GENERAL SERVICES ADMINISTRATION
Federal Supply Service

Authorized Federal Supply Schedule Price List

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

MULTIPLE AWARD SCHEDULE

Federal Supply Group: Information Technology & Miscellaneous

SIN 54151S - Information Technology Professional Services FSC Class(es)/Product Code: D399

SIN ANCILLARY - Ancillary Supplies and/or Services FSC Class(es)/Product Code: 0000

Contract Number: GS-35F-0284Y

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract Period: April 2, 2022 through April 1, 2027

Effective as of PO-0022 dated March 29, 2022

SVAM INTERNATIONAL, INC.

Contractor: SVAM International, Inc.
233 East Shore Road, Suite# 201, Great Neck, NY 11023

Business Size: Other Than Small Business

Telephone: 516 466 6655

FAX Number: 516 466 8260

Web Site: www.svam.com

E-mail: anil@svam.com

Contract Administration: Anil Kapoor, President & CEO
1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology (IT) Professional Services</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Ancillary Supplies and/or Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLM)</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Lowest Priced Items</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Help Desk Specialist</td>
<td>$61.36</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Project Coordinator</td>
<td>$81.81</td>
</tr>
</tbody>
</table>

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item.  

See Pricing Below

2. Maximum Order: SIN 54151S - $500,000.00; ANCILLARY - $250,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic only

5. Point(s) of production (city, county, and state or foreign country): Same as company address

6. Discount from list prices or statement of net price: Government net prices (discounts already deducted).

7. Quantity discounts: 1% @ $250K per task order; 1.5% @ $500K per task order

8. Prompt payment terms: 1.0% - 20 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Foreign items (list items by country of origin): None

10a. Time of Delivery (Contractor insert number of days): Specified on the Task Order

10b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor

10c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor
10d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor

11. F.O.B Points(s): Destination

    233 East Shore Road, Suite # 201
    Great Neck, NY 11023

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

    233 East Shore Road, Suite # 201
    Great Neck, NY 11023

14. Warranty provision: Contractor’s standard commercial warranty.

15. Export Packing Charges (if applicable): N/A

16. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

17. Terms and conditions of installation (if applicable): N/A

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

18b. Terms and conditions for any other services (if applicable): N/A

19. List of service and distribution points (if applicable): N/A

20. List of participating dealers (if applicable): N/A

21. Preventive maintenance (if applicable): N/A

22a. Special attributes such as environmental attributes, (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/. N/A

23. Unique Entity Identifier (UEI) number: Y8EGE6QHQK8W3

24. Notification regarding registration in System Award Management (SAM) database: Registered.
Labor Categories Descriptions

1) COMMERCIAL JOB TITLE: ERP SECURITY SPECIALIST

Minimum/General Experience:
Six years of experience with ERP and related applications and at least two years experience in ERP security.

Functional Duties/Responsibility:
Work closely with the ERP functional and technical teams, internal audit and business stakeholders to provide innovative, cost effective, reliable security solutions to meet business needs. Responsibilities include executing continual improvement of strategies and procedures for user security role definition, user identity management, and legal/regulatory compliance for ERP and related applications. Establishing and implementing ERP Security and related policies and procedures in support of large ERP implementations. Responsibilities include ERP Security requirements gathering, design and configuration of security for ERP implementation lifecycle. Should be capable of working independently or leading teams and effectively communicate with customers to gain insight and develop solutions to meet customer business needs across the entire ERP landscape. Should possess excellent interpersonal skills, strong business awareness, a strong understanding of information security practices and technology and a working knowledge of current ERP security related tools.

Minimum Education:
Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, mathematics, or business/finance.

Required/Supplemental Certifications:
NA

Substitution Methodology:
Education and experience requirements may be substituted with:
1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

Relevant SIN(s):
54151S

2) COMMERCIAL JOB TITLE: SENIOR ERP/CRM PRODUCT SPECIALIST

Minimum/General Experience:
Six years of general IT experience with two years of specialized experience in ERP/CRM Product methods, plus one year experience in enterprise applications.

