

GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG & PRICE LIST

SCHEDULE TITLE: FEDERAL SUPPLY SCHEDULE 070 – INFORMATION TECHNOLOGY SCHEDULE, GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT. SOFTWARE AND SERVICES

SIN 132 51  
CONTRACT NUMBER: GS-35F-011CA  
CONTRACT PERIOD: 10/9/2014- 10/2/2019  
SOLICITATION NUMBER: FCIS-JB-980001-B  
CONTRACTOR: AMOVIUS, LLC



CONTRACTOR'S ADMINISTRATION SOURCE:

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**CORPORATE PROFILE AND DESCRIPTIVE LITERATURE:**

DUNS NUMBER: **963473058**

CAGE CODE: **6HBN9**

BUSINESS SIZE: **VETERAN OWNED SMALL BUSINESS (VOSB)**

REGISTRATION: System for Award Management (**SAM.gov**), which now combines CCR and ORCA

SIN	DESCRIPTION
SIN 132 51	INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS CODE D302	IT Systems Development Services
FPDS CODE D303	Data Entry 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 D311	IT Data Conversion Services
FPDS CODE R408	Program Management and Support Services
FPDS CODE R409	Program Review / Development Services
FPDS CODE R413	Specifications Development Services
FPDS CODE R414	Systems Engineering Services
FPDS CODE R425	Engineering and Technical Services
FPDS CODE T013	Technical Writing Services

Products and ordering information in this authorized FSS Information Technology Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Services Homepage by visiting <http://www.fss.gsa.gov/>.

1. GEORGRAPHIC COVERAGE: Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories
2. FOB POINT: Destination
3. POINT(S) OF PRODUCTION: United States of America

4. DISCOUNT FROM LIST PRICES: See price list
5. QUANTITY DISCOUNT(S): N/A
6. GOVERNMENT PURCHASE CARDS: Accepted at, below, and above the micro-purchase threshold
7. FOREIGN ITEMS: No foreign items or services are offered at this time
8. TIME OF DELIVERY:
  - a. 30 days for standard delivery; 10 days for emergency delivery
  - b. Urgent Requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact 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 agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.
9. DISCOUNTS

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

  - a. STANDARD DISCOUNT: A 2% discount off the hourly rate for the listed Labor Categories has been imposed.
  - b. QUANTITY: No Discount
  - c. DOLLAR VOLUME: No Discount
  - d. GOVERNMENT EDUCATION INSTITUTIONS: Government Educations Institutions are offered the same discounts as all other Government customers
  - e. OTHER: No Discount
- 10a. ORDERING ADDRESS: P.O. Box 33517, Indialantic, FL 32903
- 10b. ORDERING PROCEDURES: For suppliers and services, the ordering procedures, information and Blanket Purchase Agreements (BPA's) are found in the Federal Acquisition Regulation (FAR) 8.405-3
11. PAYMENT ADDRESS: P.O. Box 33517, Indialantic, FL 32903

12. WARRANTY: N/A

13. EXPORT PACKING CHARGES: N/A

14. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: N/A

15. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICAPABLE): N/A

16. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): N/A

17. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS, PRICE LIST AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): N/A

18. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A

19. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A

20. PREVENTATIVE MAINTENANCE (IF APPLICABLE): N/A

21. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled contect, energy efficiency, and/or reduced pollutants): N/A

22. SECTION 508 COMPLIANCE FOR EIT: N/A

**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 Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate to 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, 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.
- c. The maximum order value for SIN 132 51 (Information Technology Professional Services) is \$475,000\*.

**\*Note:** Orders may exceed the Maximum Order Threshold

- d. The minimum order is \$100.00.
- e. Payment terms are Net 30 days from receipt of invoice.

**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**

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

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

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

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

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

## **9. INDEPENDENT CONTRACTOR**

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

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

a. Definitions.

