

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

FPDS Code D301 IT Facility Operation and Maintenance

FPDS Code D302 IT Systems Development Services

FPDS Code D306 Systems Analysis Services

FPDS Code D307 Automated Information Systems Design and Integration Services

FPDS Code D310 IT Backup and Security Services

FPDS Code D316 IT Network Management Services

FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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Period Covered by Contract: March 8, 2007 through March 7, 2012

General Services Administration
Federal Supply Service

Pricelist current through Modification #original/no mods, dated 03/08/07.

Services 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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3. Information for Ordering Activities

Applicable to All Special Item Numbers

NOTE: All non-professional labor categories must be incidental to and used solely to support hardware, software, and/or professional service, and cannot be purchased separately.

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 micropurchase 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 micropurchase 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.

- 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

Ordering and Payment Address: 6530 Horseshoe Drive, Cochiti Lake, NM 87083-6026

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will not be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: (505) 465-9949 or (505) 690-5202

3 Liability for Injury or Damage

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

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: 040450921

Block 30: Type of Contractor – A. Small Disadvantaged Business & HUBZone certified

Block 31: Woman-Owned Small Business - No

Block 36: Contractor's Taxpayer Identification Number (TIN): 85-0480907

4a. CAGE Code: 1VJQ5

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

5 FOB Destination

Not Applicable.

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)
132-51	As negotiated between Blue Jay Enterprises and the ordering activity

b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7 Discounts

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

a. Prompt Payment: 0 net 30

b. Quantity: none

c. Dollar Volume: Blue Jay offers under this GSA Schedule volume discounts for 2080 or more hours (12 months full-time). Contracts of a year or more in length will be discounted at a rate of 5%.

- d. Government Educational Institutions: Government educational institutions are offered the same discounts as all other government customers.

8 Trade Agreements Act of 1979, as amended

All items are U.S. made end products, designated county end products, Caribbean Basin county 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 \$50,000.

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

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

12 Ordering Procedures for Federal Supply Schedule

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)

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

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 have been factored into the prices 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 have been factored into the prices 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 have been factored into the prices 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, non-contract 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:

Not Applicable – Blue Jay Enterprises provides services under SIN 132-52, not products.

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). See Section 6.0 Blanket Purchase Agreements (BPAs) for Blue Jay Enterprises' standard agreement.

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. See Section 7.0 Contract Team Arrangements for basic guidelines for using Contractor Team Arrangements.

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 apply.

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, de-installation, 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.e-bluejay.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*

Not Applicable – Blue Jay Enterprises is offering services under SIN 132-51, not products.

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)

10. 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 ordering activity location, as agreed to by the Contractor and the ordering activity.

2 Performance Incentives

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3 Order

- a. Agencies may use written orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4 Performance of Services

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is

performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5 Stop-Work Order (FAR 52.242-15) (AUG 1989)

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 1. Cancel the stop-work order; or
 2. Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 1. The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 2. The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6 Inspection of Services

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7 Responsibilities of the Contractor

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8 Responsibilities of the Ordering Activity

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

10 Organizational Conflicts of Interest

a. Definitions:

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

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

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

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

11 Invoices

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

12 Payments

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

13 Resumes

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

14 Incidental Support Costs

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

15. Approval of Subcontracts

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

13. Description of IT Services and Pricing

Blue Jay offers public sector clients the best of both “big firm” and “small firm” worlds, all while ensuring such clients meet their small, disadvantaged business support obligations:

- “big firm” expertise in the form of seasoned professionals who know not only IT in general and networking in specific, but also the special IT, procurement, and constituency challenges government and education institutions face;
- “small firm” flexibility/nimbleness, in the form of hands-on owners with the culture and communications in place to make and act upon informed decisions fast; and,
- “small firm” rates, the result of precious little overhead due to Blue Jay’s flat organization and its headquarters in an economically-challenged geography (HUBZone).

Blue Jay offers the wide range of professional services that government agencies need to deliver today’s networked communications effectively, efficiently, and with maximum value. Blue Jay’s professional services cover all aspects of program/project management and computer networking, including planning, analysis, design, development, testing, integration, and implementation of information systems and computer networks—and all through labor categories/levels of expertise designed to support clients’ budget needs as much as their functional needs. Blue Jay also offers unique and customizable applied IT solutions consulting to assist clients in, among other things, investigating, prosecuting, and preventing cultural resources crime and artifacts trafficking. Such activities involve massive amounts of information, complicated data analyses, and effective real-time communications—data capture, cross-cataloguing, archival, pattern recognition, simulations, web-based research, email, and more, all in secure environments. Not only do law enforcement, archeology, and justice professionals need to understand how and when to pursue investigations, they also need to know how to leverage technology to support their investigative efforts, win prosecutions, and, ultimately, prevent further crimes. While Blue Jay’s technical professionals “speak IT,” Blue Jay’s subject matter expert—nationally known for his work with the Archeological Resources Protection Act (ARPA) and Native American Graves Protection and Repatriation Act (NAGPRA)—translates and helps law enforcement, archaeology, and justice professionals not only effectively apply all of today’s technologies, but also plan for integrating future technologies.

IT Facility Operations and Maintenance

- Computer Security Systems Specialist I, II, III
- Help Desk Manager
- Help Desk Specialist I, II, III
- LAN Administrator I, II, III
- Network Engineer I, II, III
- Network Security Analyst I, II, III
- PC Tech I, II

IT Systems Development Services

- Computer Security Systems Specialist I, II, III
- Network Engineer I, II, III
- Network Security Analyst I, II, III

IT Systems Analysis Services

- Computer Security Systems Specialist I, II, III
- Network Engineer I, II, III
- Network Security Analyst I, II, III

Automated Information Systems Design and Integration Services

- Computer Security Systems Specialist I, II, III
- Network Engineer I, II, III
- Network Security Analyst I, II, III

IT Backup and Security Services

- Computer Security Systems Specialist I, II, III
- Help Desk Manager
- Help Desk Specialist I, II, III
- LAN Administrator I, II, III
- Network Engineer I, II, III
- Network Security Analyst I, II, III
- PC Tech I, II

IT Network Management Services

- Computer Security Systems Specialist I, II, III
- Help Desk Manager
- Help Desk Specialist I, II, III
- LAN Administrator I, II, III
- Network Engineer I, II, III
- Network Security Analyst I, II, III
- PC Tech I, II

Other Information Technology Services, Not Elsewhere Classified

Program and Project Management Services

- Program Manager
- Project Manager
- Technical Leader/Functional Leader

IT Planning Services

- Information Systems Consultant I, II

Applied IT Solutions Consulting Services

- Applied Systems Consultant I, II, III

The following labor category definitions describe the education, experience, and functional responsibilities typical of professionals in each category. Education and experience may be substituted for each other; each year of relevant experience may be substituted for one year of education, and vice versa. Successful completion of higher education that has not yet resulted in a degree may be counted as one-for-one years of experience for each year of college completed. In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education with the written approval of the ordering activity.

Degree	Experience Equivalence	Other Equivalence
Associate's	1 year relevant experience	Vocational or technical training in work-related field
Bachelor's	Associate's Degree plus 2 years relevant experience; or, 4 years relevant experience	Professional certification
Master's	Bachelor's Degree plus 2 years relevant experience; or, Associate's Degree plus 4 years relevant experience	Professional license
Doctorate	Master's Degree plus 2 years relevant experience; or,	

	Bachelor’s Degree plus 4 years relevant experience	
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There may be an occasional need to waive educational/experience requirements in order to utilize the best individual for the task. Such waivers may be granted by either the Task Order contracting officer or contracting officer technical representative. Award based on any proposal including a waiver shall be deemed a grant of the waiver.