Functional Duties/Responsibility:
Recognized for enterprise application implementation expertise, such as with specific ERP products, across functional business areas within an organization. Utilizes technical area expertise to assess, select, manage and implement enterprise application components, and to ensure that the technical solution solves
the business problem as an organic part of the organization’s operational and functional baseline. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Focus is in a specific product or technology family of technologies on multiple platforms, which is supplemented with a clear understanding of the business requirements and related applications issues. Works with product specialists to brief senior managers and end users on applications integration/functionality within the enterprise. Determines those technology inadequacies and/or deficiencies that affect the functional area’s ability to support/meet organizational goals. Supports technical strategies that will improve productivity across functional areas within the organization. Educates others with regard to product-specific best practices. Leads enterprise applications integration efforts and oversee the validation of associated work products. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education:
Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Required/Supplemental Certifications:
NA

Substitution Methodology:
Education and experience requirements may be substituted with:
1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

Relevant SIN(s):
54151S

3) COMMERCIAL JOB TITLE: SENIOR ERP/ CRM ARCHITECT

Minimum/General Experience:

This position requires a minimum of eight years experience, of which at least four years must be specialized. Specialized experience includes implementing ERP application & system architecture, use of structured analysis, design methodologies and design tools (such as entity relationship diagrams, and other design techniques), and experience with the logical and physical functional, operational, and technical architecture of large and complex ERP/ CRM systems.

Functional Duties/Responsibility:

Recognized for business and/or architectural expertise with regard to effectively adapting functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Work with senior managers and executives to provide vision and strategic direction for those functional areas that support the defined business disciplines within the enterprise, and to provide insight into selecting the enterprise applications (such as ERP products) that set the direction and establish an approach for a technical solution. Analyzes ERP gap analysis and architecture for full-scale implementation. Designs ERP application interfaces and the solution infrastructure baseline across
the functional areas of interest. Manages ERP development, implementation, integration, testing and follow on support. While considering the needs of specific business areas, as well as those of the enterprise, provides expertise on technology and industry trends that will affect enterprise solution sets, including technical platforms and network architectures. Leads technical design reviews, validates enterprise approaches, defines application systems that support redesigned or improved business processes, recommends technical architectures that lead to comprehensive business solutions, and assesses work products. Updates and debugs system problems to ensure functionality. Also responsible for developing and educating others with regard to the solution set for business and/or architecture-specific best practices. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education:
Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Required/Supplemental Certifications:
NA

Substitution Methodology:
Education and experience requirements may be substituted with:
1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

Relevant SIN(s):
54151S

4) COMMERCIAL JOB TITLE: SENIOR BUSINESS INTELLIGENCE SPECIALIST

Minimum/General Experience:

8 years of general IT experience with minimum 6 years of specialized experience in all phases of BI application system analysis, application development, application maintenance support, requirements gathering, requirements analysis, business process analysis, as well as data modeling.

Functional Duties/Responsibility:
Participates in all phases of development and administration including, data integration, Universe development, report/report application development, and security administration. Gather, analyze, and document business requirements, functional requirements, and data specifications for Universes and reports. Support business users and application developers in the creation of Web Intelligence, Reports. Develop custom reporting applications and collaborate with the Business Intelligence Architect in developing and maintaining best practices as they relate to Universe design, report design, and implementation of the security model. Collaborate with the Business Intelligence Architect in managing user roles and scheduling reports. Provide technical mentoring for less experienced staff. Assist with project planning and follow-up. Provides project status updates to managers and business partners.

Minimum Education:
Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

ANCILLARY

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5) COMMERCIAL JOB TITLE: BUSINESS INTELLIGENCE SPECIALIST

**Minimum/General Experience:**

6 years of general IT experience with minimum 4 years of specialized experience in all phases of BI application system analysis, application development, application maintenance support, requirements gathering, requirements analysis, business process analysis, as well as data modeling.