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

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

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

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

## **11. INVOICES**

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

## **12. PAYMENTS**

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

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
  - (1) The offeror;
  - (2) Subcontractors; and/or
  - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

## **13. RESUMES**

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

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

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

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

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

#### **16. BLANKET PURCHASE AGREEMENTS (BPA's)**

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplier or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows: "BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract."

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

Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reaches certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order Feature.

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

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

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

Job Title: **Developer, Senior**

**Minimum Experience:** 8 Years

**Education:** Computer Science, Electrical Engineering, or Other Engineering

### **Major Tasks, Responsibilities and Key Accountabilities**

Performs duties and tasks to support full systems life cycle management (e.g., analyses, technical requirements, design, coding, testing, implementation of systems and applications software, etc.). He/She performs tasks within planned durations and established deadlines. This position collaborates with teams to ensure effective communication and to support the achievement of objectives. He/She provides development, maintenance, and support for applications.

- Creates technical documentation to communicate and update project teams and stakeholders.
- Communicates and documents unit test results and code revisions to ensure consistency and accuracy.
- Creates technical documentation in compliance with Software Development Lifecycle to communicate and update project teams and stakeholders.
- Analyzes and assists in defining specifications and user requirements to perform assigned applications development work.
- Provides input for design reviews to improve quality.
- Analyzes, designs, codes, tests, and documents moderately complex programs to develop applications software.
- Develops unit test plans to deliver quality components.
- Provides input in the development of software builds and integration build components to meet application needs.
- Escalates complex integration issues to support the resolution of system discrepancies.
- Administers procedures to monitor systems performance and integrity.
- Performs applications maintenance and support functions to assist with problem resolution.
- Monitors the industry to gain knowledge and understanding of emerging technologies.
- Investigates new and emerging hardware and software technologies to assist in maintaining industry competitiveness.
- Analyzes potential value of new technologies to support business objectives and strategy.
- 

Job Title: **Developer/Integration Engineer, Senior**

**Minimum Experience:** 10 Years

**Education:** Computer Science, Electrical Engineering, or Other Engineering

### **Major Tasks, Responsibilities and Key Accountabilities**

Performs duties and tasks to support full systems life cycle management (e.g., analyses, technical requirements, design, coding, testing, integration, implementation of systems and applications software, etc.). He/She performs tasks within planned durations and established deadlines. This position collaborates with teams to ensure effective communication and to support the achievement of objectives. He/She provides integration, development, maintenance, and support for applications.

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- Escalates complex integration issues to support the resolution of system discrepancies.
- Administers procedures to monitor systems performance and integrity.
- Performs applications maintenance and support functions to assist with problem resolution.
- Monitors the industry to gain knowledge and understanding of emerging technologies.
- Investigates new and emerging hardware and software technologies to assist in maintaining industry competitiveness.
- Analyzes potential value of new technologies to support business objectives and strategy.

**Job Title: *Principal Engineer***

**Minimum Experience:** 15 Years

**Education:** Bachelors Degree, Computer Science, Electrical Engineering, or Other Engineering plus IEEE rated certification, or Masters Degree

**Job Description:**

As a Principle Software Engineer, you will design, develop, document, test and debug applications software and systems that contain logical and functional solutions. As one of the key contributors to the success of the program you will collaborate with software and system engineers in the planning, design, development, and utilization of complex software systems. As one of the most senior software experts on the team you will interface directly with senior levels of the customer PMO providing foresight and technical guidance aimed at satisfying mission needs. Additionally, you will participate in defining innovative solutions accurately estimate hour effort, perform code reviews, provide mentoring to junior engineers, and ensure software standards are met.