13.1 FPDS Code D301 – IT Facility Operation and Maintenance

Blue Jay Enterprises provides computer center and network systems administration; operations, evaluation, and tuning; security management; logistics and program support; resource management; configuration management; inventory tracking; enterprise network and network control center operations; and, software, hardware, and networking support to end-users (Help Desk); as well as, seasoned professionals capable of developing or updating the associated IT Strategic Plans, IT Tactical Plans, IT Project Plans, and IT Maintenance and Beak-Fix Plans (see FPDS Code D399 – Other Information Technology Services, Not Elsewhere Classified).

- Daily support includes network and system administration, E-mail administration, Help Desk operation, training, hardware and software enhancement, and configuration and asset management.
- Network and computer system facility operation and administration includes installing network hardware/software upgrades; systems administration of network servers; support and administration of network and local printers; documentation; and periodic backup and restoration of files. Blue Jay program/project management, network, and systems professionals plan roll-outs to minimize turmoil and disruption to business operations, ensure early success(es), and maximize return on investment.
- Computer center and network support also includes developing standard operating procedures and schedules for performing required functional operations, systems management functions, performing network diagnostics, hardware and software verification and validation, configuration management, and testing and evaluation.

Blue Jay offers comprehensive IT facility operation and maintenance services on an hourly basis through 18 categories of expertise, as described below. Fixed price projects are priced based on these same hourly rates.

Commercial Job Title: Computer Security Systems Specialist I

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	7 years of relevant experience; or 5 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	5 years of networking experience; or 3 years of relevant experience and professional certification

	such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer Science, Information Systems, Engineering, or other technology-related discipline	3 years of relevant experience
M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	1 year of relevant experience

Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment.

Commercial Job Title: Computer Security Systems Specialist II

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of relevant experience; or 7 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	7 years of networking experience; or 5 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer Science, Information Systems, Engineering, or other technology-related discipline	5 years of relevant experience
M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	3 years of relevant experience

Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment. May provide supervision of and direction to staff on a project-by-project basis.

Commercial Job Title: Computer Security Systems Specialist III

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing

solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	15 years of relevant experience; or 10 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	10 years of networking experience; or 8 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	8 years of relevant experience
M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	6 years of relevant experience

Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment. Provides daily supervision of and direction to staff.

Commercial Job Title: Help Desk Manager

Minimum/General Experience: Specialized experience, including management of help desk(s) in a multi-server environment; comprehensive knowledge of PC operating systems (e.g., DOS, Windows), networking, and mail standards; and supervision of help desk employees. General experience in information system development, computer networking, and other work in the client/server field or related fields. Demonstrated ability to communicate orally and in writing. Possesses a positive customer service attitude.

Functional Responsibility: Provides daily supervision and direction to staff providing phone and in-person support to users (E-mail, directories, standard Windows desktop applications, and other network services). Manages personnel serving as the first point of contact for troubleshooting hardware, software, PC, and printer problems.

Minimum Education: Five (5) years of specialized experience; or technical associate degree or technical certificate and three (3) years of relevant experience; or BS/BA (Computer Science, Information Systems, Engineering, other technology- related discipline, or Business) and one (1) year of experience; or MS/MA/MBA (Computer Science, Information Systems, Engineering, other technology- related discipline, or Business)

Commercial Job Title: Help Desk Specialist I

Minimum Education and Minimum/General Experience: Familiar with basic PC operations, including basic office software packages and web browsers. Has an aptitude for problem analysis, is organized, and follows through. Additional experience in help desk operations, information systems, computer

programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	6 months customer service experience (in Help Desk, retail, or other setting)
Technical associate’s degree or technical certificate	No experience required
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are elevated to higher-level Help Desk tiers. May involve use of problem management database and help desk systems.

Commercial Job Title: Help Desk Specialist II

Minimum Education and Minimum/General Experience: Has an understanding of technical processes. Has an aptitude for problem analysis, is organized, and follows through. Has experience in basic PC/LAN Administration, major office tools software suites, and major web browsers. Has experience in Help Desk operations or other customer service. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	2 years of relevant experience; or 1 year of relevant experience and professional certification such as MCP, MCSE, CAN, A+, or CNE
Technical associate’s degree or technical certificate	1 year of relevant experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Assumes responsibility for more complex problems that have been elevated from lower-level Help Desk tier. Uses problem management database and help desk systems.

Commercial Job Title: Help Desk Specialist III

Minimum Education and Minimum/General Experience: Thoroughly versed in technical processes. Has an aptitude for problem analysis, is organized, follows through, and can supervise others. Has experience with PC/LAN Administration, major office tools software suites, and major web browsers. Has experience in Help Desk operations or other customer service, including some experience at a supervisory level. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	4 years of relevant experience; or 3 years of relevant experience and professional certification such as MCP, MCSE, CAN, A+, or CNE
Technical associate’s degree or technical certificate	3 years of relevant experience; or 2 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	2 years of relevant experience; or 1 year of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
M.S. or M.A.	1 year of relevant experience; or 6 months of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Assumes responsibility for more complex problems that have been elevated from lower-level Help Desk tier. Uses problem management database and help desk systems.

Commercial Job Title: LAN Administrator I

Minimum Education and Minimum/General Experience: Experience in information systems, analysis, and developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	2 years of relevant experience; or 1 year of relevant experience and professional certification such as MCP, MCSE, CAN, A+, or CNE
Technical associate’s degree or technical certificate	1 year of relevant experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Studies vendor products to determine those which best meet company needs; assists in presentation of information to management resulting in purchase and installation of hardware, software, and telecommunication equipment. Manages LAN performance and maintains LAN security.

Ensures that security procedures are implemented and enforced. Adds, alters, and removes users from the system. Establishes and implements LAN policies, procedures and standards and ensures their conformance with information systems and organizational objectives.

Commercial Job Title: LAN Administrator II

Minimum Education and Minimum/General Experience: Experience in information systems, analysis, and developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	4 years of relevant experience; or 3 years of relevant experience and professional certification such as MCP, MCSE, CAN, A+, or CNE
Technical associate’s degree or technical certificate	3 years of relevant experience; or 2 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	2 years of relevant experience; or 1 year of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
M.S. or M.A.	1 year of relevant experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Studies vendor products to determine those which best meet company needs; assists in presentation of information to management resulting in purchase and installation of hardware, software, and telecommunication equipment. Manages LAN performance and maintains LAN security. Ensures that security procedures are implemented and enforced. Adds, alters, and removes users from the system. Establishes and implements LAN policies, procedures and standards and ensures their conformance with information systems and organizational objectives.

Commercial Job Title: LAN Administrator III

Minimum Education and Minimum/General Experience: Experience in information systems, analysis, and developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	5 years of relevant experience; or 4 years of relevant experience and professional certification such as MCP, MCSE, CAN, A+, or CNE
Technical associate’s degree or technical certificate	4 years of relevant experience; or 3 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	3 years of relevant experience; or 2 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
M.S. or M.A.	2 years of relevant experience; or 1 year of relevant experience and professional certification such as

	MCSE, CNE, CCNA, CCNP, or CCI
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Functional Responsibility: Studies vendor products to determine those which best meet company needs; assists in presentation of information to management resulting in purchase and installation of hardware, software, and telecommunication equipment. Manages LAN performance and maintains LAN security. Ensures that security procedures are implemented and enforced. Adds, alters, and removes users from the system. Establishes and implements LAN policies, procedures and standards and ensures their conformance with information systems and organizational objectives.

