On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is: GSAAdvantage.gov.

LARGE CATEGORY: INFORMATION TECHNOLOGY
SUBCATEGORY: IT SERVICES

Special Item Number 54151S  Information Technology Professional Services

IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.

The Contractor shall not resell IT Professional Services, except that IT professional services may only be resold in direct support of products that are authorized to be sold via the schedule contract, e.g. SIN 54151 - Software Maintenance Services that supports SIN 511210 - Software Licenses. (This does not include SINs within the IT Services Subcategory).

NOTE: Subject to Cooperative Purchasing

FSC/PSC Code: DA01

LARGE CATEGORY: MISCELLANEOUS
SUBCATEGORY: COMPLEMENTARY SINs

Special Item Number ANCILLARY  Ancillary Supplies and Services

Ancillary supplies and/or services are support supplies and/or services which are not within the scope of any other SIN on this schedule. These supplies and/or services are necessary to compliment a contractor’s offerings to provide a solution to a customer requirement. This SIN may be used for orders and blanket purchase agreements that involve work or a project that is solely associated with the supplies and/or services purchased under this schedule.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.

NOTE: Subject to Cooperative Purchasing

FSC/PSC Code: 0000

Special Item Number OLM  Order-Level Materials (OLM)

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.
OLM SIN-Level Requirements/Ordering Instructions:

OLMs are:
- Purchased under the authority of the FSS Program
- Unknown until an order is placed
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering

Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)
- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price

OLMs are not:
- "Open Market Items"
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

OLM Pricing:
- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).
- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against a FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.

NOTE: Subject to Cooperative Purchasing

FSC/PSC Code: 0000

Schedule Contract Number
GS-35F-0184T

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at fss.gsa.gov.

Contract Period: December 20, 2006 through December 19, 2021

Contract current through: Modification 36 dated April 5, 2021
MASS Modification A826 dated November 16, 2020

Estrella Group, LLC
524 Shirley Court
Richardson TX  75081-5758
937-321-8192 (main)
937-866-8192 (facsimile)
www.estrellagroupllc.com

An SBA-certified 8(a) Program Participant
CUSTOMER INFORMATION

1a. Table of awarded Special Item Numbers:

- Special Item Number 54151S
- Special Item Number Ancillary
- Special Item Number OLM

1b. Identification of lowest priced model number and corresponding price for each awarded Special Item Number:

<table>
<thead>
<tr>
<th>Special Item Number</th>
<th>Labor Category</th>
<th>GSA Price with IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Quality Assurance Analyst I</td>
<td>$84.29</td>
</tr>
<tr>
<td>Ancillary</td>
<td>Administrative Assistant III**</td>
<td>$64.92</td>
</tr>
</tbody>
</table>

1c. Identification of Services and Hourly Rates: See Pages 5 through 34, below.

2. Maximum Order:

- Special Item Number 54151S $500,000
- Special Item Number Ancillary $250,000
- Special Item Number OLM $250,000

3. Minimum Order: $100

4. Geographic Coverage: Domestic

5. Point of Production:

- Special Item Number 54151S Richardson, Texas USA
- Special Item Number Ancillary Richardson, Texas USA
- Special Item Number OLM To be determined

6. Discount from Commercial List Price or Market Rate:

The GSA Net Prices published on the GSA Advantage website reflect the fully burdened price. The negotiated discount has been applied and the Industrial Funding Fee has been added.

7. Quantity Discounts: Not Applicable

8. Prompt Payment Terms: Net 30 days

Information for Ordering Offices: Prompt Payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
9. Government Purchase Card: Accepted for all purchases.

10. Foreign Item(s): Not Applicable

11a. Time of Delivery:

<table>
<thead>
<tr>
<th>Special Item Number</th>
<th>Delivery Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>As negotiated with the Ordering Activity</td>
</tr>
<tr>
<td>Ancillary</td>
<td>As negotiated with the Ordering Activity</td>
</tr>
<tr>
<td>OLM</td>
<td>As negotiated with the Ordering Activity</td>
</tr>
</tbody>
</table>

11b. Expedited Delivery: Please contact the Contractor for availability and rates.

11c. Overnight and 2-day Delivery: Please contact the Contractor for availability and rates.

11d. Urgent Requirements:

Ordering Activities can contact the Contractor’s Representative for the purpose of requesting accelerated delivery to meet urgent requirements.

12. F.O.B. Point: Destination

13a. Ordering Address:

Bashir Bhimani, Partner
Estrella Group, LLC
524 Shirley Court
Richardson TX  75081-5758
937-321-8192 (main)
937-866-8192 (facsimile)
bhimanib@estrellagroupllc.com

13b. Ordering Procedures:

For supplies and services, the ordering procedures and information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment Address:

Bashir Bhimani, Partner
Estrella Group, LLC
524 Shirley Court
Richardson TX  75081-5758
937-321-8192 (main)
937-866-8192 (facsimile)
bhimanib@estrellagroupllc.com

15. Warranty Provision: All services shall be performed in a good and workmanlike manner.

16. Export Packing Charges: Not Applicable

17. Terms and conditions of Government purchase card acceptance:

Please contact the Contract Administrator for more information.

18. Terms and conditions of Rental, Maintenance, and Repair: Not Applicable
19. Terms and conditions of Installation: Not Applicable

20. Terms and conditions of Repair Parts indicating date of parts price lists and any discounts from list prices:
Not Applicable

20a. Terms and conditions for any other Service: Not Applicable

21. List of Service and Distribution Points: Not Applicable

22. List of Participating Dealer: Not Applicable

23. Preventative Maintenance: Not Applicable

24a. Special Attributes such as Environmental Attributes (E.G., Recycled Content, Energy Efficiency, and/or Reduced Pollutants):
Not Applicable.

24b. Section 508 Compliance Information:
Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT). The EIT standard can be found at: http:www.Section508.gov/.

25. Data Universal Number System (DUNS) Number: 078 731 608

26. Notification regarding registration in System for Award Management database:
Contractor has a current registration in the Systems for Award Management.

27. Description of Services and Approved Hourly Rates – by SIN

SPECIAL ITEM NUMBER 54151S
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
AUTHORIZED LABOR CATEGORIES

Program Manager I

Minimum/General Experience: 4 years. Specialized experience includes project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

Functional Responsibility: Program Manager works independently or under the direction of the Senior Program Manager and maintains close consultation with the customer and senior management; ensures the success of the goals and objectives of the program; plans and directs technological improvements and project management implementation; manages a diverse group of functional activities and subordinate groups of technical and administrative personnel; and organizes and controls the overall activities of the contract. Responsible for managing programs of moderate risk and complexity or may have deputy responsibility for a large program. Program Manager is responsible for overall program management, technical oversight, quality control, contract administration and costs. Program Manager combines solid
grounding in accepted program management methodology with experience in private and/or Government programs. Program Manager consults with the customer to ensure conformity to contractual obligations and establishes and maintains technical and financial reports to show progress of projects to management and customers.

**Minimum Education:** A Bachelor's degree in Computer Science, Information Systems Engineering, Business, Physical Science, or other technically related discipline.

**Program Manager II**

**Minimum/General Experience:** 8 years. Specialized experience includes project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

**Functional Responsibility:** Serves as the contractor's single contract manager and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. work under very broad supervision in providing management and technical direction to program personnel. Will regularly exercise independent judgment, as well as a high-level of analytical skill in solving complex technical, administrative, and managerial problems. Will be responsible for all aspects of program performance. Will be responsible for all aspects of program performance (i.e., technical, contractual, administrative, financial). Will manage all aspects of program activity. Will provide technical and financial reports to show progress to Corporate management and customers. Will maintain customer contacts to ensure conformity to all contractual obligations. Will develop, maintain, and implement a Program Management Plan that guides the performance of all functional activities performed on the Program.

**Minimum Education:** A Bachelor's degree in Computer Science, Information Systems Engineering, Business, Physical Science, or other technically related discipline.

**Program Manager III**

**Minimum/General Experience:** 12 years. Specialized experience includes project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

**Functional Responsibility:** This individual will work under very broad supervision in providing management and technical direction to program personnel. Will regularly exercise independent judgment, as well as a high-level of analytical skill in solving complex technical, administrative, and managerial problems. Will be responsible for all aspects of program performance. The individual will: (1) Be responsible for all aspects of program performance (i.e., technical, contractual, administrative, financial); (2) Manage all aspects of program activity; (3) Provide technical and financial reports in order to show progress to Corporate management and customers; (4) Maintain customer contacts to ensure conformity to all contractual obligations; (5) Assume the initiative and provide support to Corporate management in identifying future requirements; (6) Develop, maintain, and implement a Program Management Plan that guides the performance of all functional activities performed on the Program.

**Minimum Education:** A Bachelor's degree in Computer Science, Information Systems Engineering, Business, Physical Science, or other technically related discipline.
Program Manager IV

Minimum/General Experience: 16 years. Specialized experience includes project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

Functional Responsibility: Directs and manages programs and highly technical and logistics projects; often works independently or leads teams; and exercises independent discretion and judgment. Responsible for the day-to-day tactical duties for a highest level technical strategic program or group of programs. Accountable to oversee results of multi-functional project teams. Responsible for the administrative/operational leadership of a project within the program guidelines set by the Program Manager and customer. Monitors project to ensure work scope, schedule, and budget are well defined and maintained. Provides the coordination between resource managers/supervisors and ensures all necessary reviews and approvals are received. May conduct performance/project analyses to benefit future/other projects, missions, programs. Highest program complexity is the primary criteria for leveling. May provide work leadership for lower-level employees.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems Engineering, Business, Physical Science, or other technically related discipline.

Program Manager V

Minimum/General Experience: 20 years. Specialized experience includes project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

Functional Responsibility: Serves as the contractor's single contract manager and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Will operate as a high-level contract specialist and program technical advisor for solicitation, negotiation, award, administration, classification, close-out, and termination for contracts in support of agency-wide operations. Responsible for monitoring contract performance, complete contract negotiation cycles that include coordination of technical evaluation and pre-award surveys. Will provide technical advice and guidance to clients including the adequacy of work statements and specifications and provides guidance and support in the selection strategy, evaluation process, negotiation of business and technical terms and the subsequent administration and formal closeout of the suggested program’s contracts with formulating contract pricing and terms.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems Engineering, Business, Physical Science, or other technically related discipline.

Project Manager I

Minimum/General Experience: 2 years of minimum experience required in managing software development projects or IT related projects. The general experience includes project management skills relevant to the Software Development Life Cycle (SDLC). Must also have good people skills and good oral and written communications skills.

