GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List

DIRECT TECHNOLOGY

SCHEDULE TITLE: Federal Supply Schedule 70 – General Purpose Commercial Information Technology Equipment, Software and Services

AWARDED SPECIAL ITEM NUMBERS:

- 132-32 TERM SOFTWARE LICENSES
- 132-34 MAINTENANCE OF SOFTWARE AS A SERVICE
- 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

CONTRACT NUMBER: GS-35F-0147W

CONTRACT PERIOD: December 10, 2019 to December 9, 2024
Prices effective as of Mod PO-0032 on December 11, 2019

CONTACT INFORMATION:
DirectApps, Inc. dba Direct Technology
3009 Douglas Boulevard, Suite 300
Roseville, CA 95661
https://directtechnology.com/govsolutions/

CONTRACT ADMINISTRATOR:
Kyle H Keyser
govsolutions@directtechnology.com
P: (916) 246-4932
F: (916) 787-1210

DUNS: 017980124

BUSINESS TYPE: Other than Small

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage®, a menu driven database system (GSAAdvantage.gov). Pricelist are also available on the GSA Advantage! System (http://www.gsaadvantage.gov).
A. Information for Ordering Agencies 3
B. Terms and Conditions 10
C. Labor Category Rates 15
D. Labor Category Descriptions 17
A. INFORMATION FOR ORDERING AGENCIES

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 micro-purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (gsaadvantage.gov).

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 micro-purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

GEOGRAPHIC SCOPE
The geographic scope of contract encompasses both domestic and overseas delivery.

CONTRACTOR’S ORDERING, ADDRESS AND PAYMENT INFORMATION

ORDERING INFORMATION
For orders, the postal mailing address where written orders will be received is as follows:

Kyler H Keyser
Direct Technology
3009 Douglas Blvd., Suite 300
Roseville, CA 95661
P: (916) 246-4932
F: (916) 787-1210

PAYMENT INFORMATION
All payments shall be submitted to the following remittance address:

Direct Technology
3009 Douglas Blvd., Suite 300
Roseville, CA 95661
Phone: (916) 787-2200
Fax: (916) 787-1210

Contractors are required to accept the 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:

Direct Technology  
P: (916) 246-4932  
F: (916) 787-1210

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.

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: 017980124  
Block 30: Type of Contractor – A. Small Disadvantaged Business  
Block 31: Woman-Owned Small Business – No  
Block 36: Contractor's Taxpayer Identification Number (TIN): 680368956

CAGE Code
CAGE Code: 1WA97

CENTRAL CONTRACTOR REGISTRATION
Direct Technology has registered with the Central Contractor Registration Database.

FOB DESTINATION
It is expected that all Information Technology professional services described herein will be performed either at a Direct Technology facility or at a government designated facility. Place of performance shall be designated on the purchase order or in the Statement of Work.

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

<table>
<thead>
<tr>
<th>SPECIAL ITEM NUMBER</th>
<th>DELIVERY TIME (Days ARO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIN 132-32</td>
<td>As negotiated with each task order</td>
</tr>
<tr>
<td>SIN 132-34</td>
<td>As negotiated with each task order</td>
</tr>
<tr>
<td>SIN 132-51</td>
<td>As negotiated with each task order</td>
</tr>
</tbody>
</table>
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.

DISCOUNTS
Prices shown are NET Prices; Basic Discounts have been deducted.
  a. Prompt Payment: 2% Net 10 - SIN 132-51
  b. Quantity: None
  c. Dollar Volume: Direct Technology reserves the right to offer discounts in those cases where the value of an order exceeds the Maximum Order Limit or when business conditions warrant.
  d. Government Educational Institutions: None

TRADE AGREEMENT 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.

STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING
N/A

SMALL REQUIREMENTS
The minimum order value is $100.00.

MAXIMUM ORDER THRESHOLD

<table>
<thead>
<tr>
<th>MAXIMUM ORDER THRESHOLD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Item Number 132-51 – IT Professional Services</td>
</tr>
</tbody>
</table>

ORDERING PROCEDURES FOR FSS 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.