Commercial Job Title: Network Engineer I

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	4 years of networking experience; or 2 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	1 year of networking experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Commercial Job Title: Network Engineer II

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	7 years of networking experience; or 4 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	3 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	2 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
M.S. or M.A.	1 year of networking experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Responsible for the overall integration of the network, including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN.

Commercial Job Title: Network Engineer III

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of networking experience; or 8 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or	8 years of networking experience; or 6 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP,

CCI	or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	4 years of networking experience; or 3 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	2 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Responsible for the overall integration of the network, including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN.

At the enterprise level, recommends enterprise network policies and procedures, including network security and firewall configuration and policies. Knowledgeable in a multi-platform, multi-protocol environment. Knowledgeable in troubleshooting and testing equipment and tools.

Commercial Job Title: Network Security Analyst I

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	8 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 6 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	5 years of networking experience, at least 3 of which focused on security-specific experience such as defined above; or 4 years of networking experience, at least 3 of which focused on security-specific experience such as defined above, and

	professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	4 years of networking experience, at least 2 of which focused on security-specific experience such as defined above; or 3 years of networking experience, at least 2 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	2 years of security-related experience such as defined above; or 1 year of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

Commercial Job Title: Network Security Analyst II

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of networking experience, at least 6 of which focused on security-specific experience such as defined above; or 8 years of networking experience, at least 6 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	7 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 6 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	6 years of networking experience, at least 3 of which focused on security-specific experience such as defined above; or 5 years of networking

	experience, at least 3 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	3 years of security-related experience such as defined above; or 3 years of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

Commercial Job Title: Network Security Analyst III

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	12 years of networking experience, at least 10 of which focused on security-specific experience such as defined above; or 10 years of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	10 years of networking experience, at least 6 of which focused on security-specific experience such as defined above; or 9 years of networking experience, at least 6 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	8 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 7 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	5 years of security-related experience such as defined above; or 4 years of security-related

	experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
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Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

Commercial Job Title: PC Tech I

Minimum Education and Minimum/General Experience: Possesses good knowledge in office automation software and tools, networking concepts, and network client software. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED or completion of tech school	6 months of relevant experience and vendor certification(s) or A+ certification
Technical associate’s degree or technical certificate	Vendor certification(s) or A+ certification
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Responds to and diagnoses problems related to PC hardware and software issues (which might have been passed on by the Help Desk). Problem resolution steps include problem recognition, research, isolation, and correction. Installs and configures PC software and hardware components and configures PCs as standalone or as network devices.

Commercial Job Title: PC Tech II

Minimum Education and Minimum/General Experience: Possesses good knowledge in office automation software and tools, networking concepts, and network client software. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED or completion of tech school	3 years of relevant experience; or 2 years of relevant experience and vendor certification(s) or A+ certification
Technical associate’s degree or technical certificate	2 years of relevant experience; or 1 year of relevant experience and vendor certification(s) or A+ certification
B.S. – Computer science, Information Systems, Engineering, or other technology-	1 year of relevant experience; or vendor

related discipline	certification(s) or A+ certification
M.S. or M.A.	Vendor certification(s) or A+ certification

Functional Responsibility: Responds to and diagnoses problems related to PC hardware and software issues (which might have been passed on by the Help Desk). Problem resolution steps include problem recognition, research, isolation, and correction. Installs and configures PC software and hardware components and configures PCs as standalone or as network devices.

13.2 FPDS Code D302 – IT Systems Development Services

Blue Jay Enterprises designs, develops, prototypes, tests, and implements Enterprise Networks, Network Control Centers, LANs, WANs, and MANs; Blue Jay’s seasoned professionals also develop or update the associated IT Strategic Plans, IT Tactical Plans, IT Project Plans, and IT Maintenance and Break-Fix Plans (see FPDS Code D399 – Other Information Technology Services, Not Elsewhere Classified); and, plan roll-outs to minimize turmoil and disruption to business operations, ensure early success(es), and maximize return on investment.

Blue Jay offers comprehensive IT systems development services on an hourly basis through nine categories of expertise, as described below. Fixed price projects are priced based on these same hourly rates.

Commercial Job Title: Computer Security Systems Specialist I

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	7 years of relevant experience; or 5 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	5 years of networking experience; or 3 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer Science, Information Systems, Engineering, or other technology-related discipline	3 years of relevant experience
M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	1 year of relevant experience

Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment.

Commercial Job Title: Computer Security Systems Specialist II

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of relevant experience; or 7 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	7 years of networking experience; or 5 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer Science, Information Systems, Engineering, or other technology-related discipline	5 years of relevant experience
M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	3 years of relevant experience

Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment. May provide supervision of and direction to staff on a project-by-project basis.

Commercial Job Title: Computer Security Systems Specialist III

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	15 years of relevant experience; or 10 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	10 years of networking experience; or 8 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	8 years of relevant experience

M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	6 years of relevant experience
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Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment. Provides daily supervision of and direction to staff.

Commercial Job Title: Network Engineer I

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	4 years of networking experience; or 2 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate's degree or technical certificate	1 year of networking experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Commercial Job Title: Network Engineer II

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	7 years of networking experience; or 4 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	3 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	2 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
M.S. or M.A.	1 year of networking experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Responsible for the overall integration of the network, including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN.

Commercial Job Title: Network Engineer III

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of networking experience; or 8 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	8 years of networking experience; or 6 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP,

CCI	or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	4 years of networking experience; or 3 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	2 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Responsible for the overall integration of the network, including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN.

At the enterprise level, recommends enterprise network policies and procedures, including network security and firewall configuration and policies. Knowledgeable in a multi-platform, multi-protocol environment. Knowledgeable in troubleshooting and testing equipment and tools.

Commercial Job Title: Network Security Analyst I

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	8 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 6 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	5 years of networking experience, at least 3 of which focused on security-specific experience such as defined above; or 4 years of networking experience, at least 3 of which focused on security-specific experience such as defined above, and

	professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	4 years of networking experience, at least 2 of which focused on security-specific experience such as defined above; or 3 years of networking experience, at least 2 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	2 years of security-related experience such as defined above; or 1 year of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

Commercial Job Title: Network Security Analyst II

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of networking experience, at least 6 of which focused on security-specific experience such as defined above; or 8 years of networking experience, at least 6 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	7 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 6 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	6 years of networking experience, at least 3 of which focused on security-specific experience such as defined above; or 5 years of networking

	experience, at least 3 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	3 years of security-related experience such as defined above; or 3 years of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

Commercial Job Title: Network Security Analyst III

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	12 years of networking experience, at least 10 of which focused on security-specific experience such as defined above; or 10 years of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	10 years of networking experience, at least 6 of which focused on security-specific experience such as defined above; or 9 years of networking experience, at least 6 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	8 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 7 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	5 years of security-related experience such as defined above; or 4 years of security-related

	experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
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Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

13.3 FPDS Code D306 – IT Systems Analysis Services

Blue Jay Enterprise’s analysis services are designed to ensure that investments in information systems networks are made to solve real problems. Toward that end, Blue Jay performs a variety of system analysis activities, including but not limited to:

- Strategic, Tactical, Operational, Migration, FIP Acquisition, Project, Maintenance and Break-Fix, and Security Plans, in whole or in part (see also FPDS Code D399 – Other Information Technology Services, Not Elsewhere Classified)
- Continuity of Operations, Studies, Reviews, Technology Assessments
- Risk Analysis, Configuration Audits and Reviews, Quantitative Analysis, Requirements Analysis, Functional Economic Analysis, Alternative Analysis, Technical Specifications – Requirements Analysis includes identification of the mission; definition of user tasks; specification of user's skill levels; identification of existing network capabilities and functions; analysis of user environments; determination of potential system functions; and analysis of functional and operational requirements and impacts

Blue Jay offers comprehensive IT systems analysis services on an hourly basis through nine categories of expertise, as described below. Fixed price projects are priced based on these same hourly rates.