Functional Responsibility: Organizes, plans, schedules, and administers resources of a group of projects. Also works closely with the Contracting Officer and with the client’s customers [as needed] to fulfill specific project requirements. Project Managers with technical expertise [i.e., experience with various computer technologies] can better contribute to the resolution of management issues with regards to IT.
Minimum Education: A Bachelor’s degree in Business Administration, Information Systems, or Computer Management Systems.

Project Manager II

Minimum/General Experience: 4 years of minimum experience required in managing software development projects or IT related projects. The general experience includes project management skills relevant to the Software Development Life Cycle (SDLC). Must also have good people skills and good oral and written communications skills.

Functional Responsibility: Responsible for the management and execution of IT projects including the timely presentation of quality deliverables. Meets with clients and develops project questions, gain understanding of the client’s environment and assures that recommendations can be implemented. Supports client partner in defining client agenda and/or corporate strategy. Manages multiple project teams by developing work plans and managing project execution timelines. Develops overall administrative, financial and time commitments for multiple projects and sets overall goals for each. Responsible for the management and execution of IT projects.

Minimum Education: A Bachelor’s degree in Business Administration, Information Systems, or Computer Management Systems.

Project Manager III

Minimum/General Experience: 8 years of minimum experience required in managing software development projects or IT related projects. The general experience includes project management skills relevant to the Software Development Life Cycle (SDLC). Must also have good people skills and good oral and written communications skills.

Functional Responsibility: Responsible for the management and execution of IT projects including the timely presentation of quality deliverables. Meets with clients and develops project questions, gain understanding of the client’s environment and assures that recommendations can be implemented. Supports client partner in defining client agenda and/or corporate strategy. Manages multiple project teams by developing work plans and managing project execution timelines. Develops overall administrative, financial and time commitments for multiple projects and sets overall goals for each. Responsible for the management and execution of IT projects. Drives client thinking and acts as thought leader. Supports client partner in defining client agenda and/or corporate strategy. Serves as Project Manager on projects in an area of relevant information technology consulting such as resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, or a related field.

Minimum Education: A Bachelor’s degree in Business Administration, Information Systems, or Computer Management Systems.

Project Manager IV

Minimum/General Experience: 12 years of minimum experience required in managing software development projects or IT related projects. The general experience includes project management skills relevant to the Software Development Life Cycle (SDLC). Must also have good people skills and good oral and written communications skills.

Functional Responsibility: Project Manager IV takes on additional responsibilities in addition to the project managers at lower levels. Directs and manages projects; usually leads other analysts; and exercises independent discretion and judgment. Responsible for the day-to-day tactical duties for a highly complex program or group of programs. Accountable to oversee results of multi-functional project teams. Responsible
for the administrative/operational leadership of a project within the program guidelines set by the Program Manager and customer. Monitors project to ensure work scope, schedule, and budget are well defined and maintained.

**Minimum Education:** A Bachelor's degree in Business Administration, Information Systems, or Computer Management Systems.

**Project Manager V**

**Minimum/General Experience:** 16 years of minimum experience required in managing software development projects or IT related projects. The general experience includes project management skills relevant to the Software Development Life Cycle (SDLC). Must also have good people skills and good oral and written communications skills.

**Functional Responsibility:** Project Manager V takes on additional responsibilities in addition to the project managers at lower levels. Provides the coordination between resource managers/supervisors and ensures all necessary reviews and approvals are received. May conduct performance/project analyses to benefit future/other projects/missions/programs. May provide work leadership for lower-level employees.

**Minimum Education:** A Bachelor's degree in Business Administration, Information Systems, or Computer Management Systems.

**Application Architect**

**Minimum/General Experience:** Must have at least eight years of experience, of which at least five must be specialized. Specialized experience includes supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF1x, entity relationship diagrams, CASE, or other design techniques), and other design techniques, object-oriented principles, COTS integration, or experience with the logical and physical, functional, operational, and technical architecture of large and complex information systems.

**Functional Responsibility:** Establishes system information in the development of enterprise-wide or large-scale information systems. Works with other technical disciplines, such as functional analysts, business process reengineering specialists, and software and systems engineers, as applicable. Designs 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. Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards—such as the Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model—as they apply to the implementation and specification of information management (IM) solution of the application platform across the application program interface (API) and the external environment/software application. Is familiar with emerging requirements for COTS components and Web-based technology. Ensures that the common operating environment is compliant to the appropriate level of the DII COE. Evaluates, analytically and systematically, problems of workflows, organization, and planning, and develops appropriate corrective action. Provides daily supervision and direction to staff.

**Minimum Education:** A Bachelor's degree in Computer Science, Information Systems, or Computer Management Systems.

**Solutions Architect**

**Minimum/General Experience:** Must have 10 years of experience and be a top-level technical expert responsible for design and development designing and developing new products or major enhancements to existing software and applications. May lead a large development team in design of highly complex systems.
Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.

**Functional Responsibility:** Design software solutions and lead a project team in delivering the detailed design. Provide high-level consulting expertise across projects or project teams. Work with customers to strategize new business models and solutions. Convert high-level user requirements into a deliverable design specification, define component architectures, and assist in task estimates and project scope. Select tools and products to facilitate the implementation of the architecture.

**Minimum Education:** A Bachelor's degree in Computer Science, Information Systems, or Computer Management System.

---

**Enterprise Architect**

**Minimum/General Experience:** 12 years of directly applicable professional experience, three of which shall be within the last five- (5) years in management of business and technical operations. Must have demonstrated program, deliverables, and staff management experiences

**Functional Responsibility:** Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, DB2, etc.). Advises of feasibility of potential future projects to management. Applies comprehensive methods for describing current and/or future structure and behavior of an organization's processes, information systems, personnel, and organizational sub-units, so that they align with the organization's core goals and strategic direction. Assists in addressing business architecture, performance management and process architecture as well.

**Minimum Education:** A Bachelor's degree in Computer Science, Information Systems, or Computer Management Systems.

---

**System Analyst I**

**Minimum/General Experience:** 1 year. Experience in the analysis and design of business or management applications on complex systems for large-scale computers, database management, and use of programming languages. Must be knowledgeable of current storage and retrieval methods and have a demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.

**Functional Responsibility:** Assists to solve computer, business, scientific, engineering, policy/compliance or other discipline system/process problems and enables system to meet the needs of the organization. Performs system studies to assist organization to realize maximum benefit from investments in equipment, personnel, and business processes or to comply with internal or external requirements. Plans and designs new systems/processes or devises ways to apply existing systems resources to additional operations. Analyzes requirements, procedures, and problems to improve existing system/processes. Has knowledge of commonly used concepts, practices, and procedures. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under direct supervision and guidance.

**Minimum Education:** A Bachelor's degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.
System Analyst II

Minimum/General Experience: 4 years. Experience in the analysis and design of business or management applications on complex systems for large-scale computers, database management, and use of programming languages. Must be knowledgeable of current storage and retrieval methods and have a demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.

Functional Responsibility: Assists in performing routine analysis and systems design. Gathers information from users for analysis of problem areas and prepares elementary feasibility studies. Assists in preparation of systems specifications. Analyzes and develops computer software using a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintains hardware and software performance tuning, analyzes workload and computer usage, maintains interfaces with outside systems, analyzes downtimes, and analyzes proposed system modifications, upgrades and new COTS. Familiar with standard concepts, practices, and procedures. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.

Minimum Education: A Bachelor’s degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

System Analyst III

Minimum/General Experience: 8 years. Experience in the analysis and design of business or management applications on complex systems for large-scale computers, database management, and use of programming languages. Must be knowledgeable of current storage and retrieval methods and have a demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.

Functional Responsibility: Solves computer, business, scientific, engineering, policy/compliance or other discipline system/process problems and enables system to meet the needs of the organization. Performs system studies to assist organization to realize maximum benefit from investments in equipment, personnel, and business processes or to comply with internal or external requirements. Plans and designs new systems/processes or devises ways to apply existing systems resources to additional operations. Analyzes requirements, procedures, and problems to improve existing system/processes. Analyzes the problem and the information to be processed. Defines the problem and develops system requirements and program specifications from which programmers prepare detailed flow charts, programs, and tests. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Works under general supervision.

Minimum Education: A Bachelor’s degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

System Analyst IV

Minimum/General Experience: 10 years. Experience in the analysis and design of business or management applications on complex systems for large-scale computers, database management, and use of programming languages. Must be knowledgeable of current storage and retrieval methods and have a demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.

Functional Responsibility: Designs and executes simulations of systems and sub systems that maybe complex and analyzes simulation results to provide engineering and operational recommendations to customers. This position also consults with clients to identify current operating procedures and to clarify program or system objectives and prepares materials for reports and briefings demonstrating simulation
results and establishes engineering estimates. Also reviews alternative approaches and selects appropriate methodologies and provides mentoring and direction to junior system analysts. At this level, this position takes direction from senior technical leadership and/or Project Manager and provides recommendations on engineering or operational changes to achieve customer goals. This level may also lead or direct the work of others and provides technical support to project team members. Coordinates closely with programmers to ensure proper implementation of programs and system specifications. Develops, in conjunction with functional users, system alternative solutions. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. May direct and lead others. Works under limited supervision.

**Minimum Education:** A Bachelor's degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

**System Analyst V**

**Minimum/General Experience:** 12 years. Experience in the analysis and design of business or management applications on complex systems for large-scale computers, database management, and use of programming languages. Must be knowledgeable of current storage and retrieval methods and have a demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.

**Functional Responsibility:** Analyzes business or scientific problems for resolution through electronic databases. Gathers information from users, defines work problems, develops Entity Relationship Diagrams (ERD) and, if feasible, designs a system of computer programs and procedures to resolve the problems. Analyzes subject-matter operations to be automated; specifies number and types of records, files, and documents to be used and outputs to be produced; prepares work diagrams and data flow charts; coordinates tests of the system and participates in trial runs of new and revised systems; and recommends computer equipment changes to obtain more effective operations. Produces innovative solutions for a variety of complex problems. Furnishes highly developed analytical skills and expertise relating to information system design, development, and systems management, as well as technical management skills for team leadership for undertaking complex systems applications or major systems installations. Provides expertise in data analysis, information systems, high-level languages, data management tools and systems management and supports implementing, modifying, and developing information systems. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Will very likely direct and lead others.

