

AUTHORIZED FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE PRICELIST

GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

Special Item No. 132-51 Information Technology Professional Services

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

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

Advanced Systems Design, Inc.

2450 Tim Gamble Place, Suite 200

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(850) 385-5129

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Contract Number: GS-35F-0220U

Period Covered by Contract: 2/1/2008 to 1/31/2013

General Services Administration
Federal Supply Service

Pricelist current through Modification # 0 dated 2/1/2008 - Original pricelist is current

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

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INFORMATION FOR ORDERING OFFICES

SPECIAL NOTICE TO AGENCIES:

Small Business Participation

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

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

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

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

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Advanced Systems Design, Inc – Administration
2450 Tim Gamble Place, Suite 200
Tallahassee, FL 32308
(850) 385-5129

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice. The following telephone number(s) can be used by ordering agencies to obtain technical and/or ordering assistance:

(850) 385-5129

3. Liability for Injury or Damage

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

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

Block 9: G. Order/Modification Under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number: 031304025
Block 30: Type of Contractor – ASD is a A) Small Disadvantaged Business
Block 31: Woman-Owned Small Business – No
Block 36: Contractor's Taxpayer Identification Number (TIN): 59-1923316

4a. CAGE Code: 1LVC3

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

5. **FOB DESTINATION**

6. **DELIVERY SCHEDULE**

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

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
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132-51	30 days for standard delivery; 10 days for emergency delivery
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b. **URGENT REQUIREMENTS:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. **Discounts:** Prices shown are NET Prices; Basic Discounts have been deducted.

a. Prompt Payment: 1% 10, net 30

b. Quantity – No Discount

c. Dollar Volume – No Discount

d. Government Educational Institutions - Government Educational Institutions are offered the same discounts as all other Government customers.

e. Other - No Discount

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

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

9. **Statement Concerning Availability of Export Packing:** Not applicable

10. **Small Requirements:** The minimum dollar value of orders to be issued is \$100.

11. **Maximum Order** (All dollar amounts are exclusive of any discount for prompt payment.)

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

12. **ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

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

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

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

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS

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

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):

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

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

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)

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

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

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

- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

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

16. GSA ADVANTAGE!

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

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

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

17. PURCHASE OF OPEN MARKET ITEMS

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

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

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

- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

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

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

19. OVERSEAS ACTIVITIES

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

None

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

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage

determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

23. SECTION 508 COMPLIANCE.

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

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

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

(b) The following statement:

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

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

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

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

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

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

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

26. SOFTWARE INTEROPERABILITY.

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

27. ADVANCE PAYMENTS

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

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

1. SCOPE

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

2. PERFORMANCE INCENTIVES

- a. When using a performance based statement of work, performance incentives may be agreed upon between the Contractor and the ordering office on individual fixed price orders or Blanket Purchase Agreements, for fixed price tasks, under this contract in accordance with this clause.
- b. The ordering office must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. To the maximum extent practicable, ordering offices shall consider establishing incentives where performance is critical to the agency's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.
- d. The above procedures do not apply to Time and Material or labor hour orders.

3. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK)

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3). GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

a. When ordering services, ordering offices shall—

(1) Prepare a Request (Request for Quote or other communication tool):

- (a)** A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
- (b)** The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

- (c) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.
- (d) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2)(a) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

- (a) Based upon an initial evaluation of catalogs and price lists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate). When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINS as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.
- (b) The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order: After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

b. The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs, ordering offices shall—

- (1) **Inform contractors in the request** (based on the agency's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.
 - (a) **SINGLE BPA:** Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)
 - (b) **MULTIPLE BPAs:** When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the

procedures in a(2)(b) above and then place the order with the Schedule contractor that represents the best value.

(2) **Review BPAs Periodically:** Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)

- c. The ordering office should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.
- d. When the ordering office's requirement involves both products as well as executive, administrative and/or professional, services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

The ordering office, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

Ordering procedures for other services available on schedule at fixed prices for specifically defined services or tasks should use the procedures in FAR 8.404. These procedures are listed in the pricelist, under "Information for Ordering Offices," paragraph #12.

4. ORDER

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

5. PERFORMANCE OF SERVICES

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

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE GOVERNMENT

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the Government shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts (Alternate I (APR 1984)) at FAR 52.232-7 applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts (FEB 1997) (Alternate II (JAN 1986)) at FAR 52.232-7 applies to labor-hour orders placed under this contract.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT SERVICES AND PRICING

ADVANCED SYSTEMS DESIGN, INC. (ASD):

ASD Corporate Profile

Introduction

Advanced Systems Design, Inc. (ASD) was founded on July 16, 1979 in Tallahassee, Florida and has been providing IT consulting services to public and private sector clients in the Southeastern United States since that time, doing business under the ASD name.

ASD has regional branch offices in Tallahassee, Florida and Montgomery, Alabama. Our Corporate Headquarters is located in Tallahassee, Florida.

ASD is a privately held company and is incorporated in the state of Florida. Based on our strong financial history, Dunn and Bradstreet awarded ASD the highest possible rating for a company this size. Our mission is to provide our customers with quality-driven, timely services; to be an honest, fair employer that rewards performance, promotes longevity, and provides career opportunities; and to maintain the highest standards of integrity and ethics.

In recent years, ASD has experience phenomenal growth. ASD was recently listed in the *Florida 100* the as one of the fastest growing private companies in the State of Florida. ASD was recently named three years in a row by *Inc.* magazine as one of the fastest growing private companies in the United States in their annual listing of the top 500 growth companies. These ratings reflect our commitment to the customer and the dedication of our employees, currently numbering almost 100 professional employees.

History of Firm

ASD was founded to meet a need among state agencies for the services of professional computer consultants. Our initial niche in the market place was in software design for mainframe computers in the larger state agencies. In the early 90's, we began designing applications for desktop computers, and in 1993 began our first large network project – the design, installation, and maintenance of a 4000 PC, 140 LAN network. This network connects workstations throughout the state to a central mainframe at the headquarters location. We have also provided on-going support – network operations center, help desk, server/desktop software support, LAN administration and break/fix for that network. As the demand for PC-based applications and networking continued to grow, we expanded our service offerings to include IT planning, help desk operations, PC support, client server application development, web development, interactive web applications, wireless technology, project management, and technology training.

ASD has supplied systems, services, equipment, and staffing for the Executive Office of the Governor, the Florida Public Service Commission, the Florida Parole Commission, the Florida Wildlife and Conservation Commission, and the Florida Departments of Transportation, Children & Families, Education, Revenue, Corrections, Law Enforcement, Agriculture & Consumer Services, Banking & Finance, Labor & Employment Security, Business & Professional Regulation, Insurance, Health, Highway Safety & Motor Vehicles, and Management Services. ASD has also provided systems and consulting services to various other state and local government entities and private sector clients throughout the southeastern United States.

ASD is very flexible in addressing their client's needs. ASD can provide IT staff to augment the client's staff, we can provide complete turnkey solutions, we can manage projects, or we can jointly participate in a partnership with client personnel and other contractors.

ASD is experienced in developing and supporting all types of computer applications – ranging from legacy applications to client server and web-based development. ASD also has extensive experience in the design and installation of computer networks, serving a wide array of customer needs. Skilled at both

Microsoft and Novell products, ASD has implemented solutions ranging from 5-10 user departmental networks for small businesses to metropolitan/wide-area networks consisting of hundreds of interconnected local area networks servicing thousands of users for large governmental agencies. Our technical staff continues to be knowledgeable of emerging technologies in the IT industry.

Portfolio of IT Services

ASD personnel have performed a wide variety of IT services for their public and private sector clients, including the following service areas:

- *Network Design & Support* - We have a number of long-running contracts for statewide, departmental, and bureau network support for state government entities. Our network expertise areas include TCP/IP, Windows Server 2003, Active Directory, security, and many others. Recent clients include Florida Department of Management Services, Florida State Technology Office, Florida Department of Corrections, Florida Department of Law Enforcement, Florida Department of Health, Alabama Department of Finance, Alabama Department of Human Resources, Georgia Department of Driver Services, and Mississippi Department of Health.
- *Help Desk Support* - ASD is experienced in the operation and staffing of departmental Help Desk support functions for state government entities in Alabama, Florida, and Georgia, including Help Desk support at Alabama Department of Finance, Florida Department of Corrections, Florida Department of Law Enforcement, and Georgia Department of Driver Services. Help Desk functions typically include problem management, customer service, and delivery of support services for Level 1 and Level 2 supported products, such as PC support, desktop support, and network support.
- *Client-Server Application Development and Support* – ASD has successfully completed a number of engagements for application development and/or support, demonstrating our ability to develop applications that meet our customers' needs and to provide cost-effective, ongoing maintenance support. Our past performance includes Java and .NET client-server and web-enabled applications using Oracle, DB2, MS SQL databases, to name a few. Recent clients include the Florida Department of Corrections, Alabama Department of Corrections, Alabama Department of Conservation and Natural Resources, Alabama Department of Environmental Management, Georgia Department of Corrections, Georgia Department of Public Safety, Georgia Department of Revenue, and North Carolina Department of Revenue.
- *Web Site Development* – Over the years ASD has become a leader in web design and development for state government. Our consultants have produced several award-winning sites for our clients.
- *Legacy Application Support* - We have many years of experience in developing and maintaining legacy mainframe applications on both IBM and UNISYS platforms. We have a number of experienced systems analysts and application and systems programmers on our staff.
- *Project Management* - ASD has provided experienced project managers for many clients. Most of our project managers are PMP-certified with 5+ years of experience successfully managing projects on time and within budget. Recent successful engagements include hardware, software and network planning, design, development, and implementation projects. In most of these engagements, ASD provided an independent project manager who supervised a project team composed of contractors and state staff dedicated to realizing success in complex, high-cost, long-term projects.
- *Technology Training* - ASD has provided technology training services from our library of courses or on a custom development basis