Commercial Job Title: Computer Security Systems Specialist I

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	7 years of relevant experience; or 5 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	5 years of networking experience; or 3 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer Science, Information Systems, Engineering, or other technology-related discipline	3 years of relevant experience

M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	1 year of relevant experience
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Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment.

Commercial Job Title: Computer Security Systems Specialist II

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of relevant experience; or 7 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate's degree or technical certificate	7 years of networking experience; or 5 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer Science, Information Systems, Engineering, or other technology-related discipline	5 years of relevant experience
M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	3 years of relevant experience

Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment. May provide supervision of and direction to staff on a project-by-project basis.

Commercial Job Title: Computer Security Systems Specialist III

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
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High School Diploma or GED	15 years of relevant experience; or 10 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	10 years of networking experience; or 8 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	8 years of relevant experience
M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	6 years of relevant experience

Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment. Provides daily supervision of and direction to staff.

Commercial Job Title: Network Engineer I

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	4 years of networking experience; or 2 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	1 year of networking experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server

file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Commercial Job Title: Network Engineer II

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	7 years of networking experience; or 4 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	3 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	2 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
M.S. or M.A.	1 year of networking experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Responsible for the overall integration of the network, including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN.

Commercial Job Title: Network Engineer III

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell

NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of networking experience; or 8 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate's degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	8 years of networking experience; or 6 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	4 years of networking experience; or 3 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	2 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Responsible for the overall integration of the network, including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN.

At the enterprise level, recommends enterprise network policies and procedures, including network security and firewall configuration and policies. Knowledgeable in a multi-platform, multi-protocol environment. Knowledgeable in troubleshooting and testing equipment and tools.

Commercial Job Title: Network Security Analyst I

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	8 years of networking experience, at least 5 of

	which focused on security-specific experience such as defined above; or 6 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate's degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	5 years of networking experience, at least 3 of which focused on security-specific experience such as defined above; or 4 years of networking experience, at least 3 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	4 years of networking experience, at least 2 of which focused on security-specific experience such as defined above; or 3 years of networking experience, at least 2 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	2 years of security-related experience such as defined above; or 1 year of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

Commercial Job Title: Network Security Analyst II

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of networking experience, at least 6 of which focused on security-specific experience such as defined above; or 8 years of networking experience, at least 6 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE,

	CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	7 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 6 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	6 years of networking experience, at least 3 of which focused on security-specific experience such as defined above; or 5 years of networking experience, at least 3 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	3 years of security-related experience such as defined above; or 3 years of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

Commercial Job Title: Network Security Analyst III

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	12 years of networking experience, at least 10 of which focused on security-specific experience such as defined above; or 10 years of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	10 years of networking experience, at least 6 of which focused on security-specific experience such as defined above; or 9 years of networking experience, at least 6 of which focused on security-specific experience such as defined above, and

	professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	8 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 7 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	5 years of security-related experience such as defined above; or 4 years of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

13.4 FPDS Code D307 – Automated Information Systems Design and Integration Services

Blue Jay Enterprises performs a variety of system design and related integration and installation support activities, including but not limited to:

- Design Systems Architecture; Systems Transition and Conversion; Telecommunications Systems (including WANs, MANs, and LANs) and Component Systems; Client/Server Systems; C2 Level Trusted Computing Environment; Application Software; and Database Management Systems
- Installation and configuration of mainframe, minicomputer, and microcomputer, PC LAN-based COTS and custom-developed software, hardware, and systems; workstation/file servers; COTS/GOTS, and software/upgrade support; cable installation; and system integration
- Provides technical assistance during the installation of and transition to the operational system, including installation support, training, and system operations and maintenance support

Blue Jay also provides seasoned professionals capable of developing or updating the associated IT Strategic Plans, IT Tactical Plans, IT Project Plans, and IT Maintenance and Beak-Fix Plans (see FPDS Code D399 – Other Information Technology Services, Not Elsewhere Classified), and capable of planning roll-outs to minimize turmoil and disruption to business operations, ensure early success(es), and maximize return on investment.

Blue Jay offers comprehensive automated information system design and integration services on an hourly basis through nine categories of expertise, as described below. Fixed price projects are priced based on these same hourly rates.

Commercial Job Title: Computer Security Systems Specialist I

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems,

computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	7 years of relevant experience; or 5 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	5 years of networking experience; or 3 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer Science, Information Systems, Engineering, or other technology-related discipline	3 years of relevant experience
M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	1 year of relevant experience

Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment.

Commercial Job Title: Computer Security Systems Specialist II

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of relevant experience; or 7 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	7 years of networking experience; or 5 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer Science, Information Systems, Engineering, or other technology-related discipline	5 years of relevant experience
M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	3 years of relevant experience

Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation

and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment. May provide supervision of and direction to staff on a project-by-project basis.

Commercial Job Title: Computer Security Systems Specialist III

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	15 years of relevant experience; or 10 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate's degree or technical certificate	10 years of networking experience; or 8 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	8 years of relevant experience
M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	6 years of relevant experience

Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment. Provides daily supervision of and direction to staff.

Commercial Job Title: Network Engineer I

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	4 years of networking experience; or 2 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate's degree or technical	1 year of networking experience; or professional

certificate	certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Commercial Job Title: Network Engineer II

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	7 years of networking experience; or 4 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	3 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	2 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
M.S. or M.A.	1 year of networking experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server

file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Responsible for the overall integration of the network, including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN.

Commercial Job Title: Network Engineer III

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of networking experience; or 8 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	8 years of networking experience; or 6 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	4 years of networking experience; or 3 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	2 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Responsible for the overall integration of the network, including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN.

At the enterprise level, recommends enterprise network policies and procedures, including network security and firewall configuration and policies. Knowledgeable in a multi-platform, multi-protocol environment. Knowledgeable in troubleshooting and testing equipment and tools.