- Shall have at least fifteen (15) years experience as a Software Engineer in software development/engineering, including requirements analysis, software development, installation, integration, evaluation, enhancement, maintenance, testing, and problem diagnosis/resolution. The individual must be able to communicate directions and provide guidance to senior programmer/analysts, as required
- Must have experience leading, planning, conducting, and coordinating software development activities
- Will have experience leading SW development activities following Methodologies such as XP, scrum, kanban;
- Experience and the ability to solve complex software/integration problems through innovative solutions
- Shall have experience briefing senior level management on technical solutions, cost impacts, and risks
- Must have at least ten (10) years of experience developing software with high level languages such as Java, C, C++ in the development of application software for complex systems and software testing
- Shall have experience on the design and development of Object Oriented systems

- Shall have extensive experience in planning and accomplishing goals and complicated tasks and providing consultation on complex projects as top-level contributor or specialist

### **Major Tasks, Responsibilities and Key Accountabilities**

- Translates business and functional requirements into technical design to meet stated business needs.
- Develops and designs internal component and adjacent system interfaces to ensure inter-operability.
- Participates in technical architecture definitions to align solutions with business needs.
- Identifies new areas for process improvements to enhance performance results.
- Delivers application solutions to meet business and non-functional requirements.
- Analyzes, designs, codes, tests, corrects, and documents large and complex programs to ensure optimal performance and compliance.
- Leads build processes for target environments to create software.
- Verifies integration test specifications to ensure proper testing.
- Creates integration plans to support systems interface testing.
- Monitors the industry to gain knowledge and understanding of emerging technologies. Identifies new and emerging hardware and software technologies and products to maintain industry competitiveness.
- Maintains awareness of emerging technology to ensure applicability for the assigned application area.
- Drives problem resolution to identify, recommend, and implement process improvements.
- Monitors and records application defects to ensure systems integrity.
- Coordinates efforts across interfacing systems and service providers to resolve system issues.
- Drives business continuity and disaster recovery design and planning activities to establish agreed upon requirements.
- Provides input to people processes (e.g., Quality Performance Review [QPR], Career Development, Training, Staffing, etc.) to provide detailed performance level information to managers.
- Contributes to performance evaluations, including performance improvement plans, to encourage continuous performance improvement.
- Holds team members responsible for meeting established performance levels to achieve individual and group goals.

Job Title: ***Software/Systems Engineer, Intermediate***

***Minimum Experience: 5 Years***

***Education: Bachelors Degree, Computer Science, Electrical Engineering, or Other Engineering***

### **Job Description:**

Work across multiple organizations to provide detailed product definition, specifications, proposals, and applications concepts to drive detailed development activities. Have a background of experience in producing detailed software/system specifications and contribute to software/system vision / design / models / use case prototyping.

### **Major Tasks, Responsibilities and Key Accountabilities**

- Work with customers creating business-level requirements / high level design documents for new software/systems or enhancements to existing and emerging software/systems.
- Develop system level concepts for new or major enhancements to existing software/systems.
- Define workflows, lay out, screen content, and transitions, data model requirements.
- Contribute to the application design development and priority setting to ensure critical features are developed in a customer value creating sequence.
- Work with development team as they implement the new software/systems functionality or enhancements.
- Assist in the development and writing of proposals to internal/external customers.
- Work on specific customer projects to define business-level and technical-level requirements.
- Provide support to investigate customer level inquires or issues and provide recommended solution options.

Job Title: ***Software/Systems Engineer, Senior***

***Minimum Experience: 10 Years***

***Education: Bachelors Degree, Computer Science, Electrical Engineering, or Other Engineering***

### **Job Description:**

Lead efforts towards perfecting new products and services. Work across multiple organizations to provide detailed software/system definition, specifications, proposals, and applications concepts to drive detailed development activities. Have a background of experience in producing detailed specifications and contribute to software/system vision / design / models / use case prototyping.

### **Major Tasks, Responsibilities and Key Accountabilities**

- Lead a team to create an internal environment of teamwork, sharing, and enthusiasm; a team on a mission. Be a role model, mentor and coach
- Work with customers creating business-level requirements / high level design documents for new software/systems or enhancements to existing and emerging software/systems.
- Develop system level concepts for new or major enhancements to existing software/systems.
- Define workflows, lay out screen content, and transitions, data model requirements.
- Contribute to the application design development and priority setting to ensure critical features are developed in a customer value creating sequence.
- Work with development team as they implement the new functionality or enhancements.
- Assist in the development and writing of proposals to internal/external customers.
- Work on specific customer projects to define business-level and technical-level requirements.
- Provide support to investigate customer level inquires or issues and provide recommended solution options.