- IT Management Consulting Services - ASD has performed a number of IT consulting studies for public sector clients, including business cases, cost-benefit analyses, strategic plans, IT reviews, and business process reengineering (BPR) studies. Most of our senior level consultants have had many years of experience as state government managers with heavy involvement in agency policy and operations planning and service delivery.
- Staff Augmentation - ASD provides services by the project (fixed price contracts) or through staff augmentation (Time & Materials contracts). On a staffing augmentation basis, we have supplied highly qualified staff to hundreds of public sector clients..

Collectively, our staff members currently have approximately 25 professional certifications, covering a variety of areas. For example, ASD currently employs approximately 10 individuals with Microsoft Certified Systems Engineer (MCSE) or Microsoft Certified Systems Developer (MCSD) certifications. We also have employees with a wide variety of other certifications and credentials.

ASD can provide professionals with a wide variety of skill sets including network/systems support, database administration, systems analysis, programming, client server development, operations, systems programming, systems administration, web development, IT training, IT planning, desktop support, technical writing, and project management, should those skills be needed. Resumes will be provided for the Labor Categories shown below upon request.

ASD Labor Category Descriptions

Position List and Descriptions

Applications Architect - Job#: 2.070

General Characteristics

Provides design recommendations based on long-term IT organization strategy. Develops enterprise level application and custom integration solutions including major enhancements and interfaces, functions and features. Uses a variety of platforms to provide automated systems applications to customers. Provides expertise regarding the integration of applications across the business. Determines specifications, then plans, designs, and develops the most complex and business critical software solutions, utilizing appropriate software engineering processes - either individually or in concert with project team. Will assist in the most difficult support problems.

Develops programming and development standards and procedures as well as programming architectures for code reuse. Has in-depth knowledge of state-of-the art programming languages and object-oriented approaches in designing, coding, testing and debugging programs. Understands and consistently applies the attributes and processes of current application development methodologies. Researches and maintains knowledge in emerging technologies and possible application to the business. Viewed both internally and externally as a technical expert and critical technical resource across multiple disciplines. Acts as an internal consultant, advocate, mentor and change agent.

Dimensions

Education: Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT and business/industry work experience.

Complexity: Technical expert in IT organization. Works on highly complex projects that require in-depth knowledge across multiple technical areas and business segments. Provides an enterprise-wide perspective and input into IT decisions. Translates highly complex concepts for peers and customers. Coaches and mentors more junior technical staff.

Special Item Number (SIN)

132-51

Systems Analyst - Job#: 2.080

General Characteristics

Responsible for the design and development of IT systems. Develops design and functional specifications, produces deliverables related to the project(s) assigned and assists in post implementation support and system enhancements. Responsible for selecting appropriate C.A.S.E. tools to develop systems and software. Responsible for gathering, compiling and synthesizing information with regard to technology processes or systems. Possesses experience in minicomputer or client/server environments including the implementation and support of resource planning, sales automation, marketing, financial and distribution systems.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Applications Development Analyst - Job#: 2.090

General Characteristics

Works closely with customers, business analysts, and team members to understand business requirements that drive the analysis and design of quality technical solutions. These solutions must be aligned with business and IT strategies and comply with the organization's architectural standards. Involved in the full systems life cycle and is responsible for designing, coding, testing, implementing and supporting applications software that is delivered on time and within budget. Makes recommendations towards the development of new code or reuse of existing code. Responsibilities may also include participation in component and data architecture design, performance monitoring, product evaluation and buy vs. build recommendations. Has experience in systems design and a solid understanding of development, quality assurance and integration methodologies.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems or other related field. Or equivalent work experience.

Experience: Typically has 2 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Database Manager - Job#: 3.120

General Characteristics

Responsible for ensuring the design, maintenance and implementation of database management systems, which provides the organization with orderly methods of data storage and controlled access to data. Possesses the technical expertise to provide leadership and manage the design and development of the organization's database environment. Ensures the design and installation of database management system applications and the establishment of the appropriate linkages to existing database applications and to other data processing systems. Ensures the development of a backup and recovery scheme for the database environment and the development and implementation of disaster recovery and business continuance procedures.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory or team leader experience.

Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

132-51

Data Security Specialist - Job#: 3.130

General Characteristics

Responsible for the planning, design, enforcement and audit of security policies and procedures which safeguard the integrity of and access to enterprise systems, files and data elements. Responsible for acting on security violations. Maintains knowledge of changing technologies, and provides recommendations for adaptation of new technologies or policies. Recognizes and identifies potential areas where existing data security policies and procedures require change, or where new ones need to be developed, especially regarding future business expansion. Provides management with risk assessments and security briefings to advise them of critical issues that may affect customer, or corporate security objectives. Evaluates and recommends security products, services and/or procedures to enhance productivity and effectiveness. Oversees security awareness programs and provides education on security policies and practices.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Database Analyst - Job#: 3.140

General Characteristics

Responsible for designing, modeling, developing and supporting Database Management Systems (DBMS). Analyzes data requirements, application and processing architectures, data dictionaries, and database schema(s), and then designs, develops, amends, optimizes, and certifies database schema design to meet system(s) requirements. Gathers, analyzes, and normalizes relevant information related to, and from business processes, functions, and operations to evaluate data credibility and determine relevance and meaning. Develops database and warehousing designs across multiple platforms and computing environments. Develops an overall data architecture that supports the information needs of the business in a flexible but secure environment.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Data Architect - Job#: 3.150

General Characteristics

Responsible for enterprise-wide data design, balancing optimization of data access with batch loading and resource utilization factors. Knowledgeable in most aspects of designing and constructing data architectures, operational data stores, and data marts. Focuses on enterprise-wide data modeling and database design. Defines data architecture standards, policies and procedures for the organization, structure, attributes and nomenclature of data elements, and applies accepted data content standards to technology projects. Responsible for business analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy and load strategy design and implementation.

Dimensions

Education: Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT and business/industry work experience.

Complexity: Technical expert in IT organization. Coaches and mentors more junior technical staff. Provides input into highly complex and high impacting decision as it relates to area of expertise.

Special Item Number (SIN)

132-51

Data Modeler - Job#: 3.160

General Characteristics

Accountable for analyzing and developing complex logical database designs, logical data models and relational data definitions in support of corporate and customer information systems requirements. Understands the methodologies and technologies that depict the flow of data within and between technology systems and business functions/operations. Responsible for the identification and resolution of information flow, content issues and the transformation of business requirements into logical data models. This position identifies opportunities to reduce data redundancy, trends in data uses, and single sources of data.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Database Administrator - Job#: 3.500

General Characteristics

Manages and maintains all production and non-production databases. Responsible for standards and design of physical data storage, maintenance, access and security administration. Performs backup and recovery on Database Management Systems, configures database parameters, and prototype designs against logical data models, defines data repository requirements, data dictionaries and warehousing requirements. This position optimizes database access and allocates/re-allocates database resources for optimum configuration, database performance and cost.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Manager, Quality Assurance - Job#: 4.180

General Characteristics

Responsible for managing the definition, implementation and integration of quality principles and quality processes into the design and development of software and IT processes. Ensures that quality methods and procedures are executed. Ensures that products, applications, and systems are in compliance with established quality standards, and meet customer requirements. Analyzes best-in-class processes, establishes customer satisfaction metrics, understands the interaction and relationship of business operations and operating systems and network processes. Champions the application of quality principles in business and IT processes through training, meeting and team facilitation, communication programs and team building activities. Responsible for researching, developing and implementing testing methods and procedures. Ensures that products meet the highest quality standards. Monitors and reports on defects.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory or team leader experience.

Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

132-51

Quality Assurance Analyst - Job#: 4.190

General Characteristics

Responsible for developing and executing formal test plans to ensure the delivery of quality software applications. Involved in test planning, writing test cases/scripts, test case automation and test execution. Defines and tracks quality assurance metrics such as defects, defect counts, test results and test status. Collects and analyzes data for software process evaluation and improvements, and integrates them into business processes to address the business needs. Documents all problems and assists in their resolution. Delivers quality process training to technical staff and acts as an internal quality consultant to advise or influence business or technical partners. Performs quality audits across the various IT functions to ensure quality standards, procedures, and methodologies are being followed.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or similar. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Network Engineer - Job#: 8.330

General Characteristics

Assists in the planning, forecasting, implementation, and identification of resource requirements for network systems (including wireless) of moderate complexity. Participates in network planning, network architecture design and engineering. Integrates and schematically depicts communication architectures, topologies, hardware, software, transmission and signaling links and protocols into complete network configurations. Evaluates new products, performs network problem resolution and assists in the development and documentation of technical standards and interface applications. Monitors protocol compatibility, performs system tuning, and makes recommendations for improvement.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Network Security Specialist - Job#: 8.610

General Characteristics

Involved in the full life cycle of network security management. Assists in the development and implementation of security policies, procedures and measures in a networking environment. Responsible for firewall configuration, maintenance, monitoring and other various network security measures. Performs security assessments and reviews networking initiatives for security compliance. Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Involved in the continual improvement of the network infrastructure and implementation of new security-based technologies. Evaluates and recommends security products for various platforms in the networking environment. Educates users about network security policies and consults on security issues. Must have broad technical knowledge of client/server, network topology, and network/infrastructure security.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of combined IT and security work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Network Architect - Job#: 8.810

General Characteristics

Responsible for high level network planning, design, and optimization. Develops strategies and direction for network systems solutions using current and emerging technologies (including wireless). Translates business requirements into network or process designs. Plans and recommends network hardware, systems management software and architecture. Approves and modifies network design and architecture to ensure compliance. Configures and maintains routers, switches, and hubs for the network systems (including wireless). Evaluates and recommends new products, maintains knowledge of emerging technologies for application to the enterprise. Monitors network performance, ensures capacity planning is performed, and is proactive in assessing and making recommendations for improvement. Performs troubleshooting procedures and designs resolution scripts. May take on role of Project Leader for special enterprise-wide assignments.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience.

Complexity: Technical expert in IT organization. Coaches and mentors more junior technical staff. Provides input into highly complex and high impacting decision as it relates to area of expertise.

Special Item Number (SIN)

132-51

Network Analyst - Job#: 8.890

General Characteristics

Responsible for designing, installing, and troubleshooting network systems (including wireless) to meet the functional objectives of the business. Involved with the configuration and maintenance of physical and logical network components. Assists in the design of the network architecture, designs the network infrastructure, and plans and designs LAN/WAN/wireless solutions. Performs capacity and resource planning, assessing network risks and contingency planning. Responsible for the implementation and maintenance of network management software; researching, analyzing, and implementing software patches or hardware changes to fix any network deficiencies. Provides Tier II support. Involved in the evaluation of new products and services, may manage vendor service level agreements.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Web Security Specialist - Job#: 9.111

General Characteristics

Assists in the development and management of web security policy and procedures for the enterprise. Evaluates information security solutions on Inter/Intranet/Extranet environments. Responsible for monitoring, assessing and reviewing rule base and configurations of firewalls and intrusion detection systems. Performs security assessment reviews of the e-commerce applications for compliance to security policies, standards and practices. Reviews software products and recommends security solutions for various platforms and initiatives. Educates users on the web security standards and practices. Reviews and prepares status reports on security matters to develop security risk analysis scenarios and response procedures.

Ensures compliance to security policies and procedures by administering and monitoring security profiles; reviews security violation reports and investigates possible security exceptions; updates, maintains and documents security controls. Must have knowledge of client/server and web technologies and a strong understanding of e-commerce operations.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of combined IT and security experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Web Designer - Job#: 9.300

General Characteristics

Responsible for the design, development and creation of user-centered designs for web sites. Responsibilities include human factors engineering, heuristic evaluations, and usability testing for web and client based applications as well as metrics setting and monitoring designed to assess the usability of the web application. Works to improve the usability, usefulness, and desirability of web sites in collaboration with Graphic Designers, Product Managers, Engineering Staff, and other Web Designers. Must be able to perform usability tests, provide design prototypes, and provide ad hoc user interface consulting.

Responsible for requirements gathering and articulation of user interface issues - including development of page/site prototypes. Must be knowledgeable of user-centered design methodology, user scenarios, usability testing, storyboarding, paper and interactive prototypes.

Must have demonstrated skills in graphic applications, HTML development tools and other applicable authoring tools, web production, front-end development using programming and scripting languages. Must be able to integrate design into program rules and system architecture and create innovative approaches to improving the end-user experience. Must be familiar with platform/browser compatibility and basic usability issues.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, Graphic Design, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of combined IT and graphic design experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Internet/Web Architect - Job#: 9.370

General Characteristics

Responsible for gathering business requirements and translating them into Internet/web architecture to achieve business objectives. Analyzes assigned specifications, planning, designing, and developing solutions, utilizing appropriate Internet/Intranet/Extranet architecture processes supporting a wide range of content - either individually or in concert with project team members. Provides appropriate documentation for object design decisions, estimating assumptions, applets, and performance metrics - as required by organization architecture process standards, or as assigned. Responsible for minimizing the issues between the client and the server applications and for the overall set-up and design of the Internet and web server architecture. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those with significant business impact (e.g., e-business).

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 5 to 7 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff. Technical expert in IT organization. Provides input into highly complex and high impacting decisions as it relates to area of expertise.

Special Item Number (SIN)

132-51

Webmaster - Job#: 9.380

General Characteristics

Accountable for the design, upgrading, enhancement, maintenance, availability, and effectiveness of technical functionality and content for one or more web sites of the enterprise. Coordinates the publishing of web site content, user interface, look/feel and level of specificity to suit a wide range of needs. Responsible for working closely with marketing and systems teams to coordinate content, developing on-going site structure and updates. Knowledge and experience in HTML, including style sheets, templates, complex tables, frames, image maps, CGI programming, applets, animation, multimedia design and delivery, and web publishing procedures, is essential. Primary focus is generally on gathering requirements that relate to the organization's business objectives relative to site audiences, and continuous content updates and site upgrades to enhance site hits/visits. Webmaster in a junior role would focus more extensively on programming content rather than the technical aspects of this position. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those having significant business impact (e.g., e-business).

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Web Applications Programmer - Job#: 9.390

General Characteristics

Develops, maintains, and supports applications for the organization's Internet/Intranet sites. Gathers and analyzes requirements. Programs all or selected components of web applications. Documents components and applications. Develops automation techniques to enable end-user content publishing; programs, tests and implements mapped graphic images, forms and HTML pages; handles client browser support inquiries; maintains links to external sites and accuracy on internal links while ensuring up-to-date information. Researches, evaluates and recommends new Internet tools and applications for use in assigned responsibilities. The senior level Web Applications Programmer has experience in a variety of the more difficult Web tools and languages.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Internet/Web Engineer - Job#: 9.400

General Characteristics

Integrally involved in the development and support of all Internet/Intranet/Extranet sites and supporting systems. Works closely with other IT groups and customers to define the system design and user interface based on customer needs and objectives. Participates in all phases of the development and implementation process, and may act as a project manager on special projects. Ensures the integration of the web servers and all other supporting systems. Responsible for system tuning, optimization of information/data processing, maintenance and support of the production environment.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Internet/Web Systems Administrator - Job#: 9.410

General Characteristics

Responsible for ensuring the control, integrity, and accessibility of the Internet/Intranet for the enterprise. Responsible for change management procedures regarding the installation and testing of all upgrades and enhancements for the Internet/Intranet infrastructure. Responsible for proper initial installation as well as subsequent installations of updates/patches; preparation of system documentation; proactive, regular checks of system components for errors and application of necessary corrective action; set-up and maintenance of Web servers. Knowledgeable in all levels of Internet/web security and the associated requirements for their application. Designs, develops and administers firewalls as a means of preventing unauthorized access to enterprise networks. Provides technical support to internal users and external customers; troubleshoots problems and takes corrective action on a timely, effective basis.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Manager, Internet Operations - Job#: 9.870

General Characteristics

Responsible for the development, release, and maintenance of Internet, Intranet, and Extranet systems and services supporting a wide range of content. Works with key business leaders and other IT groups to prioritize projects, maximize the effectiveness of Internet technologies in supporting the business strategy, improving communications, and enabling greater access to information. Ensures the coordination of all Internet and web development activities, ensuring integration with other technologies utilized in the enterprise and continuity across applications. Develops standards for Internet and web project initiation, design, development, and support. Key challenge of this position is in managing and prioritizing the numerous requests by the business, and influencing and coordinating the development of Internet based technologies occurring in areas outside of IT.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT and business work experience. Requires prior management, supervisory, or team leader experience.

Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

132-51

Director, Data Center Operations - Job#: 10.430

General Characteristics

Responsible for the overall enterprise-wide effectiveness and efficiency of data center technology systems and networks and in ensuring high levels of customer satisfaction are maintained. Leads the migration to new technologies, evaluates processing performance relating to machine utilization and reliability, and forecasts financial, physical, and human resource needs to meet established objectives. Oversees and coordinates network/data operations, business continuance and restoration plans that isolate troubles and implement pre-planned alternative routes or systems to restore service.