**Functional Duties/Responsibility:**

Participates in all phases of development and administration including, data integration, Universe development, report/report application development, and security administration. Gather, analyze, and document business requirements, functional requirements, and data specifications for Universes and reports. Support business users and application developers in the creation of Web Intelligence, Reports. Develop custom reporting applications and collaborate with the Sr Business Intelligence specialist in developing and maintaining best practices as they relate to Universe design, report design, and implementation of the security model. Collaborate with the Sr Business Intelligence specialist in managing user roles and scheduling reports. Provide technical mentoring for less experienced staff. Assist with project planning and follow-up.

**Minimum Education:**

Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.

3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

Relevant SIN(s):
ANCILLARY

6) COMMERCIAL JOB TITLE: SENIOR BUSINESS ANALYST

Minimum/General Experience:

This position requires a minimum of ten years experience, of which at least eight years must be specialized in IT system functional analysis. Must possess superior functional knowledge of task order specific requirements and have experience in developing functional requirements for complex integrated IT systems. Must demonstrate the ability to work independently or under only general direction.

Functional Duties/Responsibility:
Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Provides support in translating business requirement into technical solutions; is liaison between the technical and business professionals; supports design and test of applications developed to meet business requirements; uses strategies for maintenance, use library management tools and programming languages. Capable of managing and supervise subordinate business analysts.

Minimum Education:
Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor’s degree.

Required/Supplemental Certifications:
NA

Substitution Methodology:
Education and experience requirements may be substituted with:

1. A Master’s Degree (in subjects described above) and nine years of experience.

2. A Ph.D. (in subjects described above) and eight years of experience.

3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

Relevant SIN(s):
54151S
7) COMMERCIAL JOB TITLE: PROGRAM MANAGER

MINIMUM/GENERAL EXPERIENCE:

Eight years of intensive and progressive experience demonstrating the required proficiency levels related to the specific task. Years of intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements.

Functional Duties/Responsibility:

Responsible for and leads team on large complex projects. Translates customer requirements into formal agreements and plans to culminate in customer acceptance or results. Possesses expert knowledge of business processes. Responsible for performance, cost, scope, schedule, quality, and appropriate business measurements for their project, according to their project charter. Be accountable for driving the entire software development lifecycle: requirements definition through specification, design, coding, quality assurance, implementation, integration, launch, and production support. Has extensive professional knowledge of market segment/industry/technology/discipline trends. Works with client to identify business requirements and develops the proposal. May manage one large, complex task or several smaller ones. Recommends strategies and develops plan that satisfy customer needs. Manages all aspects of an assignment, either directly or through subordinate senior professionals. Acts as the primary project liaison with the customer. Ensures outcomes that conform to the customers technical and business requirements. Maintains overall responsibility for project/task performance within contractual obligations, time limitations, and funding constraints. Anticipates future customer, industry, and business trends. Applies this understanding to complex problems to meet project objectives. Effectively manage customer expectations and resolve conflicts that balance customers and service team needs. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Address bottlenecks, provide escalation management, anticipate and make tradeoffs, balance the business needs versus technical constraints, and encourage risk-taking behavior to maximize business benefit

Understand service interdependencies and drive towards technical solutions for multi-tiered systems. Possesses significant breadth of knowledge in business matters, finance, planning, and forecasting and personnel in order to manage team and business processes.

Minimum Education:

Bachelor’s degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, and engineering, a mathematics-intensive discipline or business.

Required/Supplemental Certifications:

NA

Substitution Methodology:

Education and experience requirements may be substituted with:

1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**
54151S

8) COMMERCIAL JOB TITLE: MANAGER – DATABASE ADMINISTRATOR

**Minimum/General Experience:**

This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes: demonstrated experience with data base design and system analysis, current operating systems software internals and data manipulation languages. General experience includes responsibilities in the development and maintenance of data base systems.

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

**Minimum Education:**
A Bachelor’s degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, mathematics or business/finance.

**Required/Supplemental Certifications:**
NA

**Substitution Methodology:**
Education and experience requirements may be substituted with:
1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**
54151S

9) COMMERCIAL JOB TITLE: SENIOR DATABASE ADMINISTRATOR

**Minimum/General Experience:**

This position requires a minimum of eight years experience, of which at least four years must be specialized. Specialized experience includes: demonstrated experience using current DBMS’s technologies, application design utilizing various DBMS and experience with DBMS internals. General
experience includes increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to work independently or under only general direction.