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

FAR 8.405-2 Ordering procedures for services requiring a statement of work.
FEDERAL INFORMATION TECHNOLOGY/ TELECOMMUNICATION STANDARDS REQUIREMENTS

Federal departments and agencies 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 offices, shall be responded to promptly by the Contractor.

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.

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.

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

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

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub. L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on
orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

(c) **Certifications, Licenses and Accreditations**: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

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

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

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

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

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

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

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

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

**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.)

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 https://www.gsaadvantage.gov/

PURCHASE OF OPEN MARKET ITEMS
NOTE: Open Market Items are also known as incidental items, non-contract items, non-Schedule items, and items not on a Federal Supply Schedule contract.

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

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

2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;

3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and

4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

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.

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 of Canada, the 48 contiguous United States and the District of Columbia.

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.
B. TERMS AND CONDITIONS

DIRECT APPS, INC. DBA DIRECT TECHNOLOGY
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 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 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.

9. INDEPENDENT CONTRACTOR
All IT 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. 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. DESCRIPTIONS OF IT AND PRICING
a. A description of each type of IT offered under Special Item Numbers 132-51 is presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. See Section D - Labor Category Descriptions
b. Pricing for all IT shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices. See Section C - Labor Category Rates.
## C. LABOR CATEGORY RATES

**GSA Authorized Pricelist – SIN 132-51**

*Rates include Industrial Funding Fee and 2.1% Rate Escalation from Year-to-Year*