Dimensions

Education: Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 10 to 15 years of IT and business industry work experience, with at least 3 years of experience in a leadership role.

Breadth: Overall responsibility for department decisions and management. Coaches and mentors more junior management staff.

Special Item Number (SIN)

132-51

Manager, Computer Operations - Job#: 10.450

General Characteristics

Responsible for the activities in the areas of production, data control, operations, and operations support. Develops and implements standards, procedures, and processes for the operations group. Plans and manages the support of new technologies, data center performance, and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the operations center. Provides input and recommendations regarding business continuance issues and improvements to the operations of systems and processes supported.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 more years of IT work experience. Requires prior management, supervisory, or team leader experience.

Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

132-51

Supervisor, Computer Operations - Job#: 10.460

General Characteristics

Supervises the computer operations within the data center. Responsible for the day-to-day assignments of staff, and the follow-up of their work performance. Manages the daily activities to resolve problems and change management issues. Responsible for production systems' online response time. Maintains system availability, prepares metrics to evaluate systems performance, and works with IT groups and users to ensure that service objectives are met.

Dimensions

Education: Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 5 to 7 years of IT work experience.

Breadth: Works under minimal supervision. Manages and mentors staff.

Special Item Number (SIN)

132-51

Manager, Production Support - Job#: 10.620

General Characteristics

Manages the daily operations of the Production Support group. Develops and implements policies and procedures for the production support function which includes operator training and development, data center scheduling, installation and re-start and recovery procedures. Monitors and reports all production outages. Performs proactive analysis on all factors impacting high availability and service level attainment. Requires interaction with appropriate IT and business unit personnel. This position requires in-depth knowledge of computer operations, monitoring and control, systems recovery and production processing control.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory, or team leader experience.

Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

132-51

Production Support Analyst - Job#: 10.630

General Characteristics

Manages and controls the processing of programs and peripheral equipment on mainframe and/or distributed computer systems to ensure the highest levels of service and system availability are attained. Establishes production runs, ensuring that appropriate job control language, run documentation and data files are available. Assists in job set-up. Performs problem identification, escalation and resolution. Communicates status of operations to allow for immediate response to service disruptions.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or a related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Manager, Capacity Planning - Job#: 10.830

General Characteristics

Develops, manages, and forecasts capacity requirements based on business needs and IT infrastructure growth capacity. Facilitates the development of policies to ensure that existing capacity is being used as efficiently as possible. Ensures data recovery, maintenance, data integrity, and space requirements are met across a variety of platforms. Ensures that capacity workload modeling and availability analysis is performed for a variety of platforms and large environments. Serves as an expert resource to IT groups in planning the resource requirements for systems under development. Presents statistical availability and trend analysis and recommendations to IT management, IT leadership, and the business, as needed. Ensures reliability and availability of platforms to meet business objectives.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory, or team leader experience.

Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

132-51

Director, Electronic Commerce - Job#: 12.360

General Characteristics

Responsible for creation, implementation and management of the enterprise's systems in support of business e-commerce. Collaborates with business leadership in the development of an e-commerce strategy and in the prioritization of development work. Must understand business processes. Ensures integration of Internet/Extranet systems architecture with existing enterprise architecture. Develops and implements e-commerce service concepts including: pricing, packaging, product offerings and lifecycle management. Develops site transaction and partnership strategy. Works with appropriate senior management to analyze customer feedback, develop promotional plans, and target marketing for product and service concepts. Possesses overall project management responsibility for all e-commerce development work. Responsible for the integration of the web site with Product Development, Customer Service and Sales organizations. Manages content creation, input from other marketing groups and editorial calendar. Identifies and manages technology development partners and outside vendors. Maintains currency of new technology and evaluates opportunities for improvement. May manage a team of product managers and content editors.

Dimensions

Education: Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 10 to 15 years of IT and business/industry work experience, with at least 3 years of experience in a leadership role.

Breadth: Overall responsibility for department decisions and management. Manages and mentors staff or more junior management staff.

Special Item Number (SIN)

132-51

EDI Specialist - Job#: 12.420

General Characteristics

Provides technical expertise and support for Electronic Data Interchange (EDI), and other Business-to-Business communications. Analyzes and develops the EDI interface. Participates in systems design and quality assurance activities. Supports the user community and creates and maintains partner relationships with customers and vendors. Responsible for developing EDI mapping specifications and documentation. Duties include testing, implementing and maintaining EDI transactions, developing and maintaining trading partner definitions including relevant translation objects utilizing EDI translation software tools.

Handles communications with trading partners for EDI transaction set-up and ongoing maintenance. Coordinates between trading partners and networks to ensure mapping compliance. Tests and resolves incoming EDI file problems. Develops new business opportunities utilizing EDI.

Resolves technical mapping variations or gaps and first-level troubleshooting issues in production environment. Develops guidelines, checklists, procedures and training documentation. Often involved with a variety of client/server platforms.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years IT or related work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Manager, Electronic Commerce - Job#: 12.570

General Characteristics

Partners with business units to develop creative solutions using e-Commerce technology that will enhance the enterprise's competitive advantage. Directs the implementation of e-Commerce services and businesses for the enterprise or specific business units. Responsible for the daily management of e-Commerce activities and staff. Possesses professional experience and knowledge in a variety of net-centric computing architectures and technologies. Possesses an operational knowledge of key business processes and understands the technology either utilized or needed for their operation. Strong Project Management expertise is essential.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory, or team leader experience.

Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

132-51

Electronic Commerce Analyst - Job#: 12.580

General Characteristics

Responsible for the analysis, development, maintenance and support of e-Commerce software programs to ensure the needs of the business community are appropriately addressed. Works closely with vendors and trading partners. Duties include the creation and trading of partner profiles, mapping of transactions, establishment of communication links with trading partners and the testing of secure transaction maps and communication links to ensure security, proper identification and capture of required data. Identifies and documents programming requirements for all new transactions. Assists in the development and documentation of policies and procedures for the e-Commerce function.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Director, Data Warehouse - Job#: 13.110

General Characteristics

Responsible for the overall architecture, design, development, and maintenance of data warehousing and data mart systems and services for the entire enterprise's business function. Works closely with their customers from a strategic perspective to identify and maximize opportunities to utilize data marts and/or data warehouse systems to improve business processes, promote the strategic use of information technology, and enable the work force to use technologies as a competitive tool. Ensures the development of enterprise-wide standards for the Data Warehouse to ensure compatibility and integration of multi-vendor platforms. Responsible for organizational balance and system coherency between front-end desktop/client environment and Data Warehouse back-end processing functions. Provides corporate leadership, vision, and direction for data warehouse systems, in support of the enterprise's business objectives and requirements.

Dimensions

Education: Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 10 to 15 years of IT and business/industry work experience, with at least 3 years of experience in a leadership role.

Breadth: Overall responsibility for department decisions and management. Coaches and mentors more junior management staff.

Special Item Number (SIN)

132-51

Data Warehouse Administrator - Job#: 13.121

General Characteristics

Provides data warehouse support functions including database maintenance, development and enhancement. Performs database administration functions such as loading data into database from external sources, supports users in constructing queries and generating output files. Responsible for on-going design and performance enhancement, which include reviewing queries for performance issues, estimating, monitoring and tuning the warehouse as it operates. Develops and administers processes to ensure interoperability and security of data warehouse system. Must possess a strong understanding of source data, data modeling, and data repository requirements.

Dimensions

Education: Bachelor's degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior staff.

Special Item Number (SIN)

132-51

Data Warehouse Analyst - Job#: 13.122

General Characteristics

Responsible for gathering and assessing business information needs and preparing system requirements. Performs analyses, development and evaluation of data mining in a data warehouse environment which includes data design, database architecture, metadata and repository creation. Uses data mining and data analysis tools. Reviews and validates data loaded into the data warehouse for accuracy. Interacts with user community to produce reporting requirements. Provides technical consulting to users of the various data warehouses and advises users on conflicts and inappropriate data usage.

Responsible for prototyping solutions, preparing test scripts, and conducting tests and for data replication, extraction, loading, cleansing, and data modeling for data warehouses. Maintains knowledge of software tools, languages, scripts, and shells that effectively support the data warehouse environment in different operating system environment. Possesses working knowledge of Relational Database Management Systems (RDBMS) and data warehouse front-end tools. Must have an extensive knowledge of data warehouse and data mart concepts.

Dimensions

Education: Bachelor's degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior staff.

Special Item Number (SIN)

132-51

Manager, Data Warehouse - Job#: 13.123

General Characteristics

Works with the business and Senior IT leadership to identify and establish information requirements, develop and implement data warehouse strategies that utilize data marts and/or data warehouse systems to enhance business processes and manage business intelligence. Leads the activities of data warehouse project teams in the design, development and implementation of data warehouses; and the configuration and auditing of data warehouses to ensure quality control of data.

Responsible for overseeing the development, operations and maintenance of data warehouse environment, including organizational balance and system coherency between front-end desktop/client environment and data warehouse back-end processing functions. Provides guidance regarding the use of data warehouse system, capability of systems to deliver information, and subject matter expertise regarding current systems and emerging technology. Needed knowledge includes process and data modeling, data architectural development methodology, project management, and extensive knowledge of data warehouse and data mart.