Commercial Job Title: Network Security Analyst I

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	8 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 6 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	5 years of networking experience, at least 3 of which focused on security-specific experience such as defined above; or 4 years of networking experience, at least 3 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	4 years of networking experience, at least 2 of which focused on security-specific experience such as defined above; or 3 years of networking experience, at least 2 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	2 years of security-related experience such as defined above; or 1 year of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

Commercial Job Title: Network Security Analyst II

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of networking experience, at least 6 of which focused on security-specific experience such as defined above; or 8 years of networking experience, at least 6 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	7 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 6 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	6 years of networking experience, at least 3 of which focused on security-specific experience such as defined above; or 5 years of networking experience, at least 3 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	3 years of security-related experience such as defined above; or 3 years of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

Commercial Job Title: Network Security Analyst III

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in

information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	12 years of networking experience, at least 10 of which focused on security-specific experience such as defined above; or 10 years of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	10 years of networking experience, at least 6 of which focused on security-specific experience such as defined above; or 9 years of networking experience, at least 6 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	8 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 7 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	5 years of security-related experience such as defined above; or 4 years of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

13.5 FPDS Code D310 – IT Backup and Security Services

Blue Jay Enterprises performs information technology systems backup and related security services. These services are provided in support of network administration for local and wide area networks to ensure that file integrity is maintained and that access is limited to authorized personnel. In addition, Blue Jay provides support in the development of Intranet/Internet security systems that make it possible to limit access to sensitive portions of data maintained on a web server. Blue Jay also provides the seasoned professionals capable of developing or updating the associated IT Strategic Plans, IT Tactical Plans, IT Project Plans, and IT Maintenance and Beak-Fix Plans (see FPDS Code D399 – Other Information Technology Services, Not Elsewhere Classified).

Blue Jay offers comprehensive IT backup and security services on an hourly basis through 18 categories of expertise, as described below. Fixed price projects are priced based on these same hourly rates.

Commercial Job Title: Computer Security Systems Specialist I

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	7 years of relevant experience; or 5 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	5 years of networking experience; or 3 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer Science, Information Systems, Engineering, or other technology-related discipline	3 years of relevant experience
M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	1 year of relevant experience

Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment.

Commercial Job Title: Computer Security Systems Specialist II

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of relevant experience; or 7 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	7 years of networking experience; or 5 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer Science, Information Systems, Engineering, or other technology-related discipline	5 years of relevant experience

M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	3 years of relevant experience
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Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment. May provide supervision of and direction to staff on a project-by-project basis.

Commercial Job Title: Computer Security Systems Specialist III

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	15 years of relevant experience; or 10 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate's degree or technical certificate	10 years of networking experience; or 8 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	8 years of relevant experience
M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	6 years of relevant experience

Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment. Provides daily supervision of and direction to staff.

Commercial Job Title: Help Desk Manager

Minimum/General Experience: Specialized experience, including management of help desk(s) in a multi-server environment; comprehensive knowledge of PC operating systems (e.g., DOS, Windows), networking, and mail standards; and supervision of help desk employees. General experience in information system development, computer networking, and other work in the client/server field or related fields. Demonstrated ability to communicate orally and in writing. Possesses a positive customer service attitude.

Functional Responsibility: Provides daily supervision and direction to staff providing phone and in-person support to users (E-mail, directories, standard Windows desktop applications, and other network services). Manages personnel serving as the first point of contact for troubleshooting hardware, software, PC, and printer problems.

Minimum Education: Five (5) years of specialized experience; or technical associate degree or technical certificate and three (3) years of relevant experience; or BS/BA (Computer Science, Information Systems, Engineering, other technology- related discipline, or Business) and one (1) year of experience; or MS/MA/MBA (Computer Science, Information Systems, Engineering, other technology- related discipline, or Business)

Commercial Job Title: Help Desk Specialist I

Minimum Education and Minimum/General Experience: Familiar with basic PC operations, including basic office software packages and web browsers. Has an aptitude for problem analysis, is organized, and follows through. Additional experience in help desk operations, information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	6 months customer service experience (in Help Desk, retail, or other setting)
Technical associate’s degree or technical certificate	No experience required
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are elevated to higher-level Help Desk tiers. May involve use of problem management database and help desk systems.

Commercial Job Title: Help Desk Specialist II

Minimum Education and Minimum/General Experience: Has an understanding of technical processes. Has an aptitude for problem analysis, is organized, and follows through. Has experience in basic PC/LAN Administration, major office tools software suites, and major web browsers. Has experience in Help Desk operations or other customer service. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	2 years of relevant experience; or 1 year of relevant experience and professional certification such as MCP, MCSE, CAN, A+, or CNE
Technical associate’s degree or technical	1 year of relevant experience; or professional

certificate	certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Assumes responsibility for more complex problems that have been elevated from lower-level Help Desk tier. Uses problem management database and help desk systems.

Commercial Job Title: Help Desk Specialist III

Minimum Education and Minimum/General Experience: Thoroughly versed in technical processes. Has an aptitude for problem analysis, is organized, follows through, and can supervise others. Has experience with PC/LAN Administration, major office tools software suites, and major web browsers. Has experience in Help Desk operations or other customer service, including some experience at a supervisory level. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	4 years of relevant experience; or 3 years of relevant experience and professional certification such as MCP, MCSE, CAN, A+, or CNE
Technical associate’s degree or technical certificate	3 years of relevant experience; or 2 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	2 years of relevant experience; or 1 year of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
M.S. or M.A.	1 year of relevant experience; or 6 months of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Assumes responsibility for more complex problems that have been elevated from lower-level Help Desk tier. Uses problem management database and help desk systems.

Commercial Job Title: LAN Administrator I

Minimum Education and Minimum/General Experience: Experience in information systems, analysis, and developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	2 years of relevant experience; or 1 year of relevant experience and professional certification such as

	MCP, MCSE, CAN, A+, or CNE
Technical associate’s degree or technical certificate	1 year of relevant experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Studies vendor products to determine those which best meet company needs; assists in presentation of information to management resulting in purchase and installation of hardware, software, and telecommunication equipment. Manages LAN performance and maintains LAN security. Ensures that security procedures are implemented and enforced. Adds, alters, and removes users from the system. Establishes and implements LAN policies, procedures and standards and ensures their conformance with information systems and organizational objectives.

Commercial Job Title: LAN Administrator II

Minimum Education and Minimum/General Experience: Experience in information systems, analysis, and developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	4 years of relevant experience; or 3 years of relevant experience and professional certification such as MCP, MCSE, CAN, A+, or CNE
Technical associate’s degree or technical certificate	3 years of relevant experience; or 2 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	2 years of relevant experience; or 1 year of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
M.S. or M.A.	1 year of relevant experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Studies vendor products to determine those which best meet company needs; assists in presentation of information to management resulting in purchase and installation of hardware, software, and telecommunication equipment. Manages LAN performance and maintains LAN security. Ensures that security procedures are implemented and enforced. Adds, alters, and removes users from the system. Establishes and implements LAN policies, procedures and standards and ensures their conformance with information systems and organizational objectives.

Commercial Job Title: LAN Administrator III

Minimum Education and Minimum/General Experience: Experience in information systems, analysis, and developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	5 years of relevant experience; or 4 years of relevant experience and professional certification such as MCP, MCSE, CAN, A+, or CNE
Technical associate’s degree or technical certificate	4 years of relevant experience; or 3 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	3 years of relevant experience; or 2 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
M.S. or M.A.	2 years of relevant experience; or 1 year of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Studies vendor products to determine those which best meet company needs; assists in presentation of information to management resulting in purchase and installation of hardware, software, and telecommunication equipment. Manages LAN performance and maintains LAN security. Ensures that security procedures are implemented and enforced. Adds, alters, and removes users from the system. Establishes and implements LAN policies, procedures and standards and ensures their conformance with information systems and organizational objectives.