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA Rates (12/10/19 - 12/9/20)</th>
<th>GSA Rates (12/10/20 - 12/9/21)</th>
<th>GSA Rates (12/10/21 - 12/9/22)</th>
<th>GSA Rates (12/10/22 - 12/9/23)</th>
<th>GSA Rates (12/10/23 - 12/9/24)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Process Analyst I</td>
<td>$132.24</td>
<td>$135.05</td>
<td>$137.91</td>
<td>$140.83</td>
<td>$143.82</td>
</tr>
<tr>
<td>Business Process Analyst II</td>
<td>$147.36</td>
<td>$150.48</td>
<td>$153.67</td>
<td>$156.93</td>
<td>$160.26</td>
</tr>
<tr>
<td>Business Process Analyst III</td>
<td>$162.47</td>
<td>$165.91</td>
<td>$169.43</td>
<td>$173.02</td>
<td>$176.69</td>
</tr>
<tr>
<td>Business Process Analyst IV</td>
<td>$181.36</td>
<td>$185.21</td>
<td>$189.14</td>
<td>$193.15</td>
<td>$197.24</td>
</tr>
<tr>
<td>Database Administrator I</td>
<td>$120.91</td>
<td>$123.47</td>
<td>$126.09</td>
<td>$128.76</td>
<td>$131.49</td>
</tr>
<tr>
<td>Database Administrator II</td>
<td>$136.02</td>
<td>$138.90</td>
<td>$141.84</td>
<td>$144.85</td>
<td>$147.92</td>
</tr>
<tr>
<td>Database Administrator III</td>
<td>$151.13</td>
<td>$154.34</td>
<td>$157.61</td>
<td>$160.95</td>
<td>$164.36</td>
</tr>
<tr>
<td>Desktop Technician I</td>
<td>$113.35</td>
<td>$115.75</td>
<td>$118.20</td>
<td>$120.71</td>
<td>$123.27</td>
</tr>
<tr>
<td>Desktop Technician II</td>
<td>$136.02</td>
<td>$138.90</td>
<td>$141.84</td>
<td>$144.85</td>
<td>$147.92</td>
</tr>
<tr>
<td>Desktop Technician III</td>
<td>$158.69</td>
<td>$162.05</td>
<td>$165.49</td>
<td>$169.00</td>
<td>$172.58</td>
</tr>
<tr>
<td>Network Engineer II</td>
<td>$151.13</td>
<td>$154.34</td>
<td>$157.61</td>
<td>$160.95</td>
<td>$164.36</td>
</tr>
<tr>
<td>Network Engineer III</td>
<td>$170.03</td>
<td>$173.63</td>
<td>$177.31</td>
<td>$181.07</td>
<td>$184.91</td>
</tr>
<tr>
<td>Program Manager I</td>
<td>$185.14</td>
<td>$189.06</td>
<td>$193.07</td>
<td>$197.16</td>
<td>$201.34</td>
</tr>
<tr>
<td>Program Manager II</td>
<td>$207.81</td>
<td>$212.21</td>
<td>$216.71</td>
<td>$221.30</td>
<td>$225.99</td>
</tr>
<tr>
<td>Programmer I</td>
<td>$120.91</td>
<td>$123.47</td>
<td>$126.09</td>
<td>$128.76</td>
<td>$131.49</td>
</tr>
<tr>
<td>Programmer II</td>
<td>$136.02</td>
<td>$138.90</td>
<td>$141.84</td>
<td>$144.85</td>
<td>$147.92</td>
</tr>
<tr>
<td>Programmer III</td>
<td>$151.13</td>
<td>$154.34</td>
<td>$157.61</td>
<td>$160.95</td>
<td>$164.36</td>
</tr>
<tr>
<td>Programmer IV</td>
<td>$170.03</td>
<td>$173.63</td>
<td>$177.31</td>
<td>$181.07</td>
<td>$184.91</td>
</tr>
<tr>
<td>Project Manager I</td>
<td>$158.69</td>
<td>$162.05</td>
<td>$165.49</td>
<td>$169.00</td>
<td>$172.58</td>
</tr>
<tr>
<td>Project Manager II</td>
<td>$181.36</td>
<td>$185.21</td>
<td>$189.14</td>
<td>$193.15</td>
<td>$197.24</td>
</tr>
<tr>
<td>QA/Configuration Analyst I</td>
<td>$117.13</td>
<td>$119.61</td>
<td>$122.15</td>
<td>$124.74</td>
<td>$127.38</td>
</tr>
<tr>
<td>QA/Configuration Analyst II</td>
<td>$136.02</td>
<td>$138.90</td>
<td>$141.84</td>
<td>$144.85</td>
<td>$147.92</td>
</tr>
<tr>
<td>QA/Configuration Analyst III</td>
<td>$151.13</td>
<td>$154.34</td>
<td>$157.61</td>
<td>$160.95</td>
<td>$164.36</td>
</tr>
<tr>
<td>Security Analyst I</td>
<td>$120.91</td>
<td>$123.47</td>
<td>$126.09</td>
<td>$128.76</td>
<td>$131.49</td>
</tr>
<tr>
<td>Security Analyst II</td>
<td>$136.02</td>
<td>$138.90</td>
<td>$141.84</td>
<td>$144.85</td>
<td>$147.92</td>
</tr>
<tr>
<td>Security Analyst III</td>
<td>$151.13</td>
<td>$154.34</td>
<td>$157.61</td>
<td>$160.95</td>
<td>$164.36</td>
</tr>
<tr>
<td>Security Analyst IV</td>
<td>$170.03</td>
<td>$173.63</td>
<td>$177.31</td>
<td>$181.07</td>
<td>$184.91</td>
</tr>
<tr>
<td>Systems/Software Analyst I</td>
<td>$120.91</td>
<td>$123.47</td>
<td>$126.09</td>
<td>$128.76</td>
<td>$131.49</td>
</tr>
<tr>
<td>Systems/Software Analyst II</td>
<td>$136.02</td>
<td>$138.90</td>
<td>$141.84</td>
<td>$144.85</td>
<td>$147.92</td>
</tr>
<tr>
<td>Systems/Software Analyst III</td>
<td>$151.13</td>
<td>$154.34</td>
<td>$157.61</td>
<td>$160.95</td>
<td>$164.36</td>
</tr>
<tr>
<td>Trainer I</td>
<td>$113.35</td>
<td>$115.75</td>
<td>$118.20</td>
<td>$120.71</td>
<td>$123.27</td>
</tr>
<tr>
<td>Web Developer I</td>
<td>$136.02</td>
<td>$138.90</td>
<td>$141.84</td>
<td>$144.85</td>
<td>$147.92</td>
</tr>
<tr>
<td>Web Developer II</td>
<td>$151.13</td>
<td>$154.34</td>
<td>$157.61</td>
<td>$160.95</td>
<td>$164.36</td>
</tr>
<tr>
<td>Web Developer III</td>
<td>$170.03</td>
<td>$173.63</td>
<td>$177.31</td>
<td>$181.07</td>
<td>$184.91</td>
</tr>
</tbody>
</table>
Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