Dimensions

Education: Bachelor's degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory or team leader experience.

Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

132-51

Manager, Decision Support - Job#: 13.760

General Characteristics

Acts as liaison between business and IT leadership regarding the identification of business critical information and knowledge (e.g., customer and market data), and its usage and availability. Manages the Decision Support staff to ensure that the Decision Support Systems (DSS) and Executive Information Systems (EIS) are built to meet the information needs of the business leadership and various business units. Has full understanding of corporate strategies and must manage the diversity of needs and prioritize those needs based on the overall business strategy of the organization.

Works closely with key business leaders to define critical information needs, providing guidance regarding availability of data, capability of systems to deliver information needs, and subject matter expertise regarding current systems and emerging technology. Leads the research, evaluation, and selection of new technologies. Leads cost and feasibility studies. Ensures project management process is in place, provides resource management, and ensures quality and timely solutions. Needed knowledge includes process and data modeling, data architectural development methodology, IT planning methodology, consulting and facilitation, project management, and extensive knowledge of the enterprise's data and decision-making processes.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory or team leader experience.

Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

132-51

Decision Support Specialist - Job#: 13.770

General Characteristics

Works closely with customers and design teams in prioritizing data and information requirements. Determines how Decision Support Systems (DSS) and Executive Information Systems (EIS) will provide the information required to make effective business decisions; translates requirements into applications that employ appropriate decision support and reporting tools. Involved in the design, development and maintenance of DSS. Performs modeling of data sources and flows, works with data management staff to define an operational framework that will define, develop and implement DSS, EIS, policies and security frameworks to ensure precise and secure delivery of knowledge and information. Monitors system performance, implements changes to optimize performance. Involved in the selection of new products. Needed skills and knowledge includes process and data modeling, DSS architecture and tools, development life cycle methodologies, IT planning methodology, extensive knowledge of the enterprise's data and decision-making processes.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Decision Support Administrator - Job#: 13.780

General Characteristics

Supports the user community in the use of business intelligence tools to query files and databases for report outputs. Assists customers in use of OLAP tools, extracts and collects data for performing queries and writing reports. Reviews queries for performance issues, making changes as needed. Participates in the design and development of the system, as well as creation of user documentation. Monitors customer usage, upgrades enterprise-wide OLAP query and reporting tools, monitors batch queries, and ensures interoperability and security of various front-end components. Maintains meta data coordination, and supports production system. Needed knowledge includes process and data modeling and data architectural development methodology.

Dimensions

Education: Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 1 to 3 years IT work experience.

Complexity: Acts under consistent and direct supervision, generally following documented procedures and checklists.

Special Item Number (SIN)

132-51

Knowledge Engineer - Job#: 13.840

General Characteristics

Responsible for developing an infrastructure and process to capture knowledge gained by the organization through successful system interventions and enabling its shared use. Oversees the identification of critical knowledge, its usage, availability and the needs of various business groups. Involved in modeling information sources, flows and critical paths, as well as understanding how information is turned into knowledge and the relationship of knowledge and how it supports and enables key business processes. Facilitates the development of supporting knowledge architecture and standards. Works with operations staff to define an operational framework that defines, develops and implements delivery systems, systems management, policies and security frameworks to ensure delivery of knowledge and information to appropriate groups.

Possesses expertise in process and data modeling, architectural development methodologies, IT planning methodologies, and extensive knowledge of the enterprise's business and decision-making processes. Must possess strong leadership skills to gain credibility with various business leaders and stakeholders. Makes complex IT and business decisions. Works with other IT groups to ensure solid cross-functional decisions are made as a team.

Dimensions

Education: Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT and business/industry work experience.

Complexity: Works under general supervision. Coaches and mentors more junior technical staff.

Special Item Number (SIN)

132-51

Security Manager - Job#: 18.102

General Characteristics

Manages the development and delivery of IT security standards, best practices, architecture, and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards; facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures. In organizations where customers or vendors access databases/applications, security takes on a higher level of criticality for the protection of corporate intellectual capital.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory, or team leader experience.

Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

132-51

Security Analyst - Job#: 18.103

General Characteristics

Develops and manages security for more than one IT functional areas (e.g., data, systems, network and/or web) across the enterprise. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures, and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Responsible for the tracking and monitoring of software viruses. Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls. Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness. Provides direct support to the business and IT staff for security related issues. Educates IT and the business about security policies and consults on security issues regarding user built/managed systems. Represents the security needs of the organization by providing expertise and assistance in all IT projects with regards to security issues. Must have extensive knowledge in networking, databases, systems and/or web operations. More junior position primarily focuses on security administration; more senior position is involved in developing enterprise security strategies, management of security projects, and the most complicated security issues.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Manager, Business Continuance - Job#: 18.850

General Characteristics

Responsible for the implementation and integration of risk management procedures across the enterprise, based on a thorough understanding of key IT services that must be maintained to reduce financial loss and critical customer service capability. Ensures monitoring and testing of business continuance procedures, ensures response to system failures, and is proactive in building processes to minimize/eliminate downtime. Develops service level risk management agreements with the business and with vendors.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory, or team leader experience.

Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

132-51

Business Continuance Specialist - Job#: 18.860

General Characteristics

Develops risk management procedures, business continuance scenarios, and contingency plans for central and distributed systems and networks to maintain operations during downtime and/or major disasters. Identifies and makes recommendations regarding critical points of failure. Develops and implements policies and procedures for business continuance and test plans with various operational and support groups in IT. Involved in the evaluation and selection of vendors to ensure service levels agreement meet business continuance planning requirements.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Breadth: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Manager, Product Development - Job#: 19.107

General Characteristics

Manages research and development activities relating to the design and development of software or hardware products and qualification or re-qualification of new and existing products. Works with a cross-functional team to ensure fulfillment of product requirements, evaluates product performance, and transition products from development to commercialization. Assists in determining product delivery and deployment dates for new product releases, feature and maintenance releases, and regular corrective service or service pack releases.

Acts as a technical consultant to the product organization and leads research, and prototyping of innovative technologies and products. Ensures the technology and architectural roadmap of engineering is properly aligned with and supports the product/business road map. Acts as a customer liaison on technical issues related to product integration, custom development and requirements. May lead major releases and ensure feature enhancements respond to customer requests. Responsible for product delivery managing schedules and tasks related to all aspects of product development.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of Product Engineering and/or IT work experience. Requires prior management or supervisory experience.

Complexity: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

132-51

Product Architect - Job#: 19.108

General Characteristics

Chairs the product architecture team and provides technical leadership in the planning, design and architect phases of software or hardware product development. Identifies, evaluates, and recommends solutions using advanced architectures and technologies to facilitate rapid development and implementation. Understands key competitors products and differentiating features. Works with a cross-functional team to translate customer requirements into detailed architectural approaches and product specifications, creates realistic development plans and schedules, evaluates and prioritizes requests for product changes and enhancements.

Understands business needs as well as customer and market requirements. Applies creativity, in-depth technical and theoretical knowledge, and experience in solving highly complex architectural design problems. Recommends new technology directions or options to maintain products' competitive advantages. Communicates technology design and any related issues to technical and non-technical audiences including customers and technical partners. Prepares and documents product architecture plans. May design technical testing methods to meet target product scalability and performance objectives. Participates in the standards committees and other industry gatherings to track industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs.

Dimensions

Education: Bachelor's degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of Product Engineering and/or IT work experience.

Complexity: Technical expert in area of expertise. Coaches and mentors more junior staff. Provides input into highly complex and high impacting decision as it relates to area of expertise.

Special Item Number (SIN)

132-51

Product Engineer - Job#: 19.109

General Characteristics

Responsible for all aspects of software or hardware product delivery and performance. Works with design engineering and test team to drive products from design completion to volume production release. Performs various engineering tests to verify and validate product designs, such as defining and specifying new product Design Verification Test (DVT) requirements and participation in the DVT process. Supports product evaluation and qualification on leading edge technology components. Ensures that production schedules are followed and product(s) meet specifications and quality requirements. Interacts with product engineering, quality, manufacturing, and marketing teams to analyze and provide technical support to help resolve customers' product related problems/issues.

Dimensions

Education: Bachelor's degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of Product Engineering and/or IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Product Developer - Job#: 19.110

General Characteristics

Responsible for designing and developing software or hardware product. Understands business and customer requirements that drive the analysis and design of technical solutions. Participates in all phases of product development lifecycle, including the analysis, design, test, and integration of products. Develops design specifications and parameters that are in compliance with products' architectural blueprints. Researches, evaluates and incorporates new technology and tools to enhance the product development process. Resolves customer complaints with products and responds to suggestions for improvement and enhancements. May assist in development of product user manuals.

