Administration Support Specialist - 1	\$36.13	\$37.94	\$37.39	\$39.27
Administration Support Specialist - 2	\$38.62	\$40.54	\$39.97	\$41.97
Administration Support Specialist - 3	\$41.11	\$43.17	\$42.55	\$44.68
Administration Support Specialist - 4	\$48.58	\$51.02	\$50.28	\$52.81
Administration Support Specialist - 5	\$56.06	\$58.86	\$58.02	\$60.92
Business Process Reengineering Specialist - 1	\$97.87	\$102.77	\$101.30	\$106.37
Business Process Reengineering Specialist - 2	\$105.34	\$110.61	\$109.03	\$114.48
Business Process Reengineering Specialist - 3	\$114.12	\$119.83	\$118.11	\$124.01
Business Process Reengineering Specialist - 4	\$125.38	\$131.64	\$129.77	\$136.26
Business Process Reengineering Specialist - 5	\$132.85	\$139.50	\$137.50	\$144.38
Corporate Security Officer/Manager - 1	\$65.47	\$68.76	\$67.76	\$71.15
Corporate Security Specialist - 1	\$38.62	\$40.54	\$39.97	\$41.97
Corporate Security Specialist - 2	\$48.58	\$51.02	\$50.28	\$52.81
Corporate Security Specialist - 3	\$53.57	\$56.25	\$55.44	\$58.22
Database Administrator - 1	\$65.47	\$68.76	\$67.76	\$71.15
Database Administrator - 2	\$78.48	\$82.41	\$81.23	\$85.29
Database Administrator - 3	\$85.96	\$90.25	\$88.97	\$93.41
Database Administrator - 4	\$97.87	\$102.77	\$101.30	\$106.37
Database Administrator - 5	\$105.34	\$110.61	\$109.03	\$114.48
Database Engineer - 1	\$65.47	\$68.76	\$67.76	\$71.15
Database Engineer - 2	\$78.48	\$82.41	\$81.23	\$85.29
Database Engineer - 3	\$85.96	\$90.25	\$88.97	\$93.41
Database Engineer - 4	\$97.87	\$102.77	\$101.30	\$106.37
Database Engineer - 5	\$105.34	\$110.61	\$109.03	\$114.48
Documentation/Technical Writer - 1	\$36.13	\$37.94	\$37.39	\$39.27
Documentation/Technical Writer - 2	\$38.62	\$40.54	\$39.97	\$41.97
Documentation/Technical Writer - 3	\$41.11	\$43.17	\$42.55	\$44.68
Documentation/Technical Writer - 4	\$48.58	\$51.02	\$50.28	\$52.81
Documentation/Technical Writer - 5	\$56.06	\$58.86	\$58.02	\$60.92
Help Desk - 1	\$36.13	\$37.94	\$37.39	\$39.27
Help Desk - 2	\$38.62	\$40.54	\$39.97	\$41.97
Help Desk - 3	\$41.11	\$43.17	\$42.55	\$44.68
Help Desk - 4	\$48.58	\$51.02	\$50.28	\$52.81
Help Desk - 5	\$56.06	\$58.86	\$58.02	\$60.92
Program Director	\$165.24	\$173.50	\$171.02	\$179.57
Program Manager - 1	\$111.62	\$117.20	\$115.53	\$121.30
Program Manager - 2	\$120.39	\$126.41	\$124.60	\$130.83
Program Manager - 3	\$140.31	\$147.33	\$145.22	\$152.49
Programmer - 1	\$51.08	\$53.62	\$52.87	\$55.51
Programmer - 2	\$65.47	\$68.76	\$67.76	\$71.15
Programmer - 3	\$78.48	\$82.41	\$81.23	\$85.29