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

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

Direct Technology’s professional staff focuses on building and maintaining strong and trusting relationships and are renowned for their unique expertise in emerging technologies across disciplines, industries, and practice areas. When we recruit and hire new staff, we look for the attributes that define elite staff in business: mastery, commitment, focus, determination, integrity, teamwork, positivity, goal orientation, healthy competition, and sportsmanship.

Our staff possesses 10+ years of industry-related experience. Many hold advanced degrees and certifications within their professional discipline. In addition, many of our experts have held diverse positions prior to their employment with Direct Technology, expanding our understanding of client challenges and offering valuable insight to developing practical solutions for technical and non-technical issues.

We are pleased to offer you the service of our professionals using the following labor categories. Resumes will be provided upon request.

<table>
<thead>
<tr>
<th>Education Substitutions for 132-51 Labor Categories:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor’s</td>
</tr>
<tr>
<td>H.S. Diploma + 4 years additional experience</td>
</tr>
<tr>
<td>Associate’s Degree + 2 years of additional experience</td>
</tr>
<tr>
<td>Master’s</td>
</tr>
<tr>
<td>Bachelor’s Degree + 2 years additional experience</td>
</tr>
<tr>
<td>Associate’s Degree plus 4 years of experience</td>
</tr>
<tr>
<td>Ph.D./Doctorate</td>
</tr>
<tr>
<td>Master’s Degree + 2 years additional experience</td>
</tr>
<tr>
<td>Bachelor’s Degree plus 4 years of experience</td>
</tr>
<tr>
<td>Associates Degree plus 6 years of experience</td>
</tr>
</tbody>
</table>

The years of experience substituted may be used to satisfy education requirements. Completion of higher education which has not yet resulted in a degree may be counted as one-for-one years of experience for each year of higher education and may be used to satisfy education requirements.

<table>
<thead>
<tr>
<th>Experience Substitutions for 132-51 Labor Categories:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Master’s</td>
</tr>
<tr>
<td>2 years of experience</td>
</tr>
<tr>
<td>Ph.D./Doctorate</td>
</tr>
<tr>
<td>4 years of experience</td>
</tr>
</tbody>
</table>

May be used to satisfy experience requirements when the minimum Education requirements are met.
BUSINESS PROCESS ANALYST I

MINIMUM/GENERAL EXPERIENCE
1 year of experience in process improvement and systems analysis.

FUNCTIONAL RESPONSIBILITY
Supports systems analysis and testing. Uses industry recognized methods to deliver work products in analysis, design, system testing, implementation or support and maintenance in a system lifecycle, and has understanding of database administration. Assists with analysis of business needs and processes, gathers and organizes data from standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, creates or maintains databases, develops and implements plans.

MINIMUM EDUCATION
Bachelor's degree. Experience & education substitutions may be applied as specified in the tables above.

BUSINESS PROCESS ANALYST II

MINIMUM/GENERAL EXPERIENCE
3 years of experience in process improvement and systems analysis.

FUNCTIONAL RESPONSIBILITY
Conducts systems analysis and testing. Identifies causes for deviations and recommends corrective action. Uses industry recognized methods to deliver work products in analysis, design, system testing, implementation or support and maintenance in a system lifecycle comprehensive knowledge of information systems and operations and has understanding of database administration. Analyzes business needs, gathers and organizes data from standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, develops appropriate corrective actions, creates or maintains databases, develops and implements plans.

MINIMUM EDUCATION
Bachelor's degree. Experience & education substitutions may be applied as specified in the tables above.