Dimensions

Education: Bachelor's degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of Product Engineering and/or IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Systems Administrator - Job#: 20.116

General Characteristics

Deploys the release of new technologies as well as designs, installs, configures, maintains and performs system integration testing of PC/server operating systems, related utilities and hardware. Responsible for trouble shooting server problems as reported by users. Researches, evaluates and recommends software and hardware products. Supports web access and electronic messaging services and maintains a secure systems environment. Provides new hardware specifications to users based on application needs and anticipated growth, installs new servers and maintains the server infrastructure.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Systems Security Specialist - Job#: 20.117

General Characteristics

Develops, evaluates and manages systems security across the enterprise. Areas of concentration include account management, password auditing, network based and web application based vulnerability scanning, virus management, and intrusion detection. Requires technical expertise in systems administration and security tools, combined with the knowledge of security practices and procedures. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures, and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures.

Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls. Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness. Provides direct support to the business and IT staff for systems security related issues. Educates users on systems security standards and procedures. Must have broad technical knowledge of network operating systems (e.g., Unix, NT).

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 2 to 5 years of combined IT and security work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Manager, Systems Software - Job#: 20.280

General Characteristics

Responsible for managing the programming, administration and support activities for the enterprise's operating systems that may reside on multiple platforms. Has a high level understanding of operating systems and foundation architecture. Accountable for operating systems software selection and development and continued maintenance of such systems to improve efficiencies. Develops departmental standards and procedures including systems programming standards and program documentation requirements. Defines and monitors multiple projects, provides technical and administrative supervision. Must interface with members of the IT and user community to coordinate activities relating to the implementation of new software. Provides technical consultation and support to users and other IT staff.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory, or team leader experience.

Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

132-51

Systems Architect - Job#: 20.290

General Characteristics

Responsible for providing senior level expertise on decisions and priorities regarding the enterprise's overall systems architecture. Facilitates the establishment and implementation of standards and guidelines that guide the design of technology solutions including architecting and implementing solutions requiring integration of multiple platforms, operating systems and applications across the enterprise. Reviews, advises and designs standard software and hardware builds, system options, risks, costs vs. benefits and impact on the enterprise business process and goals.

Develops and documents the framework for integration and implementation for changes to technical standards. Assists in the development of and manages an architecture governance process. Provides technical guidance to project team areas as appropriate. Tracks industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs.

Dimensions

Education: Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT and business/industry work experience.

Complexity: Technical expert in IT organization. Coaches and mentors more junior technical staff. Provides input into highly complex and high impacting decision as it relates to area of expertise.

Special Item Number (SIN)

132-51

Groupware Specialist - Job#: 20.310

General Characteristics

Responsibilities include defining the business requirements for the organization's next generation of collaborative work tools, which involves working with end-users to develop specifications for the development and implementation of groupware applications (e.g., Lotus Notes, Microsoft Exchange). Based on the business requirements, responsible for the implementation, maintenance and support of groupware systems. Evaluates and recommends associated hardware/software solutions based on business requirements and user needs.

Responsibilities include providing technical leadership in the design, development and promotion of selected groupware strategies. Actively involved in engineering and deploying various groupware applications such as team collaborative computing, Internet and wireless access, document sharing, and next generation messaging clients.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 2 to 4 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Systems Software Programmer - Job#: 20.320

General Characteristics

Responsible for the analysis, development, modification, installation, testing and maintenance of operating systems software. Possesses a strong understanding of systems programming, graphical user interfaces and control languages. Evaluates vendor supplied software packages and makes recommendations to IT management. Modifies and/or debugs vendor-supplied utilities and packages. Modifies, installs and prepares technical documentation for system software applications. Diagnoses, isolates and de-bugs software problems and performs problem resolution. Monitors systems capacity and performance, plans and executes disaster recovery procedures and provides Tier II technical support.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Business Analyst - Job#: 21.100

General Characteristics

Serves as a liaison between the business community and the IT organization in order to provide technical solutions to meet user needs. Possesses expertise in the business unit(s) they support, as well as, an understanding of the IT organization's systems and capabilities. Analyzes business partner's operations to understand their strengths and weaknesses to determine opportunities to automate processes and functions. Assists in the business process redesign and documentation as needed for new technology. Translates high level business requirements into functional specifications for the IT organization and manages changes to such specifications. Educates the IT organization on the direction of the business. Negotiates agreements and commitments by facilitating communication between business unit(s) and IT from initial requirements to final implementation. Possesses an understanding of technological trends and uses this knowledge to bring solutions to business units supported to enhance the enterprise's competitive edge. May make recommendations for buy vs. build decision.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

132-51

Enterprise Architect - Job#: 21.118

General Characteristics

Provides overall direction, guidance and definition of an enterprise's architecture to effectively support the Corporate Business Strategy. Responsibilities include researching, analyzing, designing, proposing, and delivering solutions that are appropriate for the business and technology strategies. Must have significant business knowledge and have one or more areas of technical expertise in which they concentrate. Interfaces across several business areas, acting as visionary to proactively assist in defining the direction for future projects. Responsible for conception of solutions, building consensus and the selling and execution of such solutions.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience in multiple IT areas and 2 to 3 years of relevant architecture experience.

Complexity: Technical expert in IT organization. Works on highly complex projects that require in-depth knowledge across multiple technical areas and business segments.

Special Item Number (SIN)

132-51

Business Process Consultant - Job#: 21.690

General Characteristics

Facilitates the optimization of business unit performance by enhancing the alignment between business processes and information technology. Responsible for actively resolving day-to-day technology needs of the business unit with a focus on the analysis of processes - dissecting problems and suggesting solutions. Includes complex systems process analysis, design and simulation. Must understand technical problems and solutions in relation to current, as well as future, business environment. Must be able to suggest plans to integrate new and existing processes. Provides input and supports planning and prioritization for business process engineering related activities, including developing the business unit process engineering plan and integrating that plan with the corporate plan. Possesses knowledge and experience leveraging both IT solutions and business process improvements.

Participates in continuous review and update to ensure that processes meet changing business unit conditions. Identifies processes for improvement, documents existing processes, identifies and analyzes gaps between current processes and the desired state, designs new processes, develops process performance measures and plans the transition to a new process. Provides counsel and leadership on future use of technology and business process improvements. This requires a high level of understanding of the organizations business systems and processes as well as industry-wide requirements. Must demonstrate expertise in strategic planning, tactical execution, project management, process management, and business systems requirements definition.

Dimensions

Education: Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT and business/industry work experience.

Complexity: Works under general direction. Performs highly complex analysis and provides recommendations that impact business results.

Special Item Number (SIN)

132-51

Manager, IT Business Planning - Job#: 21.700

General Characteristics

Assists the IT organization in defining and implementing its business plan and goals to support the strategy and goals of the organization. Responsible for working with IT and business leaders to create the business plan for IT. Assists in the cascading of plans to the various IT divisions/departments. Scans the external IT environment to provide a common set of planning assumptions, competitive analysis, current and future market assessments for products and services to the business, and a common set of planning processes and tools to assist those with planning responsibility in IT. Assists IT and business leadership in actualizing the business plans within their own area of responsibility, working with them to ensure that technical and resource decisions link to the overall IT plan. Works closely with the enterprise's business planning leaders to ensure alignment.

Responsible for ensuring that business planning and purpose is considered in all key IT decisions, and therefore must be involved in the discussion and decision making process for technology, business, and human resource investments on an on-going basis. Works with Finance and Human Resources to represent IT's needs and understand the cost and human resources impact of those needs in creating, implementing, and adjusting business plans.

This position typically reports to the CIO. Ensures alignment of the IT strategy to the business strategy. Responsible for ensuring integration of all work performed across all business units. Responsible for educating senior business leaders on the IT strategy as well as educating senior IT leadership on the direction of the business. High degree of business complexity and impact to overall success of IT in meeting business needs.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, Business Administration, Finance, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT and business work experience. Requires prior management or supervisory experience.

Breadth: Works under general direction of senior IT leadership. Manages, coaches and mentors staff (some organizations will not be large enough to warrant Business Planning staff).

Special Item Number (SIN)

132-51

Manager, Customer Relations - Job#: 21.710

General Characteristics

Overall responsibility for establishing, managing and maintaining strategic relationships with external customers in one or more business segments. Regularly interacts with functional groups within the IT organization to communicate and clarify customer requirements. Performs as liaison between enterprise and end-users, outside vendors, contractors, and consultants to define and establish service and support requirements. Investigates and resolves customer relationship problems. May participate in contract negotiation and administration.

Analyzes and determines operational and financial impact of new product and service offerings. Proposes changes or solutions to products and services for optimal business results. Assists in organization change management and functions as an internal consultant in analyzing business processes, assessing and defining customer specifications and requirements, proposing business solutions that prioritizes technology and services needs to satisfy customer requirements, and facilitating solution design, building and testing.

Dimensions

Education: Bachelor's degree in Computer Science, Information Systems, Business Administration, Marketing, or other related field.

Experience: Typically has 7 to 10 years of IT and business work experience. Requires prior management or supervisory experience.

Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

132-51

IT Business Consultant - Job#: 21.750

General Characteristics

Works with business leaders and acts as a liaison between IT and business units (typically leadership for assigned business units) or vendors. Viewed as integral to the business in any decisions that may be impacted by technology. Responsible for the collection, analysis, review, documentation, and communication of business needs and requirements to IT organization. Leads the gathering of business needs as well as the design of solutions through direct interaction with business units leaders. Focuses on developing and improving business processes at all times, assisting with the development of metrics, both within the technology and business organizations. Has a strong understanding of information systems, business processes, the key drivers and measures of success for the business, and the short and long-term direction of the business and technology. Identifies, proposes and influences business solutions, negotiates deliverables and requirements across multiple business customers or organizations. Ensures that the design and integration of proposed system, software and hardware solutions leads to the development and growth of the business through effective use of technology. Integrally involved in 'buy vs. build' decisions.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT and business/industry work experience.

Complexity: Works under general direction. May manage project work of business analysts. Manages and balances needs of diverse customers and the IT organization.

Special Item Number (SIN)

132-51

Project Manager - Job#: 23.640

General Characteristics

Responsible for overall coordination, status reporting and stability of complex and cross-functional project oriented work efforts. Manages multiple projects simultaneously. Establishes and implements project management processes and methodologies for the IT community to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations. Responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. Partners with senior management of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise. Must possess extensive knowledge and expertise in the use of Project Management methodologies and tools and understand human resources policies and practices and change management techniques.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Project Management certificate may be required. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience, including 4 or more years managing projects. Requires prior management, supervisory, or team leader experience.

Breadth: Works under general direction. Manages and mentors staff or more junior management staff.

Special Item Number (SIN)

132-51

Project Leader - Job#: 23.650

General Characteristics

Manages the execution of day-to-day project oriented work efforts and meeting customer expectations for contracted time, cost and specifications definitions. Responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, performing quality review; and escalating functional, quality, timeline issues appropriately. Must possess technical proficiency sufficient to effectively perform these activities. Operationalizes technical and managerial processes and supervises the development and maintenance of business support systems. Coordinates communication with all areas of the enterprise that impacts the scope, budget, risk, and resources of the work effort being managed. Requires extensive understanding of project management principles and methodology. Also understands human resources policies and practices and change management techniques, and assists in the performance management process for staff assigned to projects. More senior role handles responsibilities for larger scaled projects, with greater impact to the enterprise.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience, including 2 or more years managing projects.

Complexity: Leads, assigns, and tracks results for a project team, with general supervision.

Special Item Number (SIN)

132-51

Program Manager - Job#: 23.970

General Characteristics

Responsible for managing the overall IT project portfolio. Develops the program strategy, supporting business case, and various enterprise-wide high-level project plans. Ensures integration of projects and adjusts project scope, timing, and budgets as needed, based on the needs of the business. Communicates with IT leadership, business leadership and IT Business Consultants to communicate program strategy, direction, and changes. Responsible for delivering all projects contained in the IT project portfolio on time, within budget and meeting the strategic and business requirements. Responsible for tracking key project milestones and recommending adjustments to Project Managers. Partners with senior leadership of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise. Must possess extensive knowledge and expertise in the use of Project Management methodologies and tools.

Dimensions

Education: Bachelor's or Master's Degree in Computer Science, Business Administration, or other related field. Project Management certificate may be required. Or equivalent work experience.

Experience: Typically has 10 to 15 years of IT and business/industry work experience, with at least 3 years of experience in a leadership role and 5 years managing projects.

Breadth: Overall responsibility for department decisions and management. Coaches and mentors more junior management staff.

Special Item Number (SIN)

132-51

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

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

John Adams
Vice-President
2450 Tim Gamble Place, Suite 200
Tallahassee, FL 32308
(850) 385-5129 – voice
(850) 385-1934 - fax
[**adams@asd-web.com**](mailto:adams@asd-web.com)

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Agency):

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

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

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

(3) The Government estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

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

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

**BASIC GUIDELINES FOR USING
“CONTRACTOR TEAM ARRANGEMENTS”**

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a customer agency requirements.

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

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

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

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

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer's needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedule “Team Solution” to meet the customer's requirement.
- Customers make a best value selection.

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ADVANCED SYSTEMS DESIGN, INC.
(ASD)

PROPOSED GSA RATES

SIN: 132-51

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Labor Category	Job Family	Job Title	Job Description	Skill Level	ASD Rates	GSA Proposed
Consultant	Applications Development	Applications Architect	2.070	Intermediate	114.85	103.37
Senior Consultant	Applications Development	Applications Architect	2.070	Advanced	121.88	109.69
Senior Consultant	Applications Development	Applications Architect	2.070	Expert	135.31	121.78
Network or Software Engineer	Applications Development	Applications Development Analyst	2.090	Intermediate	95.48	85.93
Consultant	Applications Development	Applications Development Analyst	2.090	Advanced	108.44	97.60
Senior Consultant	Applications Development	Applications Development Analyst	2.090	Expert	121.88	109.69
Consultant	Applications Development	Systems Analyst	2.080	Intermediate	105.79	95.21
Consultant	Applications Development	Systems Analyst	2.080	Advanced	112.66	101.39
Senior Consultant	Applications Development	Systems Analyst	2.080	Expert	132.98	119.68
Network or Software Engineer	Business Analysis and Planning	Business Analyst	21.100	Intermediate	89.85	80.87
Consultant	Business Analysis and Planning	Business Analyst	21.100	Advanced	102.50	92.25
Consultant	Business Analysis and Planning	Business Process Consultant	21.690	Advanced	117.04	105.34
Senior Consultant	Business Analysis and Planning	Business Process Consultant	21.690	Expert	147.04	132.34
Program or Project Manager	Business Analysis and Planning	Enterprise Architect	21.118	No Variance	175.79	158.21
Consultant	Business Analysis and Planning	IT Business Consultant	21.750	Intermediate	106.73	96.06
Consultant	Business Analysis and Planning	IT Business Consultant	21.750	Advanced	110.94	99.85
Senior Consultant	Business Analysis and Planning	IT Business Consultant	21.750	Expert	140.79	126.71

Labor Category	Job Family	Job Title	Job Description	Skill Level	ASD Rates	GSA Proposed
Program or Project Manager	Business Analysis and Planning	Manager, Customer Relations	21.710	No Variance	169.85	152.87
Program or Project Manager	Business Analysis and Planning	Manager, IT Business Planning	21.700	Manager	161.88	145.69
Senior Consultant	Business Intelligence Systems Management	Data Warehouse Administrator	13.121	No Variance	120.31	108.28
Consultant	Business Intelligence Systems Management	Data Warehouse Analyst	13.122	Intermediate	107.04	96.34
Senior Consultant	Business Intelligence Systems Management	Data Warehouse Analyst	13.122	Advanced	130.79	117.71
Senior Consultant	Business Intelligence Systems Management	Data Warehouse Analyst	13.122	Expert	138.44	124.60
Consultant	Business Intelligence Systems Management	Decision Support Administrator	13.780	Intermediate	88.00	79.20
Consultant	Business Intelligence Systems Management	Decision Support Specialist	13.770	Intermediate	100.48	90.43
Consultant	Business Intelligence Systems Management	Decision Support Specialist	13.770	Advanced	115.79	104.21
Senior Consultant	Business Intelligence Systems Management	Decision Support Specialist	13.770	Expert	133.13	119.82
Program or Project Manager	Business Intelligence Systems Management	Director, Data Warehouse	13.110	Manager	180.94	162.85
Senior Consultant	Business Intelligence Systems Management	Knowledge Engineer	13.840	No Variance	125.00	112.50
Program or Project Manager	Business Intelligence Systems Management	Manager, Data Warehouse	13.123	No Variance	159.23	143.31
Program or Project Manager	Business Intelligence Systems Management	Manager, Decision Support	13.760	No Variance	182.35	164.12
Consultant	Data Strategy and Management	Data Architect	3.150	Intermediate	109.38	98.44
Senior Consultant	Data Strategy and Management	Data Architect	3.150	Advanced	136.41	122.77
Senior Consultant	Data Strategy and Management	Data Architect	3.150	Expert	148.13	133.32

Labor Category	Job Family	Job Title	Job Description	Skill Level	ASD Rates	GSA Proposed
Consultant	Data Strategy and Management	Data Modeler	3.160	Intermediate	111.88	100.69
Senior Consultant	Data Strategy and Management	Data Modeler	3.160	Advanced	135.48	121.93
Senior Consultant	Data Strategy and Management	Data Security Specialist	3.130	Intermediate	126.73	114.06
Senior Consultant	Data Strategy and Management	Data Security Specialist	3.130	Advanced	146.56	131.90
Senior Consultant	Data Strategy and Management	Data Security Specialist	3.130	Expert	152.98	137.68
Consultant	Data Strategy and Management	Database Administrator	3.500	Intermediate	115.00	103.50
Senior Consultant	Data Strategy and Management	Database Administrator	3.500	Advanced	126.25	113.63
Senior Consultant	Data Strategy and Management	Database Administrator	3.500	Expert	140.00	126.00
Consultant	Data Strategy and Management	Database Analyst	3.140	Intermediate	118.75	106.88
Senior Consultant	Data Strategy and Management	Database Analyst	3.140	Advanced	133.75	120.38
Senior Consultant	Data Strategy and Management	Database Analyst	3.140	Expert	150.00	135.00
Program or Project Manager	Data Strategy and Management	Database Manager	3.120	Manager	155.94	140.35
Program or Project Manager	Electronic Commerce	Director, Electronic Commerce	12.360	No Variance	223.75	201.38
Consultant	Electronic Commerce	EDI Specialist	12.420	Intermediate	108.13	97.32
Senior Consultant	Electronic Commerce	EDI Specialist	12.420	Advanced	125.53	112.98
Network or Software Engineer	Electronic Commerce	Electronic Commerce Analyst	12.580	Intermediate	81.10	72.99
Consultant	Electronic Commerce	Electronic Commerce Analyst	12.580	Advanced	112.04	100.84