Job Title: ***Software/System Architect, Senior***

**Minimum Experience:** 15 Years

**Education:** Computer Science, Electrical Engineering, or Other Engineering

**Job Description:**

Have overall responsibility for the design and development of major systems. Serve as a technical expert providing technical and engineering support on all facets of system engineering, integration engineering, information engineering, architecture and designs. Support the entire software/system lifecycle, from requirements analysis through design, development, testing, implementation and lifecycle sustainment. Lead technical engineering working groups and integrated software/system teams. Works individually as required to conduct analyses, trade studies, technology assessments, alternatives analyses, and provides technical support. Develop technical white papers, briefings, and technology related documents. Analyze problems, issues, and trends. Identify opportunities for technical innovation, and provide technical leadership and support for proposal development activities and support for customer technology initiatives.

**Major Tasks, Responsibilities and Key Accountabilities**

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

Job Title: **System Administrator, Senior**

**Minimum Experience:** 10 Years

**Education:** Bachelors, Computer Science, Electrical Engineering, or Other Engineering

**Job Description:**

Responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. Participate in technical research and development to enable continuing innovation within the infrastructure. Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values.

Assist project teams with technical issues in the Initiation and Planning phases of our standard Project Management Methodology. These activities include the definition of needs, benefits, and technical strategy; research & development within the project life-cycle; technical analysis and design; and support of operations staff in executing, testing and rolling-out the solutions. Participation on projects is focused on smoothing the transition of projects from development staff to production staff by performing operations activities within the project life-cycle.

## **Major Tasks, Responsibilities and Key Accountabilities**

### Engineering and Provisioning

- Engineering of SA-related solutions for various project and operational needs.
- Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- Install and configure systems.
- Develop and maintain installation and configuration procedures.
- Contribute to and maintain system standards.
- Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.

### Operations and Support

- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform regular security monitoring to identify any possible intrusions.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- Perform regular file archival and purge as necessary.
- Create, change, and delete user accounts per request.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.

### Maintenance

- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
- Maintain operational, configuration, or other procedures.
- Perform periodic performance reporting to support capacity planning.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
- Maintain data center environmental and monitoring equipment.

Job Title: **Technical Writer, Intermediate**

**Minimum Experience:** 5 Years

**Education:** Bachelor's Degree

**Job Description:**

Responsible for creating and writing various types of user documentation, including how-to guides, references, manuals, cheat sheets, or instructions.

**Major Tasks, Responsibilities and Key Accountabilities**

- Explain scientific and technical ideas in simple language.
- Write technical direction on product announcements, marketing brochures, advertisements, and marketing specifications.
- Meet with customer representatives, vendors, executives, or publishers to establish technical specifications.
- Study drawings, specifications, mockups, and product samples.
- Create user documentation for a variety of material, including how-to guides and instruction manuals.
- Ensure technical verbiage is easy to understand by the layperson.
- Gather information on their subjects in libraries and on the web.
- Prepare charts, graphs, or forms to go along with rough drafts.
- Ensure fields flow in the correct sequence.
- Write articles and reports on current trends in fields such as science and engineering.
- Write clear and concise policies and procedures.
- Edit industrial publications.
- Create table of contents and cite sources.
- Submit copies to managers for feedback.
- Adjust copy as necessary and proofread for grammar and spelling.
- Follow document development life cycle.
- Release the document following final approval.
- Conduct online tutorials.
- Provide updates and different editions as necessary.
- Review manufacturer's and trade catalogs.

Job Title: **Technical Writer/Editor, Senior**

**Minimum Experience:** 10 Years

**Education:** Bachelors Degree

**Job Description:**

Exercises quality control over documents intended for external distribution. Provides line technical writing support. Execute documentation configuration management. Team Lead responsible for creating and writing various types of user documentation, including how-to guides, references, manuals, cheat sheets, or instructions.