BUSINESS PROCESS ANALYST III

MINIMUM/GENERAL EXPERIENCE
5 years of experience in process improvement and systems analysis.

FUNCTIONAL RESPONSIBILITY
Conducts systems analysis and testing. Identifies causes for deviations and recommends corrective action. Uses industry recognized methods to deliver work products in analysis, design, system testing, implementation or support and maintenance in a system lifecycle
comprehensive knowledge of information systems and operations and has understanding of database administration. Analyzes business needs, gathers and organizes data from standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, develops appropriate corrective actions, creates or maintains databases, develops and implements plans.

**MINIMUM EDUCATION**
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.

**BUSINESS PROCESS ANALYST IV**

**MINIMUM/GENERAL EXPERIENCE**
7 years of experience in process improvement and systems analysis.

**FUNCTIONAL RESPONSIBILITY**
Uses industry recognized methods to deliver work products in analysis, design, system testing, implementation or support and maintenance in a system lifecycle. Experienced in all stages of the Systems Development Life Cycle. Provides appropriate solutions to business problems. Assesses all issues surrounding people, process and technology. Conducts studies, analyzes and develops appropriate solutions, creates or maintains databases, develops and implements plans, reviews reports/work papers for accuracy and completeness, develops and presents alternative plans, defends analysis, assists project manager with changes to the scope of the project, and assists in managing client expectations.

**MINIMUM EDUCATION**
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.

**DATABASE ADMINISTRATOR I**

**MINIMUM/GENERAL EXPERIENCE**
Entry-level

**FUNCTIONAL RESPONSIBILITY**
Administers organization's databases, using database management system to organize and store data. The Database Administrator determines user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases.

**MINIMUM YEARS OF EXPERIENCE AND EDUCATION**
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.
DATABASE ADMINISTRATOR II
MINIMUM/GENERAL EXPERIENCE
3 years of experience in database administration.

FUNCTIONAL RESPONSIBILITY
Administers organization's databases, using database management system to organize and store data. The Database Administrator determines user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases.

MINIMUM YEARS OF EXPERIENCE AND EDUCATION
Bachelor's degree. Experience & education substitutions may be applied as specified in the tables above.

DATABASE ADMINISTRATOR III
MINIMUM/GENERAL EXPERIENCE
5 years of experience in database administration.

FUNCTIONAL RESPONSIBILITY
Administers organization's databases, using database management system to organize and store data. The Database Administrator determines user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 3 may lead other Database Administrators.

MINIMUM EDUCATION
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.

DESKTOP TECHNICIAN I
MINIMUM/GENERAL EXPERIENCE
0-1 year of experience in desktop support services. Knowledge of commonly used computer concepts, practices, and procedures.

FUNCTIONAL RESPONSIBILITY
Performs activities necessary to support users of complex networks. Support may be provided over the remotely or in-person. The desktop technician will facilitate the use of network application software such as e-mail, user account maintenance and access privileges, and troubleshooting workstation, printing, communications, security and other network services problems. Level 1 may work directly under Level 2 or 3.
MINIMUM EDUCATION
High School degree. Experience & education substitutions may be applied as specified in the tables above.

DESKTOP TECHNICIAN II
MINIMUM/GENERAL EXPERIENCE
1-3 years of experience in desktop support services. Knowledge of commonly used computer concepts, practices, and procedures.

FUNCTIONAL RESPONSIBILITY
Performs activities necessary to support users of complex networks. Support may be provided over the remotely or in-person. The desktop technician will facilitate the use of network application software such as e-mail, user account maintenance and access privileges, and troubleshooting workstation, printing, communications, security and other network services problems. Level 2 may provide guidance to other Technicians.

MINIMUM EDUCATION
Associate’s degree. Experience & education substitutions may be applied as specified in the tables above.

DESKTOP TECHNICIAN III
MINIMUM/GENERAL EXPERIENCE
3-5 years of experience in desktop support services. Knowledge of commonly used computer concepts, practices, and procedures.