**Functional Duties/Responsibility:**

Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.

**Minimum Education:**

A Bachelor’s degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, mathematics or business/finance.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted.

**Relevant SIN(s):**

54151S

10) COMMERCIAL JOB TITLE: SENIOR COMPUTER SYSTEMS ANALYST

**Minimum/General Experience:**

This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, data base management, use of programming languages, and/or DBMS. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in assignments of a technical nature. Proven ability to work independently or under only general direction on complex application problems involving all phases of systems analysis is required.

**Functional Duties/Responsibility:**

Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with appropriate levels to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. When required, provides daily supervision and direction to support staff.
Minimum Education:
Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor’s degree.

Required/Supplemental Certifications:
NA

Substitution Methodology:
Education and experience requirements may be substituted with:

1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

Relevant SIN(s):
54151S

11) COMMERCIAL JOB TITLE: PRINCIPAL SYSTEMS ARCHITECT

Minimum/General Experience:

This position requires a minimum of ten years experience, of which at least seven years must be specialized. Specialized experience includes: supervision of system architects, use of structured analysis, design methodologies and design tools (such as entity relationship diagrams, and other design techniques), object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering

Functional Duties/Responsibility:
Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures and profiles of standards as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. May provide daily supervision and direction to staff.

Minimum Education:
Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor’s degree.
Required/Supplemental Certifications:
NA
Substitution Methodology:
Education and experience requirements may be substituted with:

1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

Relevant SIN(s):
54151S

12) COMMERCIAL JOB TITLE: SOLUTIONS ARCHITECT

Minimum/General Experience:

This position requires a minimum of eight years experience, of which at least four years must be specialized. Specialized experience includes application & system architecture, use of structured analysis, design methodologies and design tools (such as entity relationship diagrams, and other design techniques), object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems.

Functional Duties/Responsibility:

Overall responsible for solution strategy / envisioning / planning through high level design for the solutions within his/her space on this project. Facilitates decision making on the future state solution landscape and develop plans (road maps) for evolving the solutions in the environment to meet future business objectives or enable business strategy. Delivers high level solution designs that serve as the guiding structure for all subsequent solution design and build activities in this space.

Works across multiple projects as needed to cover the solutions that are in scope. The primary role of the architect envisages working closely with various stakeholders; Customers, Partners, Enterprise Architecture, IT Delivery and Operations team and constructing a consensus based architectural solution to derive profitability, sustained ROI and attractive TCO. Provide technology leadership to the customer and delivery teams that is compliant with the overall strategic direction and vision. Oversee various segments of the solution architecture including information, application, infrastructure and integration. Presents and conducts solution architecture presentations and review meeting with various stake holders. Applies and establishes proven best practices, established methodologies, and baseline templates.

Minimum Education:

Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor’s degree.

Required/Supplemental Certifications:
NA
**Substitution Methodology:**
Education and experience requirements may be substituted with:

1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**
54151S

13) COMMERCIAL JOB TITLE: APPLICATIONS PROGRAMMER

**Minimum/General Experience:**

This position requires a minimum of five years experience, of which at least three years must be specialized. Specialized experience includes: experience as an applications programmer on data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Demonstrated ability to work independently or under only general direction

**Functional Duties/Responsibility:**

Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. May take direction from senior application programmer to ensure program deadlines are met.

**Minimum Education:**

Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor’s degree.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**
Education and experience requirements may be substituted with:

1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**
54151S
14) COMMERCIAL JOB TITLE: PROJECT COORDINATOR

Minimum/General Experience:

Two years experience as project coordinator associated with PMO in operation and maintenance of project plans and tracking project deliverables.

Functional Duties/Responsibility:
Assist Project Managers with administrative tasks including setup and maintenance of Project plans, status reporting and adherence to project timelines. Schedule program/project level meetings. Meet weekly with PM to discuss plan and status of project deliverables. Update plan estimates, dates, and resources with information from PM and other project team members. Run project portfolio reports and discuss issues with PM. Run top initiative and milestone reports and discuss issues with PM. Create weekly project status reports with data. Generate weekly issues log report for PM. Partner with PM and other PC's to ensure standard processes are followed.