**Minimum Education:** A Bachelor's degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

**Applications Programmer I**

**Minimum/General Experience:** 1 year. Experience working with Old mainframe legacy programming languages, modern programming languages such as but not limited to Java/J2EE, C/C++, C#, ASP .NET, VB .NET in the design and implementation of systems. Has experience with DBMS design and system analysis, current operating systems software internals, and data manipulation languages.

**Functional Responsibility:** Evaluates and modifies software programs including encoding, testing, debugging and documentation. Resolves problems associated with these applications. Detects, diagnoses, and reports related problems. Reports to a project leader or manager. Works on projects/matters of limited complexity in a support role. Work is closely managed.

**Minimum Education:** College degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.
Applications Programmer II

**Minimum/General Experience:** 4 years. Experience working with Old mainframe legacy programming languages, modern programming languages such as but not limited to Java/J2EE, C/C++, C#, ASP .NET, VB .NET in the design and implementation of systems. Has experience with DBMS design and system analysis, current operating systems software internals, and data manipulation languages.

**Functional Responsibility:** Evaluates and modifies moderately complex applications programs working from detailed specifications. Codes, tests, debugs, documents, and maintains applications. Works on most phases of applications programming activities. Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and Computer Aided Software Engineering (CASE) tools while gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

**Minimum Education:** College degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

Applications Programmer III

**Minimum/General Experience:** 8 years. Experience working with Old mainframe legacy programming languages, modern programming languages such as but not limited to Java/J2EE, C/C++, C#, ASP .NET, VB .NET in the design and implementation of systems. Has experience with DBMS design and system analysis, current operating systems software internals, and data manipulation languages.

**Functional Responsibility:** Evaluates, analyzes, and modifies moderately complex application programs. Codes, tests, debugs, documents, and maintains applications. Works on most phases of applications programming activities. Analyzes and resolves problems associated with applications. Detects, diagnoses, and reports related problems. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

**Minimum Education:** College degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

Applications Programmer IV

**Minimum/General Experience:** 10 years. Experience working with Old mainframe legacy programming languages, modern programming languages such as but not limited to Java/J2EE, C/C++, C#, ASP .NET, VB .NET in the design and implementation of systems. Has experience with DBMS design and system analysis, current operating systems software internals, and data manipulation languages.

**Functional Responsibility:** Designs, codes, tests, debugs, and documents complex applications programs. Develops or modifies procedures to solve complex application programming problems, taking computer equipment capacity and limitations, operating time, and form of desired results into consideration. Works at the highest technical level of all phases of applications programming activities. Estimates software development costs and schedules. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Analyzes functional business applications and design specifications for functional activities. A specialist on complex technical and business matters. Work is highly independent. May assume a team lead role for the work group.

**Minimum Education:** College degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.
Applications Programmer V

Minimum/General Experience: 12 years. Experience working with Old mainframe legacy programming languages, modern programming languages such as but not limited to Java/J2EE, C/C++, C#, ASP .NET, VB .NET in the design and implementation of systems. Has experience with DBMS design and system analysis, current operating systems software internals, and data manipulation languages.

Functional Responsibility: Oversees the development or modification of applications programs. Designs procedures to solve complex application programming problems, taking computer equipment capacity and limitations, operating time, and form of desired results into consideration. Designs, codes, tests, debugs, and documents applications at the highest levels of complexity. Leads all phases of applications programming. Evaluates applications for quality assurance. Reports to a manager or head of a unit/department. Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge. Works autonomously. Goals are generally communicated in solution or project goal terms. May provide a leadership role for the work group through knowledge in the area of specialization.

Minimum Education: College degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

Systems Programmer I

Minimum/General Experience: 1 year. Perform analysis and programming support for operating systems and utility software including database software, security software, communications software, etc. Applies patches to operating systems and utility software and tracks the status of systems software releases. Perform trouble shooting and problem resolution related to the operating system and utility software on computers.

Functional Responsibility: Installs, maintains, and performs modification tasks for assigned segments of systems software. Troubleshoots problems occurring in assigned software. Diagnoses systems failures to isolate source of assigned software and/or notifies responsible software vendor, as appropriate. Maintains a sample set of programs that can be used to test the effects of modifications to assigned systems software. Performs updates of operating system and utility software. Installs new operating systems and/or utility software on computers. Applies patches to operating systems and utility software to maintain them as technically current. Performs trouble shooting and problem resolution on operating systems and utility software.

Minimum Education: College degree in Computer Science or related field.

Systems Programmer II

Minimum/General Experience: 4 years. Perform analysis and programming support for operating systems and utility software including database software, security software, communications software, etc. Applies patches to operating systems and utility software and tracks the status of systems software releases. Perform trouble shooting and problem resolution related to the operating system and utility software on computers.

Functional Responsibility: Provides expertise in planning, installing, maintaining, tuning, developing and using large and highly complex programs that comprise major segments of mainframe OS, UNIX operating software or other operating systems software, which may include operating system control programs, online interactive systems, production management systems, data storage management systems, computer hardware reliability tracking systems, computer resource accounting systems, security software, etc. Troubleshoots problems and implements changes in assigned area. Diagnoses system failures to isolate the source of problem between hardware, system software, and application software.

Minimum Education: College degree in Computer Science or related field.
Systems Programmer III

Minimum/General Experience: 8 years. Perform analysis and programming support for operating systems and utility software including database software, security software, communications software, etc. Applies patches to operating systems and utility software and tracks the status of systems software releases. Perform trouble shooting and problem resolution related to the operating system and utility software on computers.

Functional Responsibility: Performs updates of operating system and utility software. Installs new operating systems and/or utility software on computers. Applies patches to operating systems and utility software to maintain them as technically current. Performs trouble shooting and problem resolution on operating systems and utility software. Modifies code as required when problem is determined to be in assigned area of responsibility and advises responsible software vendor, as appropriate. Works with software vendors to document problems and develop/implement problem resolutions. Investigates factors such as amount of storage consumed, access time statistics, CPU utilization, unusual problems encountered, and recommends changes and improvements in areas of responsibility. Consults with and provides guidance to application programmers and/or end-users in the use of system software components, job control language, and procedures. Develops guidelines, written recommendations, and standard operating procedures in the use of assigned system software components.

Minimum Education: College degree in Computer Science or related field.

Systems Programmer IV

Minimum/General Experience: 10 years. Perform analysis and programming support for operating systems and utility software including database software, security software, communications software, etc. Applies patches to operating systems and utility software and tracks the status of systems software releases. Perform trouble shooting and problem resolution related to the operating system and utility software on computers.

Functional Responsibility: Performs updates of operating system and utility software. Installs new operating systems and/or utility software on computers. Applies patches to operating systems and utility software to maintain them as technically current. Performs trouble shooting and problem resolution on operating systems and utility software. Provides high level of experience and expertise in implementing and maintaining VMS, UNIX, or other operating system software, new hardware technology, methods, concepts, or approaches. Provides technical and administrative direction for personnel performing systems programming tasks at lower skill levels, including review of work products for correctness, adherence to standards, and for progress in accordance with schedules. Maintains knowledge of technological advances in both hardware and systems software, awareness of other software efforts being planned, and makes recommendations for implementation of system software changes. Performs detailed software and hardware monitoring as needed.

Minimum Education: College degree in Computer Science or related field.

Systems Programmer V

Minimum/General Experience: 12 years. Perform analysis and programming support for operating systems and utility software including database software, security software, communications software, etc. Applies patches to operating systems and utility software and tracks the status of systems software releases. Perform trouble shooting and problem resolution related to the operating system and utility software on computers.

Functional Responsibility: Performs updates of operating system and utility software. Installs new operating systems and/or utility software on computers. Applies patches to operating systems and utility software to maintain them as technically current. Performs trouble shooting and problem resolution on operating systems and utility software. Based on studies conducted, makes recommendations in systems
standards and procedures, and all changes to system software and hardware configurations to achieve near optimum overall system performance and effectiveness. Plans and carries out installation and unit testing of highly complex operating systems, communications software, utility programs, language compilers, data management software, and other general use programs.

**Minimum Education:** College degree in Computer Science or related field.

**Database Administrator I**

**Minimum/General Experience:** 2 years. Possesses specialized experience in conceptual/logical data modeling including the use of Oracle, IBM DB2, MYSQL, Microsoft SQL Server databases and administration/maintenance. Must also have a general understanding of how the federal government organizations function and use data.

**Functional Responsibility:** Must be technically competent in at least two of the following: evaluation of database requirements; database management systems design; database system analysis; current operating systems; software internals; data manipulation languages. Responsible for coordinating the functions of collecting information about data and designing, implementing, and maintaining databases and their security. Assists in designing and building relational databases for data storage or processing. Cleans and maintains the databases by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Has knowledge of commonly used concepts, practices, and procedures. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.

**Minimum Education:** Bachelor's degree in Computer Science, Information Systems or Engineering.

**Database Administrator II**

**Minimum/General Experience:** 4 years. Possesses specialized experience in conceptual/logical data modeling including the use of Oracle, IBM DB2, MYSQL, Microsoft SQL Server databases and administration/maintenance. Must also have a general understanding of how the federal government organizations function and use data.

**Functional Responsibility:** Assists with planning and coordinated administration of one or more large, centralized databases. Reviews database design and integration of host systems and makes recommendations for enhancements and improvements. Ensures accurate, appropriated, and effective use of data, including database structure, documentation, and operational guidelines. Performs audits to ensure accuracy and proper use of data in tables, applications, and supporting dictionaries. Has knowledge of commonly used concepts, practices, and procedures. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision

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

**Database Administrator III**

**Minimum/General Experience:** 8 years. Possesses specialized experience in conceptual/logical data modeling including the use of Oracle, IBM DB2, MYSQL, Microsoft SQL Server databases and administration/maintenance. Must also have a general understanding of how the federal government organizations function and use data.

**Functional Responsibility:** Reviews, evaluates, designs, implements and maintains company databases. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Develops and formulates standards, procedures, and conventions for database use. Works with technical/programming staff to ensure database security. Familiar with a variety of the field's concepts,
practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected and the ability to direct and leads others.

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

**Database Administrator IV**

**Minimum/General Experience:** 12 years. Possesses specialized experience in conceptual/logical data modeling including the use of Oracle, IBM DB2, MYSQL, Microsoft SQL Server databases and administration/maintenance. Must also have a general understanding of how the federal government organizations function and use data.

**Functional Responsibility:** Manages and analyzes programs and highly data centric projects; usually leads other database administrators and exercises independent discretion and judgment. Designs, develops, and implements database applications to accommodate a variety of user needs. Administers, maintains, develops, and implements the integrity, security, and availability of multiple databases. Resolves database performance and capacity issues. Performs database recovery and back-up. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Very likely leads and direct work to others.