Position Title	9/5/2008 - 11/22/2008			
	Unsecured		Secured	
	Client Site	NetStar Site	Client Site	NetStar Site
Programmer - 4	\$85.96	\$90.25	\$88.97	\$93.41
Programmer - 5	\$97.87	\$102.77	\$101.30	\$106.37
Programmer/Analyst - 1	\$65.47	\$68.76	\$67.76	\$71.15
Programmer/Analyst - 2	\$78.48	\$82.41	\$81.23	\$85.29
Programmer/Analyst - 3	\$85.96	\$90.25	\$88.97	\$93.41
Programmer/Analyst - 4	\$97.87	\$102.77	\$101.30	\$106.37
Programmer/Analyst - 5	\$105.34	\$110.61	\$109.03	\$114.48
Security Engineer - 1	\$65.47	\$68.76	\$67.76	\$71.15
Security Engineer - 2	\$78.48	\$82.41	\$81.23	\$85.29
Security Engineer - 3	\$85.96	\$90.25	\$88.97	\$93.41
Security Engineer - 4	\$97.87	\$102.77	\$101.30	\$106.37
Security Engineer - 5	\$105.34	\$110.61	\$109.03	\$114.48
Senior Administration Support Specialist - 1	\$65.47	\$68.76	\$67.76	\$71.15
Senior Administration Support Specialist - 2	\$78.48	\$82.41	\$81.23	\$85.29
Senior Administration Support Specialist - 3	\$97.87	\$102.77	\$101.30	\$106.37
Senior Business Process Reengineering Specialist - 1	\$140.31	\$147.33	\$145.22	\$152.49
Senior Business Process Reengineering Specialist - 2	\$145.31	\$152.58	\$150.40	\$157.92
Senior Business Process Reengineering Specialist - 3	\$155.27	\$163.04	\$160.70	\$168.74
Senior Corporate Security Specialist - 1	\$48.58	\$51.02	\$50.28	\$52.81
Senior Database Administrator - 1	\$111.62	\$117.20	\$115.53	\$121.30
Senior Database Administrator - 2	\$120.39	\$126.41	\$124.60	\$130.83
Senior Database Administrator - 3	\$140.31	\$147.33	\$145.22	\$152.49
Senior Database Engineer - 1	\$111.62	\$117.20	\$115.53	\$121.30
Senior Database Engineer - 2	\$120.39	\$126.41	\$124.60	\$130.83
Senior Database Engineer - 3	\$140.31	\$147.33	\$145.22	\$152.49
Senior Documentation/Technical Writer - 1	\$65.47	\$68.76	\$67.76	\$71.15
Senior Documentation/Technical Writer - 2	\$78.48	\$82.41	\$81.23	\$85.29
Senior Documentation/Technical Writer - 3	\$97.87	\$102.77	\$101.30	\$106.37
Senior Help Desk - 1	\$65.47	\$68.76	\$67.76	\$71.15
Senior Help Desk - 2	\$78.48	\$82.41	\$81.23	\$85.29
Senior Help Desk - 3	\$97.87	\$102.77	\$101.30	\$106.37
Senior Program Manager - 1	\$145.31	\$152.58	\$150.40	\$157.92
Senior Program Manager - 2	\$157.75	\$165.64	\$163.27	\$171.44
Senior Programmer - 1	\$105.34	\$110.61	\$109.03	\$114.48
Senior Programmer - 2	\$117.90	\$123.79	\$122.03	\$128.13
Senior Programmer - 3	\$140.31	\$147.33	\$145.22	\$152.49
Senior Programmer/Analyst - 1	\$111.62	\$117.20	\$115.53	\$121.30
Senior Programmer/Analyst - 2	\$120.39	\$126.41	\$124.60	\$130.83
Senior Programmer/Analyst - 3	\$140.31	\$147.33	\$145.22	\$152.49
Senior Security Engineer - 1	\$111.62	\$117.20	\$115.53	\$121.30
Senior Security Engineer - 2	\$120.39	\$126.41	\$124.60	\$130.83
Senior Security Engineer - 3	\$140.31	\$147.33	\$145.22	\$152.49