Minimum Education:
A Bachelor’s degree in computer science/systems, information systems/technology, engineering/technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

Required/Supplemental Certifications: NA

Substitution Methodology:
Education and experience requirements may be substituted with:
1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

Relevant SIN(s):
ANCILLARY

15) COMMERCIAL JOB TITLE: SENIOR QUALITY ASSURANCE ANALYST

Minimum/General Experience:

This position requires a minimum of six years IT experience, of which at least three years are specialized experience in QA areas such as the following: configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment. Experience includes increasing responsibilities in quality assurance, quality control responsibilities.

Functional Duties/Responsibility:
Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

**Minimum Education:**

Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor’s degree.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

54151S

16) COMMERCIAL JOB TITLE: QUALITY ASSURANCE ANALYST

**Minimum/General Experience:**

This position requires a minimum of four years IT experience, of which at least two years are specialized experience in QA areas such as the following: configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment.

**Functional Duties/Responsibility:**

Coordinates with Quality Assurance Manager to ensure problem solution and user satisfaction. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues and end user representatives.

**Minimum Education:**

Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor’s degree.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:
1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

Relevant SIN(s):
54151S

17) COMMERCIAL JOB TITLE: LEAD APPLICATIONS PROGRAMMER

Minimum/General Experience:

This position requires a minimum of seven years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific setting using a variety of information technology resources. Requires experience with current technologies and, where required for the task, emerging technologies. Must have managed or had significant involvement with complex or substantive information technology projects.

Functional Duties/Responsibility:

Formulates and defines system scope and objectives for assigned projects. Prepares detailed specifications for programs. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. Duties also include instructing, directing and checking the work of other systems analysts and programming personnel. Responsible for quality assurance review and for directing and monitoring the work of team members

Minimum Education:

Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor’s degree.

Required/Supplemental Certifications:

NA

Substitution Methodology:

Education and experience requirements may be substituted with:

1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

Relevant SIN(s):
54151S
18) COMMERCIAL JOB TITLE: HELP DESK SPECIALIST

**Minimum/General Experience:**
This position requires a minimum of five years experience, of which at least three years must be specialized. Specialized experience includes: knowledge of PC operating systems as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

**Functional Duties/Responsibility:**
Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the point of contact for troubleshooting hardware/software PC and printer problems.

**Minimum Education:**
Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor’s degree.

**Required/Supplemental Certifications:**
NA

**Substitution Methodology:**
Education and experience requirements may be substituted with:

1. A Master’s Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**
54151S
Minimum/General Experience:
This position requires a minimum of Fifteen (15) years IT experience and more than Five (5) years of experience working IT systems with Public Sector Utility domain. Experience includes increasing responsibilities in information systems design and management.

Functional Duties/Responsibility:
The Project Manager is responsible for all aspects of IT project performance and provides overall direction to all project activities and personnel. Formulates and enforces work standards, assigns project schedules, reviews work, supervises project personnel and communicates policies and organizational goals and objectives to all IT project personnel. Demonstrates skills required to maintain complete IT project control in public sector utilities domain. Experience in past IT projects must include:

a. web based automated meter reading systems in a public sector utility environment
b. implementation of automated billing, leak detection and usage analytics using IT systems
c. enhancement of customer information services IT system
d. compliance management for permits and customer service including Y2K, CASS certification, Asbestos, Air and Noise using IT systems.

Uses considerable independent judgment and initiative in combining a broad scope of professional planning and sophisticated, analytical judgments in order to solve a variety of complex, technical problems. Coordinates and delegate the responsibilities of development team. Conduct training sessions with IT team so that they can be equipped with new knowledge and IT skills to remain current. Also train entry-level employees to allow them to be on the same level as the other members of the team.

Establishes IT project expectations with Program Manager, manages IT project budget to task and deliverables, defines project requirements; evaluates project outcomes and provides analysis to program manager. Guides the development of all IT applications, defined through the development of the project plan, in conjunction with IT staff and Program Manager.