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

**Database Administrator V**

**Minimum/General Experience:** 16 years. Possesses specialized experience in conceptual/logical data modeling including the use of Oracle, IBM DB2, MYSQL, Microsoft SQL Server databases and administration/maintenance. Must also have a general understanding of how the federal government organizations function and use data.

**Functional Responsibility:** Defines informational needs and elements, data relationships and attributes, proposed manipulation, data flow and storage requirements, data output and reporting capabilities. Tests and recommends software products. Develops and formulates standards, procedures, and conventions for database use. Familiar with a variety of the field's concepts, practices, and procedures. Advises users on access to multiple databases and helps solving data confliction and inappropriate usage. May provide consultation on complex projects and is the top-level contributor/specialist. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Performs system level database and software maintenance. May act as a technical project leader or provide work leadership for lower-level administrators.

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

**Network Administrator I**

**Minimum/General Experience:** 1 year of experience providing network and information systems support, like that described under functional responsibility, and having knowledge and understanding of applicable technical concepts and practices.

**Functional Responsibility:** Provides technical support in the installation and maintenance of employer's or customer's Local Area Network (LAN). Assists in the evaluation of hardware and software, including peripheral, output, and telecommunications equipment. Installs network hardware and software, including network operating systems. Under direct supervision and direction, manages the purchase, installation, and support of network communications, including LAN/WAN systems. Monitors data communications to ensure that network is available to all users. Troubleshoots and resolves routine problems. Generally responsible for
maintaining a simple network or a section of a larger network. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.

**Minimum Education:** Bachelor’s degree.

**Network Administrator II**

**Minimum/General Experience:** 3 years of experience providing network and information systems support, like that described under functional responsibility, and having knowledge and understanding of applicable technical concepts and practices.

**Functional Responsibility:** Assists with the daily administration of a network/server environment. Monitors network performance and performs testing to provide diagnosis of issues and to assist with deployment of solutions. Installs, maintains, upgrades, patches, and coordinates the use of customer’s Local Area or Wide Area Networks. Enforces security procedures, installs network www.lynkercom 26 software, and manages network performance. Troubleshoots and resolves complex problems. Implements and coordinated network policies, procedures, and standards. Trains users. Generally responsible for maintaining moderately complex networks. Supports and enforces a disaster recovery, security and backup and restore plan. Relies on limited experience and judgment to plan and accomplish goals while gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work. Works under general supervision.

**Minimum Education:** Bachelor’s degree.

**Network Administrator III**

**Minimum/General Experience:** 4 years of experience providing network and information systems support, like that described under functional responsibility, and having knowledge and understanding of applicable technical concepts and practices.

**Functional Responsibility:** Responsible for daily administration of a network/server environment. Installs, configures, and maintains system software. Monitors network performance, troubleshoots issues and deploys solutions. Plans and implements upgrades, patches, and installation of new applications and equipment. Installs and maintains complex networks that link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software suitable for large, complex networks. Tests and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex problems to ensure minimal disruption of mission-critical applications. Maintains fault-tolerant systems and manages systems backups. Creates and maintains a disaster recovery, security and backup and restore plan. May assist with evaluating new technologies to optimize network efficiency and performance. Contributes to moderately complex aspects of a project. Familiar with a variety of the field’s concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Work is generally independent and collaborative in nature.

**Minimum Education:** Bachelor’s degree.

**Network Administrator IV**

**Minimum/General Experience:** 8 years of experience providing network and information systems support, like that described under functional responsibility, and having knowledge and understanding of applicable technical concepts and practices.

**Functional Responsibility:** Responsible for daily administration of a network/server environment. Installs, configures, and maintains system software and complex networks that link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Monitors network
performance, troubleshoots more complex issues, and deploys solutions. Plans and implements upgrades, patches, and installation of new applications and equipment. Creates and maintains a disaster recovery, security and backup and restore plan and policy. May conduct evaluation of new technologies including hardware and software suitable for large, complete networks to optimize network efficiency and performance. Tests and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex problems to ensure minimal disruption of mission-critical applications. Maintains fault-tolerant systems and manages systems backups. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. A specialist on complex technical and business matters. Work is highly independent. May assume a team lead role for the work group. Performs a variety of complicated tasks. May lead and direct the work of others.

**Minimum Education:** Bachelor's degree.

**Network Administrator V**

**Minimum/General Experience:** 12 years of experience providing network and information systems support, like that described under functional responsibility, and having knowledge and understanding of applicable technical concepts and practices.

**Functional Responsibility:** Responsible for evaluating current systems. Works on complex problems where analysis of situation requires in-depth evaluation of various factors. Plans large-scale systems projects through vendor comparison and cost studies. Provides work leadership and training to lower-level network engineers. Expert knowledge of LAN/WAN systems, networks, and applications. May lead the evaluation of new technologies and perform analysis/feasibility studies to guide decisions on the best way to optimize network efficiency and performance. Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge. Works autonomously. Troubleshoots and resolves complex problems to ensure minimal disruption of mission-critical applications. Maintains fault-tolerant systems and manages systems backups. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. May provide a leadership role for the work group through knowledge in specialization.

**Minimum Education:** Bachelor's degree.

**System Administrator I**

**Minimum/General Experience:** 1 year. Experience maintaining and/or modifying facility hardware and/or software and/or databases, as required, to ensure system availability and functionality. Familiarity with the principles of backup and disaster recovery.

**Functional Responsibility:** Maintains data files and control procedures for a simple system of networked personal computers or for a group of desktop computers linked to a host server. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Back up files as required. May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent management request for information. May require extensive knowledge of software such as Microsoft Office and similar suites of business applications. May be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise.

**Minimum Education:** Bachelor's degree.

**System Administrator II**

**Minimum/General Experience:** 4 years. Experience maintaining and/or modifying facility hardware and/or software and/or databases, as required, to ensure system availability and functionality. Familiarity with the principles of backup and disaster recovery.

**Functional Responsibility:** Responsible for the daily operational availability of the hardware / software /
required to support facility operations. Schedules testing and review of IT facilities to ensure potential problems are identified at the earliest point possible, aids in adjustments and/or repairs of problems, ensures appropriate adjustments/patches are implemented as the need is detected, recommends appropriate corrective action for routine problems, ensures documentation is prepared for all adjustments and/or modifications implemented. Involved in the preparation of reports and analysis of operations, as required.

**Minimum Education:** Bachelor’s degree.

**System Administrator III**

**Minimum/General Experience:** 8 years. Experience maintaining and/or modifying facility hardware and/or software and/or databases, as required, to ensure system availability and functionality. Familiarity with the principles of backup and disaster recovery.

**Functional Responsibility:** Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. Familiar with standard concepts, practices, and procedures within a particular field. May lead or direct others.

**Minimum Education:** Bachelor’s degree.

**System Administrator IV**

**Minimum/General Experience:** 10 years. Experience maintaining and/or modifying facility hardware and/or software and/or databases, as required, to ensure system availability and functionality. Familiarity with the principles of backup and disaster recovery.

**Functional Responsibility:** Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions of varying complexities. Ensures data/media recoverability by developing and implementing a schedule of system backups and database archive operations. Under limited supervision, performs software installations and upgrades to operating systems and layered software packages. Follows established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by implementing standard software and hardware solutions. Ensures data/media recoverability by following a schedule of system backups and database archive operations.

**Minimum Education:** Bachelor’s degree.

**System Administrator V**

**Minimum/General Experience:** 12 years. Experience maintaining and/or modifying facility hardware and/or software and/or databases, as required, to ensure system availability and functionality. Familiarity with the principles of backup and disaster recovery.

**Functional Responsibility:** Administration, management, operation, and analysis of IT systems; usually leads other administrators; and exercises independent discretion and judgment. Performs complex software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Plans and implements the modernization of servers. Develops, implements, and promotes standard operating procedures and schedules. Conducts hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Work at this level is generally done for the more complex systems.

**Minimum Education:** Bachelor’s degree.

**Security Specialist I**
Minimum/General Experience: 1 year of technical experience in Information Systems security.

Functional Responsibility: Assists in the maintenance of systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. Analyzes and defines security requirements. Designs, develops, engineers, and implements solutions to computer security requirements. Gathers and organizes technical information about an organization’s mission goals and needs, existing security products and ongoing programs in the computer security arena.

Minimum Education: College degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

Security Specialist II

Minimum/General Experience: 4 years of technical experience in Information Systems security.

Functional Responsibility: Assists in the security, operation, and analysis of IT systems. Assists routine phases of information systems/networks security program that involves access to computers and computerized data for networks security through firewalls and intrusion detection systems. Familiar with standard concepts, practices, and procedures. Performs risk analyses that also includes risk assessment. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.

Minimum Education: College degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

Security Specialist III

Minimum/General Experience: 8 years of technical experience in Information Systems security.

Functional Responsibility: Analyzes and establishes processes and technologies to ensure comprehensive protection exists on computer systems to prevent unauthorized entry to computer systems or compromise of data integrity or secrecy. Security development for computer systems includes designing, prototyping, implementing, conducting independent verification and validation, and maintaining security for enterprise systems. Provides up-to-date working knowledge in areas such as computer viruses, intrusion detection systems, encryption systems, firewalls, access, and authentication technologies, etc. Formulates and assesses I/T security policy to include business impact. Prepares security plans for employing enterprise-wide security architecture to include the design of cryptographic solutions. Develops integrated security services management. May be responsible for penetration testing, survivability and vulnerability analysis, and contingency/disaster recovery planning and testing.

Minimum Education: College degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

Security Specialist IV

Minimum/General Experience: 10 years of technical experience in Information Systems security.

Functional Responsibility: Formulates and assesses I/T security policy to include business impact. Prepares security plans for employing enterprise-wide security architecture to include the design of cryptographic solutions. Develops integrated security services management. Executes security awareness trainings. Assesses and audits network penetration testing anti-virus planning assistance, risk analysis and incident response. Provides security-engineering support for application development (including system security certifications and project evaluations). This may include the development, design and implementation of firewalls, and evaluation, review, and test of security code. Responsible for developing and
managing Information Systems security, including disaster recovery, database protection and software
development. Analyzes information security systems and applications and recommends and develops
security measures to protect information against unauthorized modification or loss. Executes security
awareness training. Assesses and audits network penetration testing anti-virus planning assistance, risk
analysis and incident response.