Position Title	9/5/2008 - 11/22/2008			
	Unsecured		Secured	
	Client Site	NetStar Site	Client Site	NetStar Site
Senior Software Analyst - 1	\$111.62	\$117.20	\$115.53	\$121.30
Senior Software Analyst - 2	\$120.39	\$126.41	\$124.60	\$130.83
Senior Software Analyst - 3	\$135.40	\$142.18	\$140.14	\$147.15
Senior Subject Matter Expert - 1	\$120.39	\$126.41	\$124.60	\$130.83
Senior Subject Matter Expert - 2	\$140.31	\$147.33	\$145.22	\$152.49
Senior Subject Matter Expert - 3	\$145.31	\$152.58	\$150.40	\$157.92
Senior Systems Administrator - 1	\$78.48	\$82.41	\$81.23	\$85.29
Senior Systems Administrator - 2	\$97.87	\$102.77	\$101.30	\$106.37
Senior Systems Administrator - 3	\$105.34	\$110.61	\$109.03	\$114.48
Senior Systems Engineer - 1	\$111.62	\$117.20	\$115.53	\$121.30
Senior Systems Engineer - 2	\$122.01	\$128.10	\$126.28	\$132.58
Senior Systems Engineer - 3	\$140.31	\$147.33	\$145.22	\$152.49
Senior Technical Manager - 1	\$111.62	\$117.20	\$115.53	\$121.30
Senior Technical Manager - 2	\$120.39	\$126.41	\$124.60	\$130.83
Senior Technical Manager - 3	\$140.31	\$147.33	\$145.22	\$152.49
Senior Testing/Quality Assurance Specialist - 1	\$105.34	\$110.61	\$109.03	\$114.48
Senior Testing/Quality Assurance Specialist - 2	\$117.90	\$123.79	\$122.03	\$128.13
Senior Testing/Quality Assurance Specialist - 3	\$140.31	\$147.33	\$145.22	\$152.49
Senior Training Specialist - 1	\$65.47	\$68.76	\$67.76	\$71.15
Senior Training Specialist - 2	\$78.48	\$82.41	\$81.23	\$85.29
Senior Training Specialist - 3	\$97.87	\$102.77	\$101.30	\$106.37
Software Analyst - 1	\$65.47	\$68.76	\$67.76	\$71.15
Software Analyst - 2	\$78.48	\$82.41	\$81.23	\$85.29
Software Analyst - 3	\$85.96	\$90.25	\$88.97	\$93.41
Software Analyst - 4	\$97.87	\$102.77	\$101.30	\$106.37
Software Analyst - 5	\$105.34	\$110.61	\$109.03	\$114.48
Subject Matter Expert - 1	\$65.47	\$68.76	\$67.76	\$71.15
Subject Matter Expert - 2	\$78.48	\$82.41	\$81.23	\$85.29
Subject Matter Expert - 3	\$85.96	\$90.25	\$88.97	\$93.41
Subject Matter Expert - 4	\$97.87	\$102.77	\$101.30	\$106.37
Subject Matter Expert - 5	\$105.34	\$110.61	\$109.03	\$114.48
Systems Administrator - 1	\$36.13	\$37.94	\$37.39	\$39.27
Systems Administrator - 2	\$38.62	\$40.54	\$39.97	\$41.97
Systems Administrator - 3	\$48.58	\$51.02	\$50.28	\$52.81
Systems Administrator - 4	\$53.57	\$56.25	\$55.44	\$58.22
Systems Administrator - 5	\$65.47	\$68.76	\$67.76	\$71.15
Systems Engineer - 1	\$65.47	\$68.76	\$67.76	\$71.15
Systems Engineer - 2	\$78.48	\$82.41	\$81.23	\$85.29
Systems Engineer - 3	\$85.96	\$90.25	\$88.97	\$93.41
Systems Engineer - 4	\$97.87	\$102.77	\$101.30	\$106.37
Systems Engineer - 5	\$105.34	\$110.61	\$109.03	\$114.48

<i>Position Title</i>	<i>9/5/2008 - 11/22/2008</i>			
	<i>Unsecured</i>		<i>Secured</i>	
	<i>Client Site</i>	<i>NetStar Site</i>	<i>Client Site</i>	<i>NetStar Site</i>
Technical Manager - 1	\$65.47	\$68.76	\$67.76	\$71.15
Technical Manager - 2	\$78.48	\$82.41	\$81.23	\$85.29
Technical Manager - 3	\$85.96	\$90.25	\$88.97	\$93.41
Technical Manager - 4	\$97.87	\$102.77	\$101.30	\$106.37
Technical Manager - 5	\$105.34	\$110.61	\$109.03	\$114.48
Testing/Quality Assurance Specialist - 1	\$51.08	\$53.62	\$52.87	\$55.51
Testing/Quality Assurance Specialist - 2	\$65.47	\$68.76	\$67.76	\$71.15
Testing/Quality Assurance Specialist - 3	\$78.48	\$82.41	\$81.23	\$85.29
Testing/Quality Assurance Specialist - 4	\$85.96	\$90.25	\$88.97	\$93.41
Testing/Quality Assurance Specialist - 5	\$97.87	\$102.77	\$101.30	\$106.37
Training Specialist - 1	\$36.13	\$37.94	\$37.39	\$39.27
Training Specialist - 2	\$38.62	\$40.54	\$39.97	\$41.97
Training Specialist - 3	\$41.11	\$43.17	\$42.55	\$44.68
Training Specialist - 4	\$48.58	\$51.02	\$50.28	\$52.81
Training Specialist - 5	\$56.06	\$58.86	\$58.02	\$60.92

## USA Commitment To Promote Small Business Participation Procurement Programs

### PREAMBLE

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

### COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

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

Mr. Steve Petruzzo, President

Phone: 703/714-0400

Email: [petruzzo@netstarsys.com](mailto:petruzzo@netstarsys.com)

<p><b>Best Value Blanket Purchase Agreement Federal Supply Schedule</b></p>
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(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and NetStar Systems, Inc. (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract GS-35F-0108P.

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

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

Signatures

\_\_\_\_\_  
Ordering ActivityDate

\_\_\_\_\_  
Contractor

\_\_\_\_\_  
Date

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

(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number GS-35F-0108P, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

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

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(2) Delivery:

DESTINATION                      DELIVERY SCHEDULES / DATES

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

(4) This BPA does not obligate any funds.

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

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

OFFICE                      POINT OF CONTACT

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;

(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of Shipment.

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

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

<p style="text-align: center;"><b>Basic Guidelines For Using “Contractor Team Arrangements”</b></p>
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Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

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

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

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

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

Here is a general outline on how it works:

The customer identifies their requirements.

Federal Supply Schedule Contractors may individually meet the customers needs, or -

Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.

Customers make a best value selection.