Minimum Education:
A Bachelor's degree in computer science/systems or information systems/technology or engineering/engineering technology or software engineering/programming or management, mathematics or business/finance.

Required/Supplemental Certifications:
NA

Substitution Methodology:
NA

Relevant SIN(s):
54151S
20) COMMERCIAL JOB TITLE: ENGAGEMENT MANAGER

Minimum/General Experience:

Ten to fifteen years of demonstrated performance in related technology and business management. Experienced in managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation.

Functional Duties/Responsibility:

Overall responsibility for leading diverse teams (i.e., multiple domains, across geographies, potential partners involved) to deliver integrated client solutions that achieve measurable business results

Accountable for large or complex IT projects, managing risk by balancing scope, time, cost and quality

Experience in enterprise IT system development and deployment, solutions architecture, application development and maintenance, and achievement of non-functional requirements

Oversees the IT project team with multiple complexities (i.e., third party vendors, complex solutions, contracts, etc.).

Plans IT projects by leading the team through the estimation efforts before work get started and turning estimates into project plans.

Responsible for the financial performance of the engagement

Actively shares and leverages best practices across projects, and ensures adoption

Responsible for relationships with client's senior leadership team, and communicates status and issues regularly

Minimum Education:

Bachelor's or Master Degree or industry equivalent experience.

Required/Supplemental Certifications: NA

Substitution Methodology: NA

Relevant SIN(s):

54151S
COMMERCIAL JOB TITLE: ERP/BI PROGRAM DIRECTOR

Minimum/General Experience:
Ten (10) years of intensive and progressive experience demonstrating the required proficiency levels related to Strategy and Implementation of Enterprise Solutions like ERP and Oracle database. Years of intensive and progressive experience must be related to Enterprise Solution requirements as well as demonstrating the required proficiency levels related management of the specific task requirements. Able to provide technical direction and oversight to a project team, and to advise senior level clients regarding project issues and Best Practices.

Functional Duties/Responsibility:
Leads complex and large-size teams; leads the leaders of small to mid-sized teams.
Manages all aspects of team performance
Leads complex technical and functional integration with other systems and takes a leadership role with developers to resolve technical and functional IT issues
Uses client priorities to develop phases, dividing effort into achievable segments
Determines overall IT project effort and duration, with documented assumptions
Identifies the types and numbers of differently skilled people necessary to execute on the plan
Presents alternative approaches for estimates and scope decisions that meet client's objectives
Ensures traceability and consistency through project management tools: scope matrix, Work Breakdown Structure, estimates, project plans, and resource plan
Maintains a workable schedule of tasks to achieve the IT project goals and track progress towards them
Identifies dependencies between related activities
Determines status on a regular basis and communicates to all key stakeholders
Validates project plans based on critical path, resource-leveling and judgment
Creates escalation chain and exercises it early in the project
Manages issues, risks and project metrics
Uses an objective risk severity scale to prioritize risks; uses risk triggers to track likelihood of risk occurring.
Tracks issue closure and aging metrics to assess issue management effectiveness and issue-related project risk
Manages and tracks the integrated efforts of a distributed project

Minimum Education:
Bachelor’s degree or higher in engineering, scientific, computer science, operations research, business, or related field, or equivalent experience directly related to the functional responsibilities of the position.

Required/Supplemental Certifications: NA

Substitution Methodology: NA

Relevant SIN(s):
54151S
22) COMMERCIAL JOB TITLE: SENIOR DOCUMENT MANAGEMENT EXPERT

Minimum/General Experience:

Eight years of general IT experience with minimum 6 years of specialized experience in all phases of document management system analysis, application development, application maintenance support, requirements gathering, requirements analysis, and business process analysis.

Functional Duties/Responsibility:

Responsible for Business process assessment of client business challenges to be solved by document management software. Archiving experience with emphasis on document management. Assessment of client legacy systems, compilation of business requirements, demonstration of learning vendor package capabilities. All aspects of application implementation including analysis, design, construction and implementation of selected software and supporting processes. Should possess programming skills. Team Lead skills - Senior consulting

Implements and maintains project document control record keeping system. Work closely with technical project teams and partner teams to implement a workflow solution.