**Minimum Education:** College degree in Computer Science, Information Systems, Electrical Engineering, or
other related scientific or technical discipline.

---

**Security Specialist V**

**Minimum/General Experience:** 12 years of technical experience in Information Systems security.

**Functional Responsibility:** Ensures that all system platforms are functional and secure. Works with upper
management to determine acceptable level of risk for enterprise computing platforms. Familiar with a variety
of the field’s concepts, practices, and procedures. Relies on experience and judgment to plan and
accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is
expected. Provides security-engineering support for application development (including system security
certifications and project evaluations). This may include the development, design, and implementation of
firewalls, and evaluation, review, and test of security code. Experience with several architectures and
platforms in an integrated environment. Significant knowledge of the field and the ability to work
independently. Responsible for leading and directing lower-level security specialists.

**Minimum Education:** College degree in Computer Science, Information Systems, Electrical Engineering, or
other related scientific or technical discipline.

---

**Subject Matter Expert III**

**Minimum/General Experience:** 8 years. Specialized experience supporting large information technology
projects related to the individual’s subject matter expertise. Must be an expert in either functional domains
(e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., network engineering, systems
design, software development, etc.). Must have extensive specific experience with recognized
accomplishments and/or consulting at high levels within the field or technology.

**Functional Responsibility:** Requires a specific practical knowledge in a specific area of business, science,
engineering, or other positions. This work requires performing duties or tasks which demonstrably and
directly support the operation of programs or of an organization when the work requires a practical
knowledge of the terminology, procedures, methods, and practices of one of the specific position areas and,
at higher levels, a familiarity with the concepts and principles of the area(s) and an understanding of the
mission and operational requirements of an organization. Use technical skills, knowledge of workforce
development issues and programs, and experience to provide consultative services which enhance
organization’s abilities to problem-solve, develop a vision, and be successful. Technical Experts may perform
such functions as employs professional techniques and technologies for helping organizations fulfill its
broadly-defined mission; formulates or analyzes functional capability, test resource requirements, or
budgeting requirements; researches, analyzes and prepares documentation related to T&E program planning
or execution, including resource requirements identification as well as develops and prepares engineering
management documentation such as facility descriptions and justifications, personnel requirements studies
or fiscal management documentation.

**Minimum Education:** Bachelor’s degree related to the field of expertise.
Subject Matter Expert IV

Minimum/General Experience: 12 years. Specialized experience supporting large information technology projects related to the individual’s subject matter expertise. Must be an expert in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., network engineering, systems design, software development, etc.). Must have extensive specific experience with recognized accomplishments and/or consulting at high levels within the field or technology.

Functional Responsibility: Provides expert consultative support to a functional technical area of a project. Develops solutions to complex problems. Produces and/or reviews complex technical documentation reflecting detailed knowledge of technical areas as identified in statements of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Minimum Education: Bachelor’s degree related to the field of expertise.

Subject Matter Expert V

Minimum/General Experience: 16 years. Specialized experience supporting large information technology projects related to the individual’s subject matter expertise. Must be an expert in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., network engineering, systems design, software development, etc.). Must have extensive specific experience with recognized accomplishments and/or consulting at high levels within the field or technology.

Functional Responsibility: Provides subject matter expertise for programs and technical projects; often works independently or leads teams; and exercises independent discretion and judgment. Analyzes actual and predictable interacting operational activities of a military, governmental, or business system to obtain a quantitative, rational basis for decision-making or resource allocation. Utilizes modeling and measuring techniques, mathematics, statistical methods, engineering methods, operational mathematics techniques, and other principles and laws of scientific and economic disciplines in determining solutions. May provide work leadership for lower-level employees.

Minimum Education: Bachelor’s degree related to the field of expertise.

Technical Writer III

Minimum/General Experience: 2 years. Experience in writing a variety of documents including technical manuals, user guides, etc. Writing skills are of paramount importance to this position. Experience in the data processing field is essential. Develops detailed user guides, reference manuals, program maintenance manuals, document coding manuals, and other forms of documentation for specific databases and application systems. Reviews and tests databases and application systems for ease of use, consistency, accuracy, and responsiveness. Experience in preparing materials to be used in training and a demonstrated ability to communicate technical subjects to non-technical staff are required. Automated program management and litigation support and hands-on familiarity with the Government's data processing environments, including office automation networks, PC-based databases and other applications, server-based databases are necessary and required. Should be an expert user of the Government's word processing, spreadsheet, imaging, and telecommunications systems. Requires excellent written and oral communications skills.

Functional Responsibility: Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates and organizes material gathered from other members of the technical staff and makes the necessary changes in format, as appropriate. Creates and edits technical material and documentation for grammar, organization, and clarity. Writes, edits and/or prepares graphics presentation materials of technical information for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation accordingly. Has knowledge of commonly used concepts, practices, and procedures within a particular field. A high degree of creativity and
latitude is required. Relies on limited experience and judgment to plan and accomplish goals. Works under immediate supervision. Relies on instructions and pre-established guidelines to perform the functions of the job.

**Minimum Education:** Bachelor’s degree.

**Technical Writer IV**

**Minimum/General Experience:** 6 years. Experience in writing a variety of documents including technical manuals, user guides, etc. Writing skills are of paramount importance to this position. Experience in the data processing field is essential. Experience in preparing materials to be used in training and a demonstrated ability to communicate technical subjects to non-technical staff are required. Automated program management and litigation support and hands-on familiarity with the Government's data processing environments, including office automation networks, PC-based databases and other applications, server-based databases, and other applications, especially 4GL and RDBMS, is necessary and required. Should be an expert user of the Government's word processing, spreadsheet, imaging, and telecommunications systems. Requires excellent written and oral communications skills.

**Functional Responsibility:** Research subject matter, writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. Produces requested studies such as requirements analyses, risk analyses, technology assessments, strategic and tactical planning, market surveys, budget reviews, etc. Prepares materials for use in training sessions and seminars. Provides oral and written status reports. Familiar with standard concepts, practices, and procedures within a particular field. A high degree of creativity and latitude is required. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision

**Minimum Education:** Bachelor’s degree.

**Technical Writer V**

**Minimum/General Experience:** 10 years. Experience in writing a variety of documents including technical manuals, user guides, etc. Writing skills are of paramount importance to this position. Experience in the data processing field is essential. Experience in preparing materials to be used in training and a demonstrated ability to communicate technical subjects to non-technical staff are required. Automated program management and litigation support and hands-on familiarity with the Government's data processing environments, including office automation networks, PC-based databases and other applications, server-based databases, and other applications, especially 4GL and RDBMS, is necessary and required. Should be an expert user of the Government's word processing, spreadsheet, imaging, and telecommunications systems. Requires excellent written and oral communications skills.

**Functional Responsibility:** Research subject matter, writes and edits material for reports, manuals, proposals, instructional material, catalogs, technical and outreach publications, and software and hardware documentations. Task may also include obtaining technical data from independent observation, reviews with staff members, and/or studies of published materials and existing documentation. Coordinate efforts of technical artists and illustrators in preparing reports, articles, and publications of internal and external distribution. Obtain background information on technologies, methods, and standards. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. A high degree of creativity and latitude is required. Relies on experience and judgment to plan and accomplish goals. Works independently and very likely direct and lead the work of others

**Minimum Education:** Bachelor’s degree.
Trainer III

Minimum/General Experience: 2 years. Experience in automated data processing support, including experience performing 4GL and RDBMS database searches, and retrieval experience using other database management packages. At least two years of teaching/training experience, preferably involving a data processing topic. Requires hands-on familiarity with the Government's data processing environments, including office automation networks, PC-based databases, and other applications, and server-based databases and other applications, especially 4GL and RDBMS. Should be an expert user of the Government's word processing, spreadsheet, imaging, and telecommunications systems. Requires excellent written and oral communications skills.

Functional Responsibility: Duties involve administration, training program development, evaluation, or instruction in a program of training when the paramount requirement of the work is a combination of practical knowledge of the methods and techniques of instruction and practical knowledge of the subject matter being taught which includes direct delivery of instruction or training services. Also covers nonprofessional training program staff specialists engaged in course development, test development, or similar staff work. Proficient with a broad range of software available to users particularly administrative systems. Assists with conduct of research necessary to develop and revise training courses and preparing appropriate training catalogs, training manuals, and user’s manuals. Maintains relationship with users to continually determine training and user support needs. Assists in developing instructor and student materials. Assists in training personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Organizes, prepares, schedules, and conducts training sessions. Training will most often be user level training for specific databases or specific software packages, including word processing and other office automation packages, but may sometimes also include team-building training, contract/document center orientations, etc. Prepares training approach and materials, arranges for use of training facilities for access to appropriate applications, etc.

Minimum Education: Bachelor’s degree.

Trainer IV

Minimum/General Experience: 6 years. Experience in automated data processing support, including experience performing 4GL and RDBMS database searches, and retrieval experience using other database management packages. At least two years of teaching/training experience, preferably involving a data processing topic. Requires hands-on familiarity with the Government's data processing environments, including office automation networks, PC-based databases, and other applications, and server-based databases and other applications, especially 4GL and RDBMS. Should be an expert user of the Government's word processing, spreadsheet, imaging, and telecommunications systems. Requires excellent written and oral communications skills.

Functional Responsibility: Duties involve administration, supervision, training program development, evaluation, or instruction in a program of training when the paramount requirement of the work is a combination of practical knowledge of the methods and techniques of instruction and practical knowledge of the subject matter being taught which includes direct delivery of instruction or training services. Also covers nonprofessional training program staff specialists engaged in course development, test development, or similar staff work. Proficient with LAN based office management, survey development, survey participant tracking systems, and other related software systems available to users, particularly administrative software applications. Conducts research necessary to develop and revise training courses and prepares appropriate training catalogs, training manuals, and user’s manuals. Maintains relationship with users to continually determine training and user support needs. Develops instructor and student materials. Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provides daily supervision and direction to training and user support staff. Using extensive knowledge of software applications, supports users of information systems following established organizational procedures, and provides documented user support databases. Provides online technical assistance following training courses. Designs and implements user support help systems for applications.
developed in-house. Provides some supervision and direction to training and user support staff. Using knowledge of software applications, supports users of information systems following established organizational procedures, provides documented user support databases and assists with user technical assistance after trainings.

Minimum Education: Bachelor’s degree.