FUNCTIONAL RESPONSIBILITY
Performs activities necessary to support users of complex networks. Support may be provided over the remotely or in-person. The desktop technician will facilitate the use of network application software such as e-mail, user account maintenance and access privileges, and troubleshooting workstation, printing, communications, security and other network services problems. Level 3 may provide guidance to other Technicians.

MINIMUM EDUCATION
Associate’s degree. Experience & education substitutions may be applied as specified in the tables above.
NETWORK ENGINEER II
MINIMUM/GENERAL EXPERIENCE
3 years of experience in information technology, of which 1 year should be specialized experience in protocol analysis, communication network system design and maintenance, and knowledge of communication protocols.

FUNCTIONAL RESPONSIBILITY
Applies advanced networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. May review existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. May provide task direction to less experienced network engineers.

MINIMUM YEARS OF EXPERIENCE AND EDUCATION
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.

NETWORK ENGINEER III
MINIMUM/GENERAL EXPERIENCE
5 years of experience in information technology, of which 3 years should be specialized experience in protocol analysis, communication network system design and maintenance, and knowledge of communication protocols.

FUNCTIONAL RESPONSIBILITY
Applies complex networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Diagnoses and remediates problems; plans installations, transitions, and cutovers of network components and capabilities. May review existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. May function as team leader for less experienced network engineers.

MINIMUM EDUCATION
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.
PROGRAM MANAGER I
MINIMUM/GENERAL EXPERIENCE
10 years of experience in IT program management.

FUNCTIONAL RESPONSIBILITY
Plans and manages projects to control overall project scope, budgets and schedules for multi-project engagements. Program Managers maintain contractor interface with the senior levels of the customer’s organization, and consult with customer and contractor personnel to formulate and review task plans and deliverables, and provide conformance with program and project task schedules and costs and contractual obligations.

MINIMUM EDUCATION
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.

PROGRAM MANAGER II
MINIMUM/GENERAL EXPERIENCE
12 years of experience in IT program management.

FUNCTIONAL RESPONSIBILITY
Plans and manages projects to control overall project scope, budgets and schedules for multi-project engagements. Program Managers maintain contractor interface with the senior levels of the customer’s organization, and consult with customer and contractor personnel to formulate and review task plans and deliverables, and provide conformance with program and project task schedules and costs and contractual obligations.

MINIMUM EDUCATION
Bachelor’s degree. Experience & Education substitutions may be applied as specified in the tables above.

PROGRAMMER I
MINIMUM/GENERAL EXPERIENCE
0-1 year of experience as a computer programmer.

FUNCTIONAL RESPONSIBILITY
Responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming, and understands the business or function for which application is designed. The Programmer I may write programs according to specifications and update, repair, modify and expand existing computer programs. Assignments are of limited scope and reviewed by more experienced programmers.
MINIMUM EDUCATION
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.

PROGRAMMER II
MINIMUM/GENERAL EXPERIENCE
3 years of experience as a computer programmer.

FUNCTIONAL RESPONSIBILITY
Responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming, and understands the business or function for which application is designed. The Programmer II may write programs according to specifications and update, repair, modify and expand existing computer programs.

MINIMUM YEARS OF EXPERIENCE AND EDUCATION
Bachelor's degree. Experience & education substitutions may be applied as specified in the tables above.

PROGRAMMER III
MINIMUM/GENERAL EXPERIENCE
5 years of experience as a computer programmer.

FUNCTIONAL RESPONSIBILITY
Responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming, and understands the business or function for which application is designed. The Programmer III may write programs according to specifications and update, repair, modify and expand existing computer programs. Level 3 may lead other programmers.

MINIMUM EDUCATION
Bachelor's degree. Experience & education substitutions may be applied as specified in the tables above.

PROGRAMMER IV
MINIMUM/GENERAL EXPERIENCE
8 years of experience as a computer programmer.

FUNCTIONAL RESPONSIBILITY
Analyzes systems specifications and designs, develops, modifies, and installs highly complex and customized software. Conducts detailed analyses of defined system specifications, and prepares a wide variety of computer programs, associated documentation, block diagrams, and
logic flow charts. Takes system design specifications and customizes software to meet application requirements. Level 4 may provide daily supervision and direction to staff.