**Major Tasks, Responsibilities and Key Accountabilities**

- Ability to manage multiple, competing priorities.
- Experience and demonstrated skill in technical writing and editing.
- Demonstrated project management knowledge and experience coordinating publication projects, including establishing and maintaining budgets and schedules, and experience juggling the demands of multiple work priorities.
- Explain scientific and technical ideas in simple language.
- Write technical direction on product announcements, marketing brochures, advertisements, and marketing specifications.
- Meet with customer representatives, vendors, executives, or publishers to establish technical specifications.
- Study drawings, specifications, mockups, and product samples.
- Create user documentation for a variety of material, including how-to guides and instruction manuals.
- Ensure technical verbiage is easy to understand by the layperson.
- Write articles and reports on current trends in fields such as science and engineering.
- Write clear and concise policies and procedures.
- Submit copies to managers for feedback.
- Adjust copy as necessary and proofread for grammar and spelling.
- Follow the document development life cycle.
- Release the document following final approval.
- Conduct online tutorials.
- Provide updates and different editions as necessary.

Job Title: **Test Engineer, Intermediate**

**Minimum Experience:** 5 Years

**Education:** Bachelors, Computer Science, Electrical Engineering, or Other Engineering

**Job Description:**

Will work closely with developers, project managers, network engineers and other stakeholders throughout the SDLC, executing test iterations, tracking / reporting results, troubleshooting and coordinating defect resolution. Have a strong understanding of SDLC processes and the QA lifecycle and methodology.

**Major Tasks, Responsibilities and Key Accountabilities**

- Interact with product management, project management and development teams to develop a strong understanding of the project and testing objectives.
- Design and create test conditions and scripts to address business and technical use cases.
- Use existing tools and techniques to execute test cases and build/script new tools for performing testing/validation function.
- Execute and analysis of test results.
- Participate in troubleshooting issues with different teams to drive towards root cause identification and resolution.
- Document, track and escalate issues using appropriate tools/means.
- Support production deployment of applications and perform “validation testing” during the off-hours maintenance windows.

Job Title: ***Business Analyst, Senior***

***Minimum Experience:*** 10 Years

***Education:*** Bachelors Degree

**Job Description:** Work with stakeholders across business units and third party entities to define business processes and specify solutions that increase service portfolio and efficiency.

Responsible to gather business and user requirements, collaboratively design and implement software solutions. Act as the primary liaison between the business user and the IT application development team(s). Interact with different leadership and senior user groups and various IT teams across the organization.

**Major Tasks, Responsibilities and Key Accountabilities**

- Advise and consult business leaders and senior business representatives in process change, projects and enhancements that benefit business outcome.
- Define the business case for objectives of new projects, including identification of business needs and potential solutions.
- Gathering requirements, document business and functional requirements, impact analysis, designing the solution, use cases, and test scenarios, after care support.
- Perform analysis of business processes to produce overall definitions of work-flow and identify improvement opportunities to increase capabilities and/or productivity.
- Participate in multiple projects within agreed timescales and within agreed quality.
- Manage project scope and expectations, utilizing change management practices.
- Communicate project status, risks, issues, and changes to all relevant IT and business stakeholders.
- Ensure continuous quality and progression of projects and contribute to process improvement initiatives.

Job Title: **Database Administrator, Intermediate**

**Minimum Experience:** 5 Years

**Education:** Bachelors, Computer Science, Electrical Engineering, or Other Engineering

**Job Description:** Install, administer, migrate, troubleshoot and tune production databases. Work closely with multiple product development and testing teams to ensure applications running on database are stable and perform.