Trainer V

Minimum/General Experience: 10 years. Experience in automated data processing support, including experience performing 4GL and RDBMS database searches, and retrieval experience using other database management packages. At least two years of teaching/training experience, preferably involving a data processing topic. Requires hands-on familiarity with the Government's data processing environments, including office automation networks, PC-based databases, and other applications, and server-based databases and other applications, especially 4GL and RDBMS. Should be an expert user of the Government's word processing, spreadsheet, imaging, and telecommunications systems. Requires excellent written and oral communications skills.

Functional Responsibility: Duties involve administration, supervision, training program development, evaluation, or instruction in a program of training when the paramount requirement of the work is a combination of practical knowledge of the methods and techniques of instruction and practical knowledge of the subject matter being taught which includes direct delivery of instruction or training services. Also covers nonprofessional training program staff specialists engaged in course development, test development, or similar staff work. Proficient with LAN based office management, survey development, survey participant tracking systems, and other related software systems available to users, particularly administrative software applications. Conducts research necessary to develop and revise training courses and prepares appropriate training catalogs, training manuals, and user’s manuals. Maintains relationship with users to continually determine training and user support needs. Develops instructor and student materials. Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provides daily supervision and direction to training and user support staff. Using extensive knowledge of software applications, supports users of information systems following established organizational procedures, and provides documented user support databases.

Minimum Education: Bachelor’s degree.

Quality Assurance Analyst I

Minimum/General Experience: Recent college graduate.

Functional Responsibility: Responsible for assisting with quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Experience in configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment. Works under immediate supervision.

Minimum Education: Bachelor’s degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

Quality Assurance Analyst II

Minimum/General Experience: 4 years. Experience in configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment.
**Functional Responsibility:** Responsible for assisting with all activities involving quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Establishes and maintains a process for evaluating software and associated documentation. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at predetermined points throughout the life cycle. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. Relies on instructions and pre-established guidelines to perform the functions of the job, but a certain degree of creativity and latitude is required.

**Minimum Education:** Bachelor’s degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

**Quality Assurance Analyst III**

**Minimum/General Experience:** 8 years. Experience in configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment.

**Functional Responsibility:** Responsible for quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Familiar with a variety of the field's concepts, practices, and procedures. Experience in technical and administrative direction for personnel performing software development tasks. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others.

**Minimum Education:** Bachelor's degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

**Quality Assurance Analyst IV**

**Minimum/General Experience:** 10 years. Experience in configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment.

**Functional Responsibility:** Responsible for quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Familiar with a variety of the field's concepts, practices, and procedures. Experience in technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to ensure Government standards/requirements are adhered to, and progress in accordance with schedules. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others.

**Minimum Education:** Bachelor's degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

**Quality Assurance Analyst V**

**Minimum/General Experience:** 12 years. Experience in configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment.

**Functional Responsibility:** Responsible for all aspects of quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Familiar with a variety of the field's concepts, practices, and procedures. Ensures problem resolution and user satisfaction.
Makes recommendations, if needed, for approval of major system installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Supervises configuration management. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Will very likely lead and direct the work of others.

**Minimum Education:** Bachelor’s degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

### SPECIAL ITEM NUMBER 54151S
**INFORMATION TECHNOLOGY PROFESSIONAL SERVICES**
**AUTHORIZED HOURLY RATES**

<table>
<thead>
<tr>
<th>LABOR CATEGORY</th>
<th>GSA PRICE WITH IFF</th>
<th>GSA PRICE WITH IFF</th>
<th>GSA PRICE WITH IFF</th>
<th>GSA PRICE WITH IFF</th>
<th>GSA PRICE WITH IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>20 DEC 16 to 19 DEC 17</td>
<td>20 DEC 17 to 19 DEC 18</td>
<td>20 DEC 18 to 19 DEC 19</td>
<td>20 DEC 19 to 19 DEC 20</td>
<td>20 DEC 20 to 19 DEC 21</td>
</tr>
<tr>
<td>Database Administrator II</td>
<td>$122.42</td>
<td>$124.65</td>
<td>$126.91</td>
<td>$129.22</td>
<td>$131.58</td>
</tr>
<tr>
<td>Database Administrator III</td>
<td>$138.74</td>
<td>$141.27</td>
<td>$143.84</td>
<td>$146.45</td>
<td>$149.12</td>
</tr>
<tr>
<td>Project Manager I</td>
<td>$126.95</td>
<td>$129.26</td>
<td>$131.62</td>
<td>$134.01</td>
<td>$136.45</td>
</tr>
<tr>
<td>Project Manager II</td>
<td>$145.09</td>
<td>$147.73</td>
<td>$150.42</td>
<td>$153.16</td>
<td>$155.94</td>
</tr>
<tr>
<td>Project Manager III</td>
<td>$163.22</td>
<td>$166.19</td>
<td>$169.22</td>
<td>$172.30</td>
<td>$175.44</td>
</tr>
<tr>
<td>Project Manager IV</td>
<td>$181.36</td>
<td>$184.66</td>
<td>$188.02</td>
<td>$191.44</td>
<td>$194.93</td>
</tr>
<tr>
<td>Systems Programmer I</td>
<td>$90.68</td>
<td>$92.33</td>
<td>$94.01</td>
<td>$95.72</td>
<td>$97.46</td>
</tr>
<tr>
<td>Technical Writer III</td>
<td>$78.89</td>
<td>$80.33</td>
<td>$81.79</td>
<td>$83.28</td>
<td>$84.79</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LABOR CATEGORY</th>
<th>GSA PRICE WITH IFF</th>
<th>GSA PRICE WITH IFF</th>
<th>GSA PRICE WITH IFF</th>
<th>GSA PRICE WITH IFF</th>
<th>GSA PRICE WITH IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>14 APR 17 to 19 DEC 17</td>
<td>20 DEC 17 to 19 DEC 18</td>
<td>20 DEC 18 to 19 DEC 19</td>
<td>20 DEC 19 to 19 DEC 20</td>
<td>20 DEC 20 to 19 DEC 21</td>
</tr>
<tr>
<td>Program Manager III</td>
<td>$181.36</td>
<td>$183.57</td>
<td>$186.91</td>
<td>$190.32</td>
<td>$193.78</td>
</tr>
<tr>
<td>Program Manager IV</td>
<td>$199.50</td>
<td>$201.93</td>
<td>$205.61</td>
<td>$209.35</td>
<td>$213.16</td>
</tr>
<tr>
<td>Program Manager V</td>
<td>$217.63</td>
<td>$220.29</td>
<td>$224.30</td>
<td>$228.36</td>
<td>$232.54</td>
</tr>
<tr>
<td>Project Manager V</td>
<td>$217.63</td>
<td>$220.29</td>
<td>$224.30</td>
<td>$228.36</td>
<td>$232.54</td>
</tr>
<tr>
<td>Application Architect</td>
<td>$149.62</td>
<td>$151.45</td>
<td>$154.20</td>
<td>$157.01</td>
<td>$159.87</td>
</tr>
<tr>
<td>Solutions Architect</td>
<td>$185.89</td>
<td>$188.16</td>
<td>$191.59</td>
<td>$195.07</td>
<td>$198.62</td>
</tr>
<tr>
<td>Enterprise Architect</td>
<td>$213.10</td>
<td>$215.70</td>
<td>$219.62</td>
<td>$223.62</td>
<td>$227.69</td>
</tr>
<tr>
<td>Systems Analyst I</td>
<td>$95.21</td>
<td>$96.38</td>
<td>$98.13</td>
<td>$99.92</td>
<td>$101.73</td>
</tr>
<tr>
<td>Systems Analyst II</td>
<td>$101.56</td>
<td>$102.80</td>
<td>$104.67</td>
<td>$106.58</td>
<td>$108.52</td>
</tr>
<tr>
<td>Systems Analyst III</td>
<td>$131.49</td>
<td>$133.09</td>
<td>$135.51</td>
<td>$137.98</td>
<td>$140.69</td>
</tr>
<tr>
<td>Systems Analyst IV</td>
<td>$150.53</td>
<td>$152.37</td>
<td>$155.14</td>
<td>$157.96</td>
<td>$160.84</td>
</tr>
<tr>
<td>Systems Analyst V</td>
<td>$168.66</td>
<td>$170.72</td>
<td>$173.83</td>
<td>$176.99</td>
<td>$180.21</td>
</tr>
<tr>
<td>Application Programmer I</td>
<td>$90.68</td>
<td>$91.79</td>
<td>$93.46</td>
<td>$95.16</td>
<td>$96.89</td>
</tr>
<tr>
<td>Application Programmer II</td>
<td>$108.82</td>
<td>$110.14</td>
<td>$112.15</td>
<td>$114.19</td>
<td>$116.27</td>
</tr>
<tr>
<td>Application Programmer III</td>
<td>$122.42</td>
<td>$123.91</td>
<td>$126.17</td>
<td>$128.46</td>
<td>$130.80</td>
</tr>
<tr>
<td>Application Programmer IV</td>
<td>$144.18</td>
<td>$145.94</td>
<td>$148.60</td>
<td>$151.30</td>
<td>$154.05</td>
</tr>
<tr>
<td>Application Programmer V</td>
<td>$162.32</td>
<td>$164.30</td>
<td>$167.29</td>
<td>$170.33</td>
<td>$173.43</td>
</tr>
<tr>
<td>Systems Programmer II</td>
<td>$108.82</td>
<td>$110.14</td>
<td>$112.15</td>
<td>$114.19</td>
<td>$116.27</td>
</tr>
<tr>
<td>Systems Programmer III</td>
<td>$122.42</td>
<td>$123.91</td>
<td>$126.17</td>
<td>$128.46</td>
<td>$130.80</td>
</tr>
<tr>
<td>Systems Programmer IV</td>
<td>$144.18</td>
<td>$145.94</td>
<td>$148.60</td>
<td>$151.30</td>
<td>$154.05</td>
</tr>
<tr>
<td>LABOR CATEGORY</td>
<td>GSA PRICE WITH IFF</td>
<td>GSA PRICE WITH IFF</td>
<td>GSA PRICE WITH IFF</td>
<td>GSA PRICE WITH IFF</td>
<td>GSA PRICE WITH IFF</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>--------------------</td>
<td>--------------------</td>
<td>--------------------</td>
<td>--------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td></td>
<td>14 APR 17 to 19 DEC 17</td>
<td>20 DEC 17 to 19 DEC 18</td>
<td>20 DEC 18 to 19 DEC 19</td>
<td>20 DEC 19 to 19 DEC 20</td>
<td>20 DEC 20 to 19 DEC 21</td>
</tr>
<tr>
<td>Systems Programmer V</td>
<td>$162.32</td>
<td>$164.30</td>
<td>$167.29</td>
<td>$170.33</td>
<td>$173.43</td>
</tr>
<tr>
<td>Database Administrator I</td>
<td>$99.75</td>
<td>$100.97</td>
<td>$102.80</td>
<td>$104.67</td>
<td>$106.58</td>
</tr>
<tr>
<td>Database Administrator II</td>
<td>$165.04</td>
<td>$167.05</td>
<td>$170.09</td>
<td>$173.19</td>
<td>$176.34</td>
</tr>
<tr>
<td>Database Administrator III</td>
<td>$176.83</td>
<td>$178.98</td>
<td>$182.24</td>
<td>$185.56</td>
<td>$188.93</td>
</tr>
<tr>
<td>Network Administrator I</td>
<td>$96.12</td>
<td>$97.29</td>
<td>$99.06</td>
<td>$100.87</td>
<td>$102.70</td>
</tr>
<tr>
<td>Network Administrator II</td>
<td>$108.82</td>
<td>$110.14</td>
<td>$112.15</td>
<td>$114.19</td>
<td>$116.27</td>
</tr>
<tr>
<td>Network Administrator V</td>
<td>$155.97</td>
<td>$157.87</td>
<td>$160.75</td>
<td>$163.67</td>
<td>$166.65</td>
</tr>
<tr>
<td>Systems Administrator I</td>
<td>$84.33</td>
<td>$85.36</td>
<td>$86.91</td>
<td>$88.50</td>
<td>$90.11</td>
</tr>
<tr>
<td>Systems Administrator II</td>
<td>$95.21</td>
<td>$96.38</td>
<td>$98.13</td>
<td>$99.92</td>
<td>$101.73</td>
</tr>
<tr>
<td>Systems Administrator III</td>
<td>$108.82</td>
<td>$110.14</td>
<td>$112.15</td>
<td>$114.19</td>
<td>$116.27</td>
</tr>
<tr>
<td>Systems Administrator IV</td>
<td>$122.42</td>
<td>$123.91</td>
<td>$126.17</td>
<td>$128.46</td>
<td>$130.80</td>
</tr>
<tr>
<td>Systems Administrator V</td>
<td>$136.02</td>
<td>$137.68</td>
<td>$140.19</td>
<td>$142.74</td>
<td>$145.33</td>
</tr>
<tr>
<td>Security Specialist I</td>
<td>$96.12</td>
<td>$97.29</td>
<td>$99.06</td>
<td>$100.87</td>
<td>$102.70</td>
</tr>
<tr>
<td>Security Specialist II</td>
<td>$126.95</td>
<td>$128.50</td>
<td>$130.84</td>
<td>$133.22</td>
<td>$135.65</td>
</tr>
<tr>
<td>Security Specialist III</td>
<td>$143.27</td>
<td>$145.02</td>
<td>$147.66</td>
<td>$150.35</td>
<td>$153.09</td>
</tr>
<tr>
<td>Security Specialist IV</td>
<td>$168.66</td>
<td>$170.72</td>
<td>$173.83</td>
<td>$176.99</td>
<td>$180.21</td>
</tr>
<tr>
<td>Security Specialist V</td>
<td>$233.95</td>
<td>$236.81</td>
<td>$241.12</td>
<td>$245.51</td>
<td>$249.98</td>
</tr>
<tr>
<td>Subject Matter Expert III</td>
<td>$199.50</td>
<td>$201.93</td>
<td>$205.61</td>
<td>$209.35</td>
<td>$213.16</td>
</tr>
<tr>
<td>Subject Matter Expert IV</td>
<td>$224.89</td>
<td>$227.63</td>
<td>$231.77</td>
<td>$235.99</td>
<td>$240.29</td>
</tr>
<tr>
<td>Subject Matter Expert V</td>
<td>$252.09</td>
<td>$255.17</td>
<td>$259.81</td>
<td>$264.54</td>
<td>$269.35</td>
</tr>
<tr>
<td>Technical Writer IV</td>
<td>$105.19</td>
<td>$106.47</td>
<td>$108.41</td>
<td>$110.38</td>
<td>$112.39</td>
</tr>
<tr>
<td>Technical Writer V</td>
<td>$114.26</td>
<td>$115.65</td>
<td>$117.76</td>
<td>$119.90</td>
<td>$122.08</td>
</tr>
<tr>
<td>Trainer III</td>
<td>$122.42</td>
<td>$123.91</td>
<td>$126.17</td>
<td>$128.46</td>
<td>$130.80</td>
</tr>
<tr>
<td>Trainer IV</td>
<td>$145.09</td>
<td>$146.86</td>
<td>$149.53</td>
<td>$152.25</td>
<td>$155.02</td>
</tr>
<tr>
<td>Trainer V</td>
<td>$181.36</td>
<td>$183.57</td>
<td>$186.91</td>
<td>$190.32</td>
<td>$193.78</td>
</tr>
<tr>
<td>Quality Assurance Analyst I</td>
<td>$78.89</td>
<td>$79.85</td>
<td>$81.31</td>
<td>$82.79</td>
<td>$84.29</td>
</tr>
<tr>
<td>Quality Assurance Analyst II</td>
<td>$86.15</td>
<td>$87.20</td>
<td>$88.78</td>
<td>$90.40</td>
<td>$92.05</td>
</tr>
<tr>
<td>Quality Assurance Analyst III</td>
<td>$98.84</td>
<td>$100.05</td>
<td>$101.87</td>
<td>$103.72</td>
<td>$105.61</td>
</tr>
<tr>
<td>Quality Assurance Analyst IV</td>
<td>$120.60</td>
<td>$122.08</td>
<td>$124.30</td>
<td>$126.56</td>
<td>$128.86</td>
</tr>
<tr>
<td>Quality Assurance Analyst V</td>
<td>$138.74</td>
<td>$140.43</td>
<td>$142.99</td>
<td>$145.59</td>
<td>$148.24</td>
</tr>
</tbody>
</table>