**MINIMUM YEARS OF EXPERIENCE AND EDUCATION**
Bachelor's degree. Experience & education substitutions may be applied as specified in the tables above.

### PROJECT MANAGER I

**MINIMUM/GENERAL EXPERIENCE**
5 years of management experience throughout a project management life cycle. Includes coordinating work activity, allocation of resources, managing performance, and development of solutions for Information Technology challenges.

**FUNCTIONAL RESPONSIBILITY**
Manages, plans and coordinates activities of projects. This individual reviews project proposals or plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The Project Manager identifies functional or cross-functional requirements and resources required for each task and provides detailed guidance and direction to project staff.

**MINIMUM EDUCATION**
Bachelor's degree. Experience & education substitutions may be applied as specified in the tables above.

### PROJECT MANAGER II

**MINIMUM/GENERAL EXPERIENCE**
8 years of management experience throughout a project management life cycle. Includes coordinating work activity, allocation of resources, managing performance, and development of solutions for information technology challenges.

**FUNCTIONAL RESPONSIBILITY**
Manages, plans and coordinates activities of projects. This individual reviews project proposals or plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The Project Manager II identifies functional or cross-functional requirements and resources required for each task and provides detailed guidance and direction to project staff.

**MINIMUM EDUCATION**
Bachelor's degree. Experience & education substitutions may be applied as specified in the tables above.
QUALITY ASSURANCE/CONFIGURATION ANALYST I

MINIMUM/GENERAL EXPERIENCE
1 year of specialized experience in quality assurance/testing.

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

MINIMUM EDUCATION
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.

QUALITY ASSURANCE/CONFIGURATION ANALYST II

MINIMUM/GENERAL EXPERIENCE
3 years of specialized experience in quality assurance/testing.

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

MINIMUM EDUCATION
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.
QUALITY ASSURANCE/CONFIGURATION ANALYST III
MINIMUM/GENERAL EXPERIENCE
6 years of specialized experience in quality assurance/testing.

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

MINIMUM EDUCATION
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.

SECURITY ANALYST I
MINIMUM/GENERAL EXPERIENCE
2 years of experience in information security technology.

FUNCTIONAL RESPONSIBILITY
Assists more experienced analysts in analyzing and defining security requirements. Assists in performing risk analysis and security audit services and in developing analytical reports. May assist in performing in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; and development of AIS security policies and procedures.

MINIMUM EDUCATION
Bachelor's degree. Experience & education substitutions may be applied as specified in the tables above.
SECURITY ANALYST II

MINIMUM/GENERAL EXPERIENCE
5 years of experience of which 3 years should be in information security technology.

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

MINIMUM EDUCATION
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.

SECURITY ANALYST III

MINIMUM/GENERAL EXPERIENCE
7 years of experience of which 5 years should be in information security technology.

FUNCTIONAL RESPONSIBILITY
Analyzes and defines information security, automated information security (AIS), and/or computer security requirements. Designs, develops, engineers, and implements security solutions. Gathers and organizes technical information about an organization’s mission, goals, and needs; existing security products; and ongoing programs. Develops, analyzes, and implements security develops analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures. May have experience in one or more of the following: digital signatures, encryption, public key and certification management, cross certification of public key systems, and X.500 directories. May be responsible for leading a team in performing these services.

MINIMUM EDUCATION
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.
SECURITY ANALYST IV

MINIMUM/GENERAL EXPERIENCE
10 years of experience of which 7 years should be in information security technology.

FUNCTIONAL RESPONSIBILITY
Analyzes and defines complex information security, and/or computer security requirements. Designs, develops, engineers, and implements security solutions. Gathers and organizes technical information about an organization’s mission, goals, and needs; existing security products; and ongoing programs. Develops, analyzes, and implements security architecture(s) as appropriate. Performs risk analysis and security audit services, develops analytical reports as required. May be required to perform in one or more of the following areas: security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of security policies and procedures. May provide daily supervision and direction to staff.