Specialized experience includes: MOSS/SharePoint design work, documentation and best practices consulting. Included areas: Architecture design, Topology, classification taxonomies, governance, workflows, Business Intelligence, training. Experience with the logical and physical functional, operational, and technical architecture of large and complex information and SharePoint systems. Assess new and relevant SharePoint Services technologies. Prepare and update SharePoint Services documentation and define proper business processes. Develop application documentation and appropriate training. Define new requirements and changes for sites and pages in an orderly, cost-effective manner.

Minimum Education:

A Bachelor’s degree in computer science/systems or information systems/technology or engineering/technology or software engineering/programming or management, mathematics or business/finance.

Required/Supplemental Certifications: NA

Substitution Methodology: NA

Relevant SIN(s):

54151S

23) COMMERCIAL JOB TITLE: SENIOR NETWORK ENGINEER

Minimum/General Experience:

This position requires a minimum of seven years of experience of which five years must be specialized. Specialized experience includes protocol analysis, communication network system design and maintenance, knowledge of communication protocols such as TCP/IP, X.25, X.400, X.500. Knowledge of devices such as bridges, routers and gateways. Specialized experience also includes: supervising the operation and maintenance of communication network systems. General experience includes all aspects of communication networks planning, installation, and support.
This position requires a minimum of seven years of experience of which five years must be specialized. Specialized experience includes protocol analysis, communication network system design and maintenance, knowledge of communication protocols such as TCP/IP, X.25, X.400, X.500. Knowledge of devices such as bridges, routers and gateways. Specialized experience also includes: supervising the operation and maintenance of communication network systems. General experience includes all aspects of communication networks planning, installation, and support.

**Functional Duties/Responsibility:**

Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, provides technical expertise for performance and configuration of networks. Performs general LAN/MAN/WAN administration, provides technical leadership in the integration and test of complex large scale computer integrated networks. Schedules conversions and cutovers. Oversees network control center. Supervises maintenance of systems. Coordinates with all responsible users and sites.

Design, installs, maintains complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software suitable for large complex networks. Designs and maintains fault-tolerant systems and manages system backups. Recommends changes in methods or procedures where necessary.

**Minimum Education:**

A Bachelor’s degree in computer science/systems or information systems/technology or engineering/engineering technology or software engineering/programming or management, mathematics or business.

**Required/Supplemental Certifications:** NA

**Substitution Methodology:** NA

**Relevant SIN(s):**

54151S

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24) COMMERCIAL JOB TITLE: SENIOR ERP/CRM ANALYST

**Minimum/General Experience:**

Six years of general IT experience and four years’ experience in enterprise applications and/or including two year experience in data bases.

**Functional Duties/Responsibility:**

Performs enterprise application team lead responsibilities, including planning tasks, assigning resources to the task, monitoring and tracking progress, and informing project management on all project activities. Demonstrates knowledge of ERP core competencies and may work independently. Performs business and technical analyst functions, including workshop facilitation, business process data validation, enterprise application (ERP product) testing from a functional business area perspective, program development, unit testing of the application code (ERP product) from a technical perspective, work group/work session participation, and delivery of technical and business solutions. Implements data bases that are the results of business systems planning and data requirements planning. Provides for systems development and data base administration groups the future business strategies as seen from a data point of view. Assists with the analysis of enterprise information system baseline and perform a “gap analysis” between the baseline, the user operational requirements and the operating capability of enterprise application product sets. Also perform business and technical designer functions, including making contribution to both the business and technical architecture components of the enterprise solution, supporting industry/functional area/business process specialists and experts, supporting
architecture/product/technology specialists and experts, and review/assess enterprise solution products for accuracy and consistency. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

**Minimum Education:**
A Bachelor’s degree in computer science/systems or information systems/technology or engineering/engineering technology or software engineering/programming or management, mathematics or business/finance.