**SPECIAL ITEM NUMBER ANCILLARY ANCILLARY SERVICES AUTHORIZED LABOR CATEGORIES**

**Administrative Assistant III**

Minimum/General Experience: 6 years. Clerical experience in a technical environment. Hands-on experience with a word processing system is required.

Functional Responsibility: Performs a variety of both complex and routine administrative and secretarial duties. May provide work direction to lower-level secretarial staff in the same department or unit. Requires extensive working knowledge of assigned department's practices and procedures.

Minimum Education: High school diploma.
### Approved Substitutions

<table>
<thead>
<tr>
<th>Education</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate degree</td>
<td>4 years of relevant experience.</td>
</tr>
<tr>
<td>Bachelor’s degree</td>
<td>2 years of relevant experience.</td>
</tr>
<tr>
<td>Master’s degree</td>
<td>No relevant experience.</td>
</tr>
</tbody>
</table>

### Administrative Assistant IV**

**Minimum/General Experience:** 8 years. Clerical experience in a technical environment. Hands-on experience with a word processing system is required.

**Functional Responsibility:** Performs secretarial and administrative duties for a department or single top executive other than the chief executive. Reports to a senior officer in a small organization or to the person responsible for a major activity in a large organization. Performs duties of a highly confidential nature that may require comprehensive knowledge of organizational policies, practices, and procedures. Sets up meetings and may act as a proxy for superior. May directly supervise lower-level secretarial or clerical staff.

**Minimum Education:** High school diploma.

<table>
<thead>
<tr>
<th>Approved Substitutions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education</strong></td>
</tr>
<tr>
<td>Associate degree</td>
</tr>
<tr>
<td>Bachelor’s degree</td>
</tr>
<tr>
<td>Master’s degree</td>
</tr>
</tbody>
</table>

### Administrative Assistant V**

**Minimum/General Experience:** 10 years. Clerical experience in a technical environment. Hands-on experience with a word processing system is required.

**Functional Responsibility:** Performs administrative, secretarial, and related duties for a department, top executive, or the chief executive officer. Duties are highly confidential and require broad and comprehensive knowledge of the organization’s policies and operations. Responsibilities require discretion, judgment, tact, and poise. Incumbent may have considerable latitude and flexibility in carrying out assigned tasks. Normally uses word processing or similar equipment in performing routine secretarial duties. May directly supervise lower-level secretarial or clerical staff.

**Minimum Education:** High school diploma.

<table>
<thead>
<tr>
<th>Approved Substitutions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education</strong></td>
</tr>
<tr>
<td>Associate degree</td>
</tr>
<tr>
<td>Bachelor’s degree</td>
</tr>
<tr>
<td>Master’s degree</td>
</tr>
</tbody>
</table>
Help Desk Technician I**

Minimum/General Experience: Recent High School Graduate.

Functional Responsibility: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, e-mail, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Provides telephone and in-person support to users in the areas of network access, electronic mail, Windows operating systems, client/server, and network applications, etc. Experience with a broad range of PC and network-based applications including word processing, databases, spreadsheets, etc. Experience working with complex help desk software to facilitate problem recording in addition to, tracking and software tools that facilitate diagnosing and resolving user problems.

Minimum Education: High school diploma and a certificate from a technical training program.

<table>
<thead>
<tr>
<th>Approved Substitutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
</tr>
<tr>
<td>Associate degree</td>
</tr>
<tr>
<td>Bachelor’s degree</td>
</tr>
<tr>
<td>Master’s degree</td>
</tr>
</tbody>
</table>

Help Desk Technician II**

Minimum/General Experience: 2 years. Provides telephone and in-person support to users in the areas of network access, electronic mail, Windows operating systems, client/server, and network applications, etc. Experience with a broad range of PC and network-based applications including word processing, databases, spreadsheets, etc. Experience working with complex help desk software to facilitate problem recording in addition to, tracking and software tools that facilitate diagnosing and resolving user problems.

Functional Responsibility: Performs activities necessary to support users of complex networks. The support may be provided over the telephone or in-person. It encompasses facilitating the use of network application software such as Email, word processing, spreadsheets; user account maintenance and access privileges; and troubleshooting workstation, printing, communications, security, and other network services problems. Documents, tracks, and monitors the problem to ensure a timely resolution. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.