Commercial Job Title: Network Engineer I

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	4 years of networking experience; or 2 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	1 year of networking experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Commercial Job Title: Network Engineer II

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	7 years of networking experience; or 4 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	3 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	2 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
M.S. or M.A.	1 year of networking experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Responsible for the overall integration of the network, including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN.

Commercial Job Title: Network Engineer III

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude

for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of networking experience; or 8 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate's degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	8 years of networking experience; or 6 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	4 years of networking experience; or 3 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	2 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Responsible for the overall integration of the network, including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN.

At the enterprise level, recommends enterprise network policies and procedures, including network security and firewall configuration and policies. Knowledgeable in a multi-platform, multi-protocol environment. Knowledgeable in troubleshooting and testing equipment and tools.

Commercial Job Title: Network Security Analyst I

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	8 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 6 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate's degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	5 years of networking experience, at least 3 of which focused on security-specific experience such as defined above; or 4 years of networking experience, at least 3 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	4 years of networking experience, at least 2 of which focused on security-specific experience such as defined above; or 3 years of networking experience, at least 2 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	2 years of security-related experience such as defined above; or 1 year of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

Commercial Job Title: Network Security Analyst II

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of networking experience, at least 6 of which focused on security-specific experience such as defined above; or 8 years of networking experience, at least 6 of which focused on security-

	specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	7 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 6 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	6 years of networking experience, at least 3 of which focused on security-specific experience such as defined above; or 5 years of networking experience, at least 3 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	3 years of security-related experience such as defined above; or 3 years of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

Commercial Job Title: Network Security Analyst III

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	12 years of networking experience, at least 10 of which focused on security-specific experience such as defined above; or 10 years of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or	10 years of networking experience, at least 6 of which focused on security-specific experience such as defined above; or 9 years of networking

CCI	experience, at least 6 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	8 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 7 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	5 years of security-related experience such as defined above; or 4 years of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

Commercial Job Title: PC Tech I

Minimum Education and Minimum/General Experience: Possesses good knowledge in office automation software and tools, networking concepts, and network client software. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED or completion of tech school	6 months of relevant experience and vendor certification(s) or A+ certification
Technical associate’s degree or technical certificate	Vendor certification(s) or A+ certification
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Responds to and diagnoses problems related to PC hardware and software issues (which might have been passed on by the Help Desk). Problem resolution steps include problem recognition, research, isolation, and correction. Installs and configures PC software and hardware components and configures PCs as standalone or as network devices.

Commercial Job Title: PC Tech II

Minimum Education and Minimum/General Experience: Possesses good knowledge in office automation software and tools, networking concepts, and network client software. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED or completion of tech school	3 years of relevant experience; or 2 years of relevant experience and vendor certification(s) or A+ certification
Technical associate’s degree or technical certificate	2 years of relevant experience; or 1 year of relevant experience and vendor certification(s) or A+ certification
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	1 year of relevant experience; or vendor certification(s) or A+ certification
M.S. or M.A.	Vendor certification(s) or A+ certification

Functional Responsibility: Responds to and diagnoses problems related to PC hardware and software issues (which might have been passed on by the Help Desk). Problem resolution steps include problem recognition, research, isolation, and correction. Installs and configures PC software and hardware components and configures PCs as standalone or as network devices.

13.6 FPDS Code D316 – IT Network Management Services

Blue Jay Enterprises provides seasoned technical professionals to design, develop, modify, maintain, operate, administer, and implement Enterprise Networks, Network Control Centers, LANs, WANs, and MANs, including cable installation. Activities include operations and tuning; administration; design and documentation; installation and removal; integration; implementation; modification; maintenance, configuration management, and Internet support. Program/project management, network, and systems professionals plan roll-outs to minimize turmoil and disruption to business operations, ensure early success(es), and maximize return on investment.

Blue Jay provides full network services including network administration and network engineering. In addition, Blue Jay provides administrative support to ensure that products satisfy the requirements and needs of clients; ensures procedure compliance with governmental regulations for system back-ups, restarts, software upgrades and new applications and workstation equipment; and, includes providing and implementing fail-safe security and backups.

Blue Jay’s network engineering support provides full life cycle support for the installation of, or migration to, new technology systems. Connectivity support provides planning, scheduling, and coordinating the utilization, relocation, installation, changing, expansion, rearrangement, connection and/or disconnection of assigned networked computer systems and their network servers, including ancillary data stations, embedded networks, local and wide area networks, maintenance of communications switches, software testing, cabling and environmental considerations. Planning support provides expertise to develop IT Strategic Plans, IT Tactical Plans, IT Project Plans, and IT Maintenance and Beak-Fix Plans, in whole or in part (see FPDS Code D399 – Other Information Technology Services, Not Elsewhere Classified).

Blue Jay offers comprehensive IT network management services on an hourly basis through 18 categories of expertise, as described below. Fixed price projects are priced based on these same hourly rates.

Commercial Job Title: Computer Security Systems Specialist I

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	7 years of relevant experience; or 5 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	5 years of networking experience; or 3 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer Science, Information Systems, Engineering, or other technology-related discipline	3 years of relevant experience
M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	1 year of relevant experience

Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment.

Commercial Job Title: Computer Security Systems Specialist II

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of relevant experience; or 7 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	7 years of networking experience; or 5 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer Science, Information	5 years of relevant experience

Systems, Engineering, or other technology-related discipline	
M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	3 years of relevant experience

Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment. May provide supervision of and direction to staff on a project-by-project basis.

Commercial Job Title: Computer Security Systems Specialist III

Minimum Education and Minimum/General Experience: Specialized experience in defining computer security requirements for networks, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	15 years of relevant experience; or 10 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	10 years of networking experience; or 8 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	8 years of relevant experience
M.S. or M.A. – Computer Science, Information Systems, Engineering, or other technology- related discipline	6 years of relevant experience

Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment. Provides daily supervision of, and direction to, staff.

Commercial Job Title: Help Desk Manager

Minimum/General Experience: Specialized experience, including management of help desk(s) in a multi-server environment; comprehensive knowledge of PC operating systems (e.g., DOS, Windows), networking, and mail standards; and supervision of help desk employees. General experience in information system development, computer networking, and other work in the client/server field or

related fields. Demonstrated ability to communicate orally and in writing. Possesses a positive customer service attitude.

Functional Responsibility: Provides daily supervision and direction to staff providing phone and in-person support to users (E-mail, directories, standard Windows desktop applications, and other network services). Manages personnel serving as the first point of contact for troubleshooting hardware, software, PC, and printer problems.

Minimum Education: Five (5) years of specialized experience; or technical associate degree or technical certificate and three (3) years of relevant experience; or BS/BA (Computer Science, Information Systems, Engineering, other technology- related discipline, or Business) and one (1) year of experience; or MS/MA/MBA (Computer Science, Information Systems, Engineering, other technology- related discipline, or Business)

Commercial Job Title: Help Desk Specialist I

Minimum Education and Minimum/General Experience: Familiar with basic PC operations, including basic office software packages and web browsers. Has an aptitude for problem analysis, is organized, and follows through. Additional experience in help desk operations, information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	6 months customer service experience (in Help Desk, retail, or other setting)
Technical associate’s degree or technical certificate	No experience required
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are elevated to higher-level Help Desk tiers. May involve use of problem management database and help desk systems.