**Required/Supplemental Certifications:** NA

**Substitution Methodology:** NA

**Relevant SIN(s):**
54151S

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25) COMMERCIAL JOB TITLE: ERP/CRM DEVELOPER

**Minimum/General Experience:**
Six years of general IT requirements and two years’ experience in enterprise applications and/or including formal training and two years’ experience in enterprise applications and/or two year experience in data bases.

**Functional Duties/Responsibility:**
Responsible for supporting the delivery of technical and business solutions based upon enterprise applications (ERP products based), and working independently to develop enterprise-based programs of medium to high complexity. Activities include the development, integration and deployment of enterprise solutions. Supports ERP Analysts, Designers, Business Specialist and Architectural Experts with enterprise applications programming, workshops, documentation, training and user support. Efforts will produce business solution models, technical work products, unit-tested code, instructional courseware, data structures, user interfaces, documentation, and enhanced logical processes that will effectively utilize enterprise applications. May provide daily supervision and direction to support staff, ensures accuracy of the work of support staff, and operates under deadlines, able to work on multiple tasks.

**Minimum Education:**
A Bachelor’s degree in computer science/systems or information systems/technology or engineering/engineering technology or software engineering/programming or management, mathematics or business/finance.

**Required/Supplemental Certifications:** NA

**Substitution Methodology:** NA

**Relevant SIN(s):**
54151S
MINIMUM/GENERAL EXPERIENCE:

This position requires a minimum of five years’ experience, of which at least three years must be specialized experience in administrating computer systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

FUNCTIONAL DUTIES/RESPONSIBILITY:

Supervises and manages the daily activities of configuration and operation of business systems. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

Ensures system availability and functionality, performs system backup for major systems in accordance with established procedures. Supervises adjustments on hardware and recommends software changes to maximize system throughput. Monitors and performs scheduled testing and review of hardware and software.

MINIMUM EDUCATION:

A Bachelor’s degree in computer science/systems or information systems/technology or engineering/technology or software engineering/programming or management, mathematics or business/finance.

REQUIRED/SUPPLEMENTAL CERTIFICATIONS: NA

SUBSTITUTION METHODOLOGY: NA

RELEVANT SIN(S):
54151S

COMMERCIAL JOB TITLE: TECHNICAL WRITER

MINIMUM/GENERAL EXPERIENCE:

This position requires a minimum of seven years’ experience, of which at least three years must be specialized experience in developing technical and end user documentation.

FUNCTIONAL DUTIES/RESPONSIBILITY:

Develop technical and end user documentation. Able to clearly communicate complex technical concepts in writing to non-technical users. Has experience creating documentation for non-technical business users of large data warehouse and Web applications. Organize material and complete writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology.

Develops, drafts, revises, and edits reports, articles, manuals, specifications, presentation materials, and other technical documents. Interprets information obtained through research or provided by technical
specialists; applies knowledge of field-specific documentation content and format standards to prepare, edit, and publish technical materials. Maintain records and files of work and revisions. Edit, standardize, or make changes to material prepared by other writers or establishment personnel.

Confer with customer representatives, vendors, plant executives, or publisher to establish technical specifications and to determine subject material to be developed for publication. Review published materials and recommend revisions or changes in scope, format, content, and methods of reproduction and binding. Select photographs, drawings, sketches, diagrams, and charts to illustrate material. Knowledge of HTML, Acrobat Writer, Front Page and Visio is mandatory and must possess excellent oral and written communications skills.

**Minimum Education:**

Bachelor’s degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, and engineering, a mathematics-intensive discipline or business.

**Required/Supplemental Certifications:** NA

**Substitution Methodology:** NA

**Relevant SIN(s):**

54151S
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Points of Contact
IT

For general questions regarding MAS IT Contracting:

Customer Service
Phone: 1-877-446-IT70 (4870)
Email: IT.Center@gsa.gov

For questions regarding eOffer submission or Certifications:

Vendor Support Center visit
www.gsa.gov/vsc. Phone: 1-877-495-4849

For general questions regarding HSPD 12:
Email: hspd12@gsa.gov
Phone: 1-703-605-2727

For general questions regarding COMSATCOM:
Email: fasnetworkservice@gsa.gov
Phone: 1-877-387-2001