Minimum Education: High school diploma and a certificate from a technical training program.
<table>
<thead>
<tr>
<th>Approved Substitutions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education</strong></td>
</tr>
<tr>
<td>Associate degree</td>
</tr>
<tr>
<td>Bachelor’s degree</td>
</tr>
<tr>
<td>Master’s degree</td>
</tr>
</tbody>
</table>

**Help Desk Technician III**

**Minimum/General Experience:** 4 years. Provides telephone and in-person support to users in the areas of network access, electronic mail, Windows operating systems, client/server, and network applications, etc. Experience with a broad range of PC and network-based applications including word processing, databases, spreadsheets, etc. Experience working with complex help desk software to facilitate problem recording in addition to, tracking and software tools that facilitate diagnosing and resolving user problems.

**Functional Responsibility:** Provides technical support to system users and customer support staff. Evaluates user needs, defines technical problems, and works with engineering/development staff to determine solutions. Assists customer in implementing solutions. Performs ongoing activities to maintain and enhance overall system performance. Reports to a project lead or manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

**Minimum Education:** High school diploma and a certificate from a technical training program.

<table>
<thead>
<tr>
<th>Approved Substitutions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education</strong></td>
</tr>
<tr>
<td>Associate degree</td>
</tr>
<tr>
<td>Bachelor’s degree</td>
</tr>
<tr>
<td>Master’s degree</td>
</tr>
</tbody>
</table>

**Help Desk Technician IV**

**Minimum/General Experience:** 6 years. Provides telephone and in-person support to users in the areas of network access, electronic mail, Windows operating systems, client/server, and network applications, etc. Experience with a broad range of PC and network-based applications including word processing, databases, spreadsheets, etc. Experience working with complex help desk software to facilitate problem recording in addition to, tracking and software tools that facilitate diagnosing and resolving user problems.
**Functional Responsibility:** Helps supervise the day-to-day operations of the help desk. Identifies, researches, and resolves complex technical problems. Creates and manages escalation procedures and ensures service levels are maintained. Documents, tracks, and monitors problems to ensure resolution in a timely manner. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

**Minimum Education:** High school diploma and a certificate from a technical training program.

### Approved Substitutions

<table>
<thead>
<tr>
<th>Education</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate degree</td>
<td>4 years of relevant experience and certificate from a technical training program required.</td>
</tr>
<tr>
<td>Bachelor's degree</td>
<td>2 years of relevant experience and certificate from a technical training program required.</td>
</tr>
<tr>
<td>Master’s degree</td>
<td>No relevant experience. Certificate from technical training program not required.</td>
</tr>
</tbody>
</table>

### SPECIAL ITEM NUMBER ANCILLARY ANGULAR SERVICES APPROVED HOURLY RATES

<table>
<thead>
<tr>
<th>LABOR CATEGORY</th>
<th>GSA PRICE WITH IFF 20 DEC 16 to 19 DEC 17</th>
<th>GSA PRICE WITH IFF 20 DEC 17 to 19 DEC 18</th>
<th>GSA PRICE WITH IFF 20 DEC 18 to 19 DEC 19</th>
<th>GSA PRICE WITH IFF 20 DEC 19 to 19 DEC 20</th>
<th>GSA PRICE WITH IFF 20 DEC 20 to 19 DEC 21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help Desk Technician I**</td>
<td>$72.54</td>
<td>$73.86</td>
<td>$75.21</td>
<td>$76.58</td>
<td>$77.97</td>
</tr>
<tr>
<td>Help Desk Technician II**</td>
<td>$81.61</td>
<td>$83.10</td>
<td>$84.61</td>
<td>$86.15</td>
<td>$87.72</td>
</tr>
<tr>
<td>Help Desk Technician III**</td>
<td>$90.68</td>
<td>$92.33</td>
<td>$94.01</td>
<td>$95.72</td>
<td>$97.46</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LABOR CATEGORY</th>
<th>GSA PRICE WITH IFF 14 APR 17 to 19 DEC 17</th>
<th>GSA PRICE WITH IFF 20 DEC 17 to 19 DEC 18</th>
<th>GSA PRICE WITH IFF 20 DEC 18 to 19 DEC 19</th>
<th>GSA PRICE WITH IFF 20 DEC 19 to 19 DEC 20</th>
<th>GSA PRICE WITH IFF 20 DEC 20 to 19 DEC 21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant III**</td>
<td>$60.76</td>
<td>$61.50</td>
<td>$62.62</td>
<td>$63.76</td>
<td>$64.92</td>
</tr>
<tr>
<td>Administrative Assistant IV**</td>
<td>$73.45</td>
<td>$74.35</td>
<td>$75.70</td>
<td>$77.08</td>
<td>$78.48</td>
</tr>
<tr>
<td>Administrative Assistant V**</td>
<td>$86.15</td>
<td>$87.20</td>
<td>$88.78</td>
<td>$90.40</td>
<td>$92.05</td>
</tr>
<tr>
<td>Help Desk Technician IV**</td>
<td>$99.75</td>
<td>$100.97</td>
<td>$102.80</td>
<td>$104.67</td>
<td>$106.58</td>
</tr>
<tr>
<td>SCLS Eligible Contract Labor Category</td>
<td>SCLS Equivalent Code Title</td>
<td>Wage Determination (WD) Number</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>---------------------------</td>
<td>------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help Desk Technician I**</td>
<td>14101 – Computer Systems Analyst I</td>
<td>2015-4281, R 7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help Desk Technician II**</td>
<td>14102 – Computer Systems Analyst II</td>
<td>2015-4281, R 7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help Desk Technician III**</td>
<td>14103 – Computer Systems Analyst III</td>
<td>2015-4281, R 7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative Assistant III**</td>
<td>01613 – Word Processor III</td>
<td>2015-4281, R 7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative Assistant IV**</td>
<td>01613 – Word Processor III</td>
<td>2015-4281, R 7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative Assistant V**</td>
<td>01613 – Word Processor III</td>
<td>2015-4281, R 7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help Desk Technician IV**</td>
<td>14103 – Computer Systems Analyst III</td>
<td>2015-4281, R 7</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a double asterisk (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA/SLSC Matrix. The prices awarded are in line with the geographic scope of the contract (e.g., nationwide).

INFORMATION TECHNOLOGY CATEGORY
ITSERVICES SUBCATEGORY
SPECIAL ITEM NUMBER 54151S
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

There are no additional terms.

MISCELLANEOUS CATEGORY
COMPLEMENTARY SINs SUBCATEGORY
SPECIAL ITEM NUMBER ANCILLARY
ANCILLARY SUPPLIES AND SERVICES

The work performed under this SIN shall be associated with existing SIN(s) under the contract. Ancillary supplies and/or services shall not be the primary purpose of the work ordered, but be an integral part of the total solution offered. Ancillary supplies and/or services may only be ordered in conjunction with or in support of supplies or services purchased under another SIN(s). Offerors may be required to provide additional information to support a determination that their proposed ancillary supplies and/or services are commercially offered in support of one or more SIN(s).

MISCELLANEOUS CATEGORY
COMPLEMENTARY SINs SUBCATEGORY
SPECIAL ITEM NUMBER OLM
ORDER-LEVEL MATERIALS

The use of the Order Level Materials (OLM) SIN is limited to 59 OLM-eligible subcategories under the MAS program. Supplies and/or services provided utilizing OLM authority must be acquired in direct support of an individual task or delivery order that is placed under an OLM-eligible subcategory as identified below:

1) Apparel
2) Audio Visual Products
3) Audio Visual Services
4) Awards
5) Background Investigations
6) Business Administrative Services
7) Compensation and Benefits
8) Document Services
9) Electronic Commerce
10) Environmental Services
11) Facilities Maintenance and Repair
12) Facilities Services
13) Facilities Solutions
14) Financial Services
15) Fire/Rescue/Safety/Environmental Protection Equipment
<table>
<thead>
<tr>
<th></th>
<th>Category</th>
<th></th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td>Fitness Solutions.</td>
<td>39</td>
<td>Medical Equipment</td>
</tr>
<tr>
<td>17</td>
<td>Flags</td>
<td>40</td>
<td>Miscellaneous Furniture</td>
</tr>
<tr>
<td>18</td>
<td>Flooring</td>
<td>41</td>
<td>Musical Instruments</td>
</tr>
<tr>
<td>19</td>
<td>Fuel Management</td>
<td>42</td>
<td>Office Furniture</td>
</tr>
<tr>
<td>20</td>
<td>Furniture Services</td>
<td>43</td>
<td>Office Management Maintenance and Repair</td>
</tr>
<tr>
<td>21</td>
<td>Healthcare Furniture</td>
<td>44</td>
<td>Office Services</td>
</tr>
<tr>
<td>22</td>
<td>Household, Dormitory &amp; Quarters Furniture</td>
<td>45</td>
<td>Packaged Furniture.</td>
</tr>
<tr>
<td>23</td>
<td>Human Resources</td>
<td>46</td>
<td>Printing and Photographic Equipment</td>
</tr>
<tr>
<td>24</td>
<td>Identity Protection Services</td>
<td>47</td>
<td>Protective Equipment</td>
</tr>
<tr>
<td>25</td>
<td>Industrial Products</td>
<td>48</td>
<td>Records Management</td>
</tr>
<tr>
<td>26</td>
<td>Industrial Products and Services</td>
<td>49</td>
<td>Search and Navigation</td>
</tr>
<tr>
<td>27</td>
<td>IT Hardware</td>
<td>50</td>
<td>Security Animals and Related Services</td>
</tr>
<tr>
<td>28</td>
<td>IT Services</td>
<td>51</td>
<td>Security Services</td>
</tr>
<tr>
<td>29</td>
<td>IT Software</td>
<td>52</td>
<td>Security Systems</td>
</tr>
<tr>
<td>30</td>
<td>IT Solutions</td>
<td>53</td>
<td>Signs</td>
</tr>
<tr>
<td>31</td>
<td>IT Training</td>
<td>54</td>
<td>Social Services</td>
</tr>
<tr>
<td>32</td>
<td>Language Services</td>
<td>55</td>
<td>Structures</td>
</tr>
<tr>
<td>33</td>
<td>Legal Services</td>
<td>56</td>
<td>Technical and Engineering Services (non- IT)</td>
</tr>
<tr>
<td>34</td>
<td>Logistical Services</td>
<td>57</td>
<td>Telecommunications</td>
</tr>
<tr>
<td>35</td>
<td>Machinery and Components</td>
<td>58</td>
<td>Testing Equipment</td>
</tr>
<tr>
<td>36</td>
<td>Mail Management</td>
<td>59</td>
<td>Training</td>
</tr>
<tr>
<td>37</td>
<td>Marine and Harbor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>38</td>
<td>Marketing and Public Relations</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NOTE: More information related to the Order Level Materials SIN is available at gsa.gov/mascategoryrequirements