Commercial Job Title: Help Desk Specialist II

Minimum Education and Minimum/General Experience: Has an understanding of technical processes. Has an aptitude for problem analysis, is organized, and follows through. Has experience in basic PC/LAN Administration, major office tools software suites, and major web browsers. Has experience in Help Desk operations or other customer service. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	2 years of relevant experience; or 1 year of relevant experience and professional certification such as

	MCP, MCSE, CAN, A+, or CNE
Technical associate’s degree or technical certificate	1 year of relevant experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Assumes responsibility for more complex problems that have been elevated from lower-level Help Desk tier. Uses problem management database and help desk systems.

Commercial Job Title: Help Desk Specialist III

Minimum Education and Minimum/General Experience: Thoroughly versed in technical processes. Has an aptitude for problem analysis, is organized, follows through, and can supervise others. Has experience with PC/LAN Administration, major office tools software suites, and major web browsers. Has experience in Help Desk operations or other customer service, including some experience at a supervisory level. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	4 years of relevant experience; or 3 years of relevant experience and professional certification such as MCP, MCSE, CAN, A+, or CNE
Technical associate’s degree or technical certificate	3 years of relevant experience; or 2 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	2 years of relevant experience; or 1 year of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
M.S. or M.A.	1 year of relevant experience; or 6 months of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Assumes responsibility for more complex problems that have been elevated from lower-level Help Desk tier. Uses problem management database and help desk systems.

Commercial Job Title: LAN Administrator I

Minimum Education and Minimum/General Experience: Experience in information systems, analysis, and developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	2 years of relevant experience; or 1 year of relevant experience and professional certification such as MCP, MCSE, CAN, A+, or CNE
Technical associate’s degree or technical certificate	1 year of relevant experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Studies vendor products to determine those which best meet company needs; assists in presentation of information to management resulting in purchase and installation of hardware, software, and telecommunication equipment. Manages LAN performance and maintains LAN security. Ensures that security procedures are implemented and enforced. Adds, alters, and removes users from the system. Establishes and implements LAN policies, procedures and standards and ensures their conformance with information systems and organizational objectives.

Commercial Job Title: LAN Administrator II

Minimum Education and Minimum/General Experience: Experience in information systems, analysis, and developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	4 years of relevant experience; or 3 years of relevant experience and professional certification such as MCP, MCSE, CAN, A+, or CNE
Technical associate’s degree or technical certificate	3 years of relevant experience; or 2 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	2 years of relevant experience; or 1 year of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
M.S. or M.A.	1 year of relevant experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Studies vendor products to determine those which best meet company needs; assists in presentation of information to management resulting in purchase and installation of hardware, software, and telecommunication equipment. Manages LAN performance and maintains LAN security. Ensures that security procedures are implemented and enforced. Adds, alters, and removes users from the system. Establishes and implements LAN policies, procedures and standards and ensures their conformance with information systems and organizational objectives.

Commercial Job Title: LAN Administrator III

Minimum Education and Minimum/General Experience: Experience in information systems, analysis, and developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	5 years of relevant experience; or 4 years of relevant experience and professional certification such as MCP, MCSE, CAN, A+, or CNE
Technical associate’s degree or technical certificate	4 years of relevant experience; or 3 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	3 years of relevant experience; or 2 years of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
M.S. or M.A.	2 years of relevant experience; or 1 year of relevant experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Studies vendor products to determine those which best meet company needs; assists in presentation of information to management resulting in purchase and installation of hardware, software, and telecommunication equipment. Manages LAN performance and maintains LAN security. Ensures that security procedures are implemented and enforced. Adds, alters, and removes users from the system. Establishes and implements LAN policies, procedures and standards and ensures their conformance with information systems and organizational objectives.

Commercial Job Title: Network Engineer I

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	4 years of networking experience; or 2 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
Technical associate’s degree or technical certificate	1 year of networking experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Commercial Job Title: Network Engineer II

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	7 years of networking experience; or 4 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	3 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	2 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI
M.S. or M.A.	1 year of networking experience; or professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Responsible for the overall integration of the network, including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN.

Commercial Job Title: Network Engineer III

Minimum Education and Minimum/General Experience: Has an understanding of technical processes and applies it to support research, investigations, and network systems design and operations. Has an aptitude for performing systems analysis and operations research. Has experience in PC/LAN Administration, including a good knowledge of Network Operating Systems such as Windows NT Server and Novell NetWare. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of networking experience; or 8 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	8 years of networking experience; or 6 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	4 years of networking experience; or 3 years of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	2 years of networking experience; or 1 year of networking experience and professional certification such as MCSE, CNE, CCNA, CCNP, or CCI

Functional Responsibility: Monitors and responds to complex technical hardware and software problems, including network infrastructure and communication hardware and software configuration problems.

Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services, including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

Responsible for the overall integration of the network, including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN.

At the enterprise level, recommends enterprise network policies and procedures, including network security and firewall configuration and policies. Knowledgeable in a multi-platform, multi-protocol environment. Knowledgeable in troubleshooting and testing equipment and tools.

Commercial Job Title: Network Security Analyst I

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in

information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	8 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 6 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	5 years of networking experience, at least 3 of which focused on security-specific experience such as defined above; or 4 years of networking experience, at least 3 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	4 years of networking experience, at least 2 of which focused on security-specific experience such as defined above; or 3 years of networking experience, at least 2 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	2 years of security-related experience such as defined above; or 1 year of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

Commercial Job Title: Network Security Analyst II

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of networking experience, at least 6 of

	which focused on security-specific experience such as defined above; or 8 years of networking experience, at least 6 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
Technical associate's degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	7 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 6 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	6 years of networking experience, at least 3 of which focused on security-specific experience such as defined above; or 5 years of networking experience, at least 3 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	3 years of security-related experience such as defined above; or 3 years of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

Commercial Job Title: Network Security Analyst III

Minimum Education and Minimum/General Experience: Specialized experience in defining network security requirements for local and wide area networks, evaluating approved network security product capabilities, configuring standard communications protocols, detecting and analyzing network vulnerabilities, and developing proper computer system security solutions. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED	12 years of networking experience, at least 10 of which focused on security-specific experience such as defined above; or 10 years of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Technical associate’s degree, technical certificate, or professional certification(s) such as MCSE, CNE, CCNA, CCNP, or CCI	10 years of networking experience, at least 6 of which focused on security-specific experience such as defined above; or 9 years of networking experience, at least 6 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	8 years of networking experience, at least 5 of which focused on security-specific experience such as defined above; or 7 years of networking experience, at least 5 of which focused on security-specific experience such as defined above, and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI
M.S. or M.A.	5 years of security-related experience such as defined above; or 4 years of security-related experience such as defined above and professional certification such as MCSE, CNE, CCNA, CCNP, or CNI

Functional Responsibility: Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability and risk analyses of computer systems and applications during all phases of the solution development life cycle.

Commercial Job Title: PC Tech I

Minimum Education and Minimum/General Experience: Possesses good knowledge in office automation software and tools, networking concepts, and network client software. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED or completion of tech school	6 months of relevant experience and vendor certification(s) or A+ certification
Technical associate’s degree or technical certificate	Vendor certification(s) or A+ certification
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	No experience required
M.S. or M.A.	No experience required

Functional Responsibility: Responds to and diagnoses problems related to PC hardware and software issues (which might have been passed on by the Help Desk). Problem resolution steps include problem recognition, research, isolation, and correction. Installs and configures PC software and hardware components and configures PCs as standalone or as network devices.