**Major Tasks, Responsibilities and Key Accountabilities**

- Identifies database requirements by interviewing customers; analyzing department applications, programming, and operations; evaluating existing systems and designing proposed systems.
- Recommends solutions by defining database physical structure and functional capabilities, database security, data back-up, and recovery specifications.
- Installs revised or new systems by proposing specifications and flowcharts; recommending optimum access techniques; coordinating installation requirements.
- Maintains database performance by calculating optimum values for database parameters; implementing new releases; completing maintenance requirements; evaluating computer operating systems and hardware products.
- Prepares users by conducting training; providing information; resolving problems.
- Provides information by answering questions and requests.
- Supports database functions by designing and coding utilities.
- Maintains quality service by establishing and enforcing organization standards.

Job Title: **Database Administrator, Senior**

**Minimum Experience:** 10 Years

**Education:** Bachelors, Computer Science, Electrical Engineering, or Other Engineering

**Job Description:** Install, administer, migrate, troubleshoot and tune production databases. Lead role in supporting database. Work closely with multiple product development and testing teams to ensure applications running on database are stable and perform.

**Major Tasks, Responsibilities and Key Accountabilities**

- Identifies database requirements by interviewing customers; analyzing department applications, programming, and operations; evaluating existing systems and designing proposed systems.
- Recommends solutions by defining database physical structure and functional capabilities, database security, data back-up, and recovery specifications.
- Installs revised or new systems by proposing specifications and flowcharts; recommending optimum access techniques; coordinating installation requirements.

- Maintains database performance by calculating optimum values for database parameters; implementing new releases; completing maintenance requirements; evaluating computer operating systems and hardware products.
- Prepares users by conducting training; providing information; resolving problems.
- Provides information by answering questions and requests.
- Supports database functions by designing and coding utilities.
- Maintains quality service by establishing and enforcing organization standards.

**Job Title: Database Analyst, Intermediate**

**Minimum Experience:** 5 Years

**Education:** Bachelors, Computer Science, Electrical Engineering, or Other Engineering

**Job Description:**

Responsible for reporting and providing insight using web analytics methods and other data mining techniques. Support the various teams providing accurate, timely and relevant data analysis to meet diverse requirements. Work closely with internal teams to generate ongoing reports that can identify user behavior patterns.

**Major Tasks, Responsibilities and Key Accountabilities**

- Data analysis and research.
- Produces useful insight and valuable information from various raw data sources.
- Evaluates website or intranet performance.
- Designs and maintains processes for measurement, tracking, reporting and analyzing traffic and user experience.
- Recognizes and extracts critical indicators from large and complex data sets and interprets and expresses those indicators in a business context.
- Understands clients' information needs, business objectives and market sectors and implements appropriate data analysis strategies.
- Line manager of other analytics staff
- Uses a variety of statistical techniques and software to provide the most effective data.

**Job Title: Database Architect, Senior**

**Minimum Experience:** 10 Years

**Education:** Computer Science, Electrical Engineering, or Other Engineering

**Job Description:**

Maintains database by determining structural requirements; develops and installs solutions.

### **Major Tasks, Responsibilities and Key Accountabilities**

- Determine database structural requirements by analyzing client operations, applications, and programming; reviews objectives with clients; evaluates current systems;
- Develops database solutions by designing proposed system; defines database physical structure and functional capabilities, security, back-up, and recovery specifications.
- Installs database systems by developing flowcharts; applies optimum access techniques; coordinates installation actions; documents actions.
- Maintains database performance by identifying and resolving production and application development problems; calculates optimum values for parameters; evaluates, integrates, and installs new releases; completes maintenance; answers user questions.
- Prepares users by conducting training.
- Provides database support by coding utilities, responds to user questions, and resolves problems.
- Accomplishes information systems and organization mission by completing related results as needed.

Job Title: ***Customer Service Engineer, Intermediate***

***Minimum Experience: 5 Years***

***Education: Computer Science, Electrical Engineering, or Other Engineering***

### **Job Description:**

Install, maintain, verify performance and repair software and computer equipment. Complete assigned preventive maintenance calls within prescribed time frame and established performance standards.