Labor Category	Job Family	Job Title	Job Description	Skill Level	ASD Rates	GSA Proposed
Senior Consultant	Electronic Commerce	Manager, Electronic Commerce	12.570	No Variance	158.13	142.32
Consultant	Internet Planning, Engineering and Operations	Internet/Web Architect	9.370	Intermediate	101.56	91.40
Senior Consultant	Internet Planning, Engineering and Operations	Internet/Web Architect	9.370	Advanced	130.00	117.00
Senior Consultant	Internet Planning, Engineering and Operations	Internet/Web Architect	9.370	Expert	143.75	129.38
Consultant	Internet Planning, Engineering and Operations	Internet/Web Engineer	9.400	Intermediate	106.25	95.63
Senior Consultant	Internet Planning, Engineering and Operations	Internet/Web Engineer	9.400	Advanced	128.13	115.32
Consultant	Internet Planning, Engineering and Operations	Internet/Web Systems Administrator	9.410	Intermediate	118.29	106.46
Senior Consultant	Internet Planning, Engineering and Operations	Internet/Web Systems Administrator	9.410	Advanced	140.94	126.85
Program or Project Manager	Internet Planning, Engineering and Operations	Manager, Internet Operations	9.870	Manager	147.81	133.03
Consultant	Internet Planning, Engineering and Operations	Web Applications Programmer	9.390	Intermediate	108.75	97.88
Consultant	Internet Planning, Engineering and Operations	Web Applications Programmer	9.390	Advanced	118.75	106.88
Senior Consultant	Internet Planning, Engineering and Operations	Web Applications Programmer	9.390	Expert	131.25	118.13
Network or Software Engineer	Internet Planning, Engineering and Operations	Web Designer	9.300	Intermediate	82.50	74.25
Senior Consultant	Internet Planning, Engineering and Operations	Web Designer	9.300	Advanced	136.56	122.90
Senior Consultant	Internet Planning, Engineering and Operations	Web Security Specialist	9.111	No Variance	156.25	140.63
Network or Software Engineer	Internet Planning, Engineering and Operations	Webmaster	9.380	Intermediate	81.10	72.99
Consultant	Internet Planning, Engineering and Operations	Webmaster	9.380	Advanced	110.94	99.85

Labor Category	Job Family	Job Title	Job Description	Skill Level	ASD Rates	GSA Proposed
Consultant	Network Management	Network Analyst	8.890	Intermediate	99.06	89.15
Consultant	Network Management	Network Analyst	8.890	Advanced	118.60	106.74
Senior Consultant	Network Management	Network Analyst	8.890	Expert	156.10	140.49
Consultant	Network Management	Network Architect	8.810	Intermediate	108.91	98.02
Consultant	Network Management	Network Architect	8.810	Advanced	116.41	104.77
Senior Consultant	Network Management	Network Architect	8.810	Expert	135.94	122.35
Senior Consultant	Network Management	Network Engineer	8.330	Intermediate	126.25	113.63
Senior Consultant	Network Management	Network Engineer	8.330	Advanced	137.50	123.75
Senior Consultant	Network Management	Network Engineer	8.330	Expert	147.50	132.75
Consultant	Network Management	Network Security Specialist	8.610	Intermediate	111.25	100.13
Consultant	Network Management	Network Security Specialist	8.610	Advanced	118.75	106.88
Program or Project Manager	Operations	Director, Data Center Operations	10.430	No Variance	162.50	146.25
Senior Consultant	Operations	Manager, Capacity Planning	10.830	No Variance	152.81	137.53
Program or Project Manager	Operations	Manager, Computer Operations	10.450	Manager	125.31	112.78
Program or Project Manager	Operations	Manager, Production Support	10.620	Manager	105.25	94.73
Network or Software Engineer	Operations	Production Support Analyst	10.630	Intermediate	87.00	78.30
Consultant	Operations	Production Support Analyst	10.630	Advanced	97.00	87.30

Labor Category	Job Family	Job Title	Job Description	Skill Level	ASD Rates	GSA Proposed
Senior Consultant	Operations	Production Support Analyst	10.630	Expert	107.00	96.30
Program or Project Manager	Operations	Supervisor, Computer Operations	10.460	Manager	105.25	94.73
Program or Project Manager	Product Development	Manager, Product Development	19.107	Manager	152.19	136.97
Senior Consultant	Product Development	Product Architect	19.108	No Variance	179.69	161.72
Consultant	Product Development	Product Developer	19.110	Intermediate	106.25	95.63
Senior Consultant	Product Development	Product Developer	19.110	Advanced	125.16	112.64
Senior Consultant	Product Development	Product Developer	19.110	Expert	143.75	129.38
Consultant	Product Development	Product Engineer	19.109	Intermediate	115.00	103.50
Senior Consultant	Product Development	Product Engineer	19.109	Advanced	154.93	139.44
Senior Consultant	Product Development	Product Engineer	19.109	Expert	190.63	171.57
Program or Project Manager	Program Management	Program Manager	23.970	Manager	143.91	129.52
Senior Consultant	Program Management	Project Leader	23.650	Intermediate	123.75	111.38
Program or Project Manager	Program Management	Project Leader	23.650	Advanced	133.75	120.38
Program or Project Manager	Program Management	Project Leader	23.650	Expert	140.00	126.00
Program or Project Manager	Program Management	Project Manager	23.640	Manager	143.75	129.38
Program or Project Manager	Quality Assurance	Manager, Quality Assurance	4.180	Manager	130.00	117.00
Network or Software Engineer	Quality Assurance	Quality Assurance Analyst	4.190	Intermediate	80.31	72.28

Labor Category	Job Family	Job Title	Job Description	Skill Level	ASD Rates	GSA Proposed
Consultant	Quality Assurance	Quality Assurance Analyst	4.190	Advanced	97.81	88.03
Consultant	Quality Assurance	Quality Assurance Analyst	4.190	Expert	105.63	95.07
Consultant	Security/Business Continuation	Business Continuation Specialist	18.860	Intermediate	85.94	77.35
Senior Consultant	Security/Business Continuation	Business Continuation Specialist	18.860	Advanced	126.41	113.77
Program or Project Manager	Security/Business Continuation	Manager, Business Continuation	18.850	No Variance	158.44	142.60
Consultant	Security/Business Continuation	Security Analyst	18.103	Intermediate	86.73	78.06
Consultant	Security/Business Continuation	Security Analyst	18.103	Advanced	110.94	99.85
Senior Consultant	Security/Business Continuation	Security Analyst	18.103	Expert	124.38	111.94
Program or Project Manager	Security/Business Continuation	Security Manager	18.102	Manager	143.75	129.38
Consultant	Systems Programming and Administration	Groupware Specialist	20.310	Intermediate	108.60	97.74
Consultant	Systems Programming and Administration	Groupware Specialist	20.310	Advanced	116.56	104.90
Program or Project Manager	Systems Programming and Administration	Manager, Systems Software	20.280	Manager	142.19	127.97
Network or Software Engineer	Systems Programming and Administration	Systems Administrator	20.116	Intermediate	86.41	77.77
Consultant	Systems Programming and Administration	Systems Administrator	20.116	Advanced	111.56	100.40
Senior Consultant	Systems Programming and Administration	Systems Administrator	20.116	Expert	125.00	112.50
Network or Software Engineer	Systems Programming and Administration	Systems Architect	20.290	Intermediate	90.79	81.71
Senior Consultant	Systems Programming and Administration	Systems Architect	20.290	Advanced	131.10	117.99

Labor Category	Job Family	Job Title	Job Description	Skill Level	ASD Rates	GSA Proposed
Senior Consultant	Systems Programming and Administration	Systems Architect	20.290	Expert	154.23	138.81
Network or Software Engineer	Systems Programming and Administration	Systems Security Specialist	20.117	No Variance	93.75	84.38
Consultant	Systems Programming and Administration	Systems Software Programmer	20.320	Intermediate	101.56	91.40
Senior Consultant	Systems Programming and Administration	Systems Software Programmer	20.320	Advanced	123.91	111.52
Senior Consultant	Systems Programming and Administration	Systems Software Programmer	20.320	Expert	137.50	123.75