Commercial Job Title: PC Tech II

Minimum Education and Minimum/General Experience: Possesses good knowledge in office automation software and tools, networking concepts, and network client software. Additional experience in information systems, computer programming, analysis, and/or developing systems involving computer technology according to education per the following table:

Education	Required Experience
High School Diploma or GED or completion of tech school	3 years of relevant experience; or 2 years of relevant experience and vendor certification(s) or A+ certification
Technical associate’s degree or technical certificate	2 years of relevant experience; or 1 year of relevant experience and vendor certification(s) or A+ certification
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	1 year of relevant experience; or vendor certification(s) or A+ certification
M.S. or M.A.	Vendor certification(s) or A+ certification

Functional Responsibility: Responds to and diagnoses problems related to PC hardware and software issues (which might have been passed on by the Help Desk). Problem resolution steps include problem recognition, research, isolation, and correction. Installs and configures PC software and hardware components and configures PCs as standalone or as network devices.

13.7 FPDS Code D399 – Other Information Technology Services, Not Elsewhere Classified

Blue Jay offers program/project management, IT planning expertise, and applied IT solutions consulting as described below on an hourly basis. Fixed price projects are priced based on these same hourly rates.

Program and Project Management

The evolution in PCs and networking has greatly improved the ability of computer users to automate a variety of aspects of business processes, but it has also vastly increased the complexity of managing and maintaining the environment for IT staff. As a result, today’s IT projects pose more challenges in balancing the interconnecting spheres of people, business, and technology. Blue Jay’s experienced professionals apply proven methodologies and techniques to ensure that balance and deliver success.

Commercial Job Title: Program Manager

Minimum Education and Minimum/General Experience: Intensive and progressive experience managing IT projects, including at least two simultaneous projects; superior planning and communications skills; and, experience presenting to senior level management (CIO level and above). Additional experience according to education per the following table:

Education	Required Experience
High School Diploma or GED	10 years of IT project experience, with at least 8 years of project management experience within the last 9 calendar years
Technical associate’s degree or technical	8 years of project experience, with at least 6 years

certificate	of project management experience within the last 8 calendar years
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	4 years of project management experience within the last 5 years
M.S./M.A. (Computer Science, Information Systems, Engineering, other technology- related discipline, Business, Finance, or Physical Science) or MBA	2 years of project management experience within the last 5 years
PMI Certification	2 years of project management experience within the last 5 years

Functional Responsibility: Manages large, complex, or multiple projects, ensuring completion on time, within budget, and according to contract; primary client interface; assigns and delegates tasks to project manager(s).

Commercial Job Title: Project Manager

Minimum Education and Minimum/General Experience: Progressive experience managing IT projects; and, excellent planning and communications skills. Additional experience according to education per the following table:

Education	Required Experience
High School Diploma or GED	8 years of IT project experience, with at least 4 years of project management experience within the last 5 calendar years
Technical associate’s degree or technical certificate	4 years of project experience, with at least 2 years of project management experience within the last 4 calendar years
B.S. – Computer science, Information Systems, Engineering, or other technology-related discipline	1 year of project experience
M.S./M.A. (Computer Science, Information Systems, Engineering, other technology- related discipline, Business, Finance, or Physical Science) or MBA	Six months of project experience
PMI Certification	No experience required

Functional Responsibility: Manages projects, ensuring completion on time, within budget, and according to contract; primary client interface (if not reporting to a program manager); responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely and professional manner by:

- utilizing IT tactical plan (if one exists) to develop detailed narrative project plan;
- developing detailed IT project plan (as appropriate) using tools such as Microsoft Project (including specific tasks, task dependencies, resource requirements, and assignments (including users, user management, IT staff, and outside resources));

- completing critical path analysis (as appropriate);
- performing final cost analysis;
- ensuring effective execution of plan; and,
- tracking and reporting progress to plan.

Commercial Job Title: Technical Leader/Functional Leader

Minimum/General Experience: Exceptional high-level technical professional with at least two (2) years of project experience at the individual contributor level (may or may not have experience as a technical leader); superior scientific and/or engineering skills; exceptional leadership abilities.

Functional Responsibility: Serves as supervisor of technical professionals, managing day-to-day activities under the direction of the project manager; participates in program management (may act as back-up to the project manager), professional staff development, problem resolution, and client interface/communications; assigns and delegates tasks to individual contributors on the project; typically also has some technical functional (task level) responsibilities.

Minimum Education: Six (6) years of IT project experience, or technical associate degree or technical certificate and three (3) years of project experience, or BS/BA (Computer Science, Information Systems, Engineering, other technology- related discipline, or Business) or MS/MA/MBA and one (1) year of project experience

IT Planning

Effective project management alone cannot ensure success. Thorough planning is essential. There are four levels of IT planning, beginning at the most sweeping or strategic and then getting more and more detailed/granular down to the level of specific task/resource relationships. Blue Jay's seasoned professionals assist clients with all four categories of planning.

1. IT Strategic Plan – An IT strategic plan is a high-level, three- to four-year road map (beginning with the upcoming budget year) for achieving the mission, goals, and objectives of an organization through the intelligent and cost effective use of information technology. It is typically developed to act as a guide for building, upgrading, updating, managing, and maintaining an IT infrastructure and applications that will help achieve the automation needs and requirements of the organization. An IT strategic plan plays a vital role in establishing general budget requirements and is often a fundamental requirement of external budget authorities. An IT strategic plan also provides program rationale and preliminary justifications to internal budget processes.
2. IT Tactical Plan – An IT tactical plan is created for one or more years and utilizes the approved IT strategic plan as the guiding document. IT tactical planning is the annual process of developing an action plan by determining project priorities, implementation schedules, and resource requirements for the schedules, as well providing final budgetary decision support. The result of the IT tactical plan is a definition of each IT project to be accomplished during the upcoming fiscal year—a cursory plan for each project, including high level tasks, preliminary human and other resource requirements, final project priorities, and detailed project inter-dependencies.
3. IT Project Plans – IT project planning is a highly complex process intended to reduce the risk of project overruns (time, materials, and money) and ensure a successful outcome that meets management IT expectations and supports the mission and goals of the organization through efficient and effective automation. IT Projects are inherently risky; the larger and more complex

the project, the higher the risk of overruns and, ultimately, project failure. Effective project management significantly reduces risk, in many cases virtually assuring complete project success (on time, on budget, and meeting the goals management has set forth). Simple projects that have short durations, well identified staffing, and limited interdependencies with other projects, can be handled with simple narrative project plans. Project planning detail becomes significantly more important as project complexity increases, interdependencies become more critical, the level of visibility increases, and the number of necessary resources (both internal and external) grows.

4. IT Maintenance and Break-Fix Plan – Within the past decade and a half the emphasis of IT maintenance has changed significantly. Today, IT staff and management have two very different and often conflicting roles : 1) IT projects that involve the network infrastructure, along with security and innovative off-the-shelf software; and, 2) maintenance, upgrades, and/or break-fix user support, which often involves hardware, software, operating systems, networking, security, repairs, upgrading applications, and many other similar items. Often in this complex world of competing priorities, there is conflict between the resource requirements of user support and IT projects. With the financial and timeframe emphasis generally on IT projects, resources are often over-committed between user support and the projects, often without a realization of that conflict.

Commercial Job Title