MINIMUM EDUCATION
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.

SYSTEMS/SOFTWARE ANALYST I

MINIMUM/GENERAL EXPERIENCE
1 year of experience in the administration and maintenance of software and other technology systems.

FUNCTIONAL RESPONSIBILITY
Under direct supervision, analyzes and evaluates hardware and software solutions to meet the user’s systems analysis and/or systems integration requirements. Assists more experienced systems analyst in identifying data availability, report requirements, and systems design problems. Assists in defining system objectives and prepares system design specifications to meet user requirements and to satisfy interface problems. May assist with preparation of status reports and presentations. Assignments are generally of limited scope and reviewed by more experienced analysts.

MINIMUM YEARS OF EXPERIENCE AND EDUCATION
Bachelor's degree. Experience & education substitutions may be applied as specified in the tables above.
SYSTEMS/SOFTWARE ANALYST II
MINIMUM/GENERAL EXPERIENCE
2 years of experience in the administration and maintenance of software and other technology systems.

FUNCTIONAL RESPONSIBILITY
Under general supervision, analyzes and evaluates hardware and software solutions to meet the user’s systems analysis and/or systems integration requirements. Coordinates with user to identify data availability, report requirements, and systems design problems. Defines system objectives and prepares system design specifications to meet user requirements and to satisfy interface problems. Assists with preparation of status reports and presentations. May provide direction to lower level systems analysts.

MINIMUM EDUCATION
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.

SYSTEMS/SOFTWARE ANALYST III
MINIMUM/GENERAL EXPERIENCE
3 years of experience in the administration and maintenance of software and other technology systems.

FUNCTIONAL RESPONSIBILITY
Analyzes and evaluates hardware and software solutions to meet the user’s systems analysis and/or systems integration requirements. Coordinates with user to identify data availability, report requirements, and systems design problems. Defines system objectives and prepares system design specifications to meet user requirements and to satisfy interface problems. Assists with preparation of status reports and presentations. May provide direction to lower level systems analysts. Level 3 may oversee other Systems/Software Analysts.

MINIMUM EDUCATION
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.

TRAINER I
MINIMUM/GENERAL EXPERIENCE
3 years of experience in the delivery of training instruction and services. Requires subject matter expertise and excellent writing and communication skills.

FUNCTIONAL RESPONSIBILITY
Conducts research necessary to develop, revise, or select training materials. Prepares training catalogs. Develops instructor materials, such as course outlying, background material, and training aids. Develops student materials, such as course manuals, workbooks, handouts,
completion certificates, and course critique forms. Conducts formal classroom courses, workshops, seminars, and computer based training.

**MINIMUM EDUCATION**
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.

**WEB DEVELOPER I**
**MINIMUM/GENERAL EXPERIENCE**
2 years of experience in web development.

**FUNCTIONAL RESPONSIBILITY**
Designs, develops, troubleshoots, debugs, and implements implement software code (such as HTML, CGI, and JavaScript) for a component of the website. This position work with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website and is responsible for interface implementation and the integration of web applications with backend databases.

**MINIMUM EDUCATION**
Associate’s degree. Experience & education substitutions may be applied as specified in the tables above.

**WEB DEVELOPER II**
**MINIMUM/GENERAL EXPERIENCE**
3 years of experience in web development.

**FUNCTIONAL RESPONSIBILITY**
Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. This position work with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website and is responsible for interface implementation and the integration of web applications with backend databases.

**MINIMUM EDUCATION**
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.
WEB DEVELOPER III

MINIMUM/GENERAL EXPERIENCE
5 years of experience in web design and implementation.

FUNCTIONAL RESPONSIBILITY
The Web Developer III/Senior Web Developer designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. This position work with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website and is responsible for interface implementation and the integration of web applications with backend databases. The Web Developer III may be responsible for other staff.

MINIMUM YEARS OF EXPERIENCE AND EDUCATION
Bachelor’s degree. Experience & education substitutions may be applied as specified in the tables above.