### **Major Tasks, Responsibilities and Key Accountabilities**

- Provide support to customer programming staff and perform troubleshoot on all field inquiries.
- Monitor all assigned cases for customer support and update all activities on tracking system.
- Analyze customer issues and develop necessary actions and ensure optimal levels of customer satisfaction to provide appropriate support for same.
- Administer all resources and ensure delivery of product fixes within timeframe.
- Manage all customer issues and if required escalate it to required departments.
- Provide support to all developers and evaluate customer designs and recommend procedures for optimal use of products as per guidelines.
- Perform troubleshoot on all network and application issues and recommend resolutions to ensure better customer services.
- Manage requests from internal and external clients.
- Maintain accurate customer documents and prepare reports for all issues and resolutions.
- Provide solutions to all customers and partners and ensure effective deployment..

Job Title: **Project Manager, Senior**

**Minimum Experience:** 10 Years

**Education:** Bachelors, Computer Science, Electrical Engineering, or Other Engineering. PMI Certification preferred.

**Job Description:** The Project Manager is a hands-on expert in project planning and execution including: scope definition and management, estimating, task and resource scheduling, cost and price budgeting, quality review and assurance, and change management. The Project Manager is accountable for the on-time, on-budget delivery of solutions per the approved specifications. This person will be a strategic thinking, quality driven individual, who will provide leadership, direction, coordination and coaching for his/her team.

**Major Tasks, Responsibilities and Key Accountabilities**

- Facilitates the detailed definition and scoping of IT initiatives including both the IT portions of a project and the Business / Business process components of the project.
- Prepares estimates and develops project plans.
- Facilitates 3<sup>rd</sup> party software and services vendor evaluations and provides recommendations.
- Facilitates defining project charters and gaining consensus for approval and sign-off.
- Establishes work plan tracking procedures, status reporting, issue management, change management, resource management, configuration management, financial management, etc.
- Establishes and manages project schedules; taking into consideration deadlines, dependencies, resources, and costs.
- Coordinates with both Business Unit resources as well as IT resources.
- Manages 3<sup>rd</sup> party vendors selected to participate in assigned projects, including full vendor management procedures.
- Develops and executes against project communication plans, including status reports to key project stakeholders and executives.
- Manages change requests and their impacts throughout the project life cycle.
- Proactively identifies and communicates project risks and mitigations.
- Monitors and drives resolution of issues.
- Ensures projects are run within the constraints of scope, quality, time and cost.
- Maintains overall accountability for the successful delivery of the designated project / program to the Business.
- Develops and enforces documentation requirements; enforcing change control.

- Plans and executes project cutover and close-out.
- Recommends improvement opportunities as related to the policies of the PMO. Participates in PMO functions, processes, and roll-out.

Job Title: **Quality Assurance Analyst, Intermediate**

**Minimum Experience:** 5 Years

**Education:** Bachelors, Computer Science, Electrical Engineering, or Other Engineering

**Job Description:** This position entails assisting with requirements analysis, test case creation, test data creation, and test execution. Additional responsibilities will include logging, tracking, and verifying resolution of software and specification defects. Tools will be leveraged for defect management and test case creation, execution, and traceability.

**Major Tasks, Responsibilities and Key Accountabilities**

- Utilize technical/functional knowledge of application to provide assistance in identifying, evaluating, and resolving basic to moderately complex test problems
- Assist in test strategy development.
- Create test plans.
- Provide specific defect information to developers.
- May provide guidance to less experienced analysts.
- Document all phases of the QA process

Job Title: **Quality Assurance Analyst, Senior**

**Minimum Experience:** 10 Years

**Education:** Bachelors, Computer Science, Electrical Engineering, or Other Engineering

**Job Description:** This role is for a very hands-on team lead whose primary responsibility is to develop testing strategy, test plans, test cases, and test automation infrastructure. This entails understanding the features and/or use cases, working closely with the development team, and ensuring the quality of a mission-critical of IT infrastructure and software production.

**Major Tasks, Responsibilities and Key Accountabilities**

- Lead day to day operations of Quality Assurance Analysts tasks

- Develop test strategies
- Oversee priorities and ensure task completion; assist team members in resolving issues and responding to customers
- Monitor and evaluate individual/team performance and take appropriate action to meet and/or exceed performance standards;
- Provide training and development opportunities;
- Leverage technology and training to ensure the QA team is helping ensure policies and identifying discrepancies;
- Work closely with your team mates to ensure we are expeditiously identifying issues and providing the highest level of customer service;
- Assist manager and team members with various initiatives and tasks as assigned.

## Price List

Labor Category	Task Area	Level	Education Level	GSA Price	GSA(%) DISCOUNT (exclusive of the .75% IFF)	PRICE OFFERED TO GSA (excluding IFF)	PRICE OFFERED TO GSA (including IFF)
Developer	Application Development	Senior	Computer Science Degree + 8 years' experience	\$75.15	2%	73.65	74.20
Developer/Integration Engineer	Application Development	Senior	Computer Science Degree + 10 years' experience	\$80.29	2%	78.68	79.28
Principal Engineer	Application Development	Expert	Bachelors Degree + 15 years' experience & IEEE rated certifications or a Masters Degree + 15 years' experience	\$86.50	2%	84.77	85.41
Software/Systems Engineer	Application/Systems Engineering	Intermediate	Bachelors Degree, Computer Science Degree or Equivelant + 5 years' experience	\$70.89	2%	69.47	70.00
Software/Systems Engineer	Application/Systems Engineering	Senior	Bachelors Degree, Computer Science Degree or Equivelant + 10 years' experience	\$76.72	2%	75.19	75.75
Software/System Architect	Application/Systems Engineering	Senior	Bachelors Degree, Computer Science Degree or Equivelant, 10 years' experience & IEEE rated certification certifications	\$92.00	2%	90.16	90.84
System Administrator	Application/Systems Engineering	Senior	Bachelors Degree + 10 years' experience	\$65.76	2%	64.44	64.93
Technical Writer	Application/Systems Engineering	Intermediate	Bachelors Degree + 5 years' experience	\$48.05	2%	47.09	47.44
Technical Writer/Editor	Application/Systems Engineering	Senior	Bachelors Degree + 10 years' experience	\$57.80	2%	56.64	57.07

Test Engineer	Application/Systems Engineering	Intermediate	Bachelors Degree, Computer Science Degree or Equivelant + 5 years' experience	\$55.89	2%	54.77	55.19
Business Analyst	Business Analysis and Planning	Senior	Bachelors Degree + 8 years' experience	\$64.48	2%	63.19	63.67
Database Administrator	Data Strategy & Management	Intermediate	Bachelors Degree, Computer Science Degree or Equivelant + 5 years' experience	\$65.76	2%	64.44	64.93
Database Administrator	Data Strategy & Management	Senior	Bachelors Degree, Computer Science Degree or Equivelant + 10 years' experience	\$91.12	2%	89.30	89.97
Database Analyst	Data Strategy & Management	Intermediate	Bachelors Degree, Computer Science Degree or Equivelant + 8 years' experience	\$78.00	2%	76.44	77.02
Database Architect	Data Strategy & Management	Senior	Bachelors Degree, Computer Science Degree or Equivelant, 10 years' experience & Oracle (or comparable) certification	\$100.00	2%	98.00	98.74
Customer Service Engineer	Help Desk/Support	Intermediate	Bachelors Degree, Computer Science Degree or Equivelant + 5 years' experience	\$65.00	2%	63.70	64.18
Project Manager	Program Management	Senior	Bachelors Degree, Computer Science Degree or Equivelant + 10 years' experience. PMI certification preferred.	\$96.49	2%	94.56	95.27
Quality Assurance Analyst	Quality Assurance	Intermediate	Bachelors Degree, Computer Science Degree or Equivelant + 5 years' experience	\$65.00	2%	63.70	64.18
Quality Assurance Analyst	Quality Assurance	Senior/Lead	Bachelors Degree, Computer Science Degree or Equivelant + 10 years' experience	\$74.95	2%	73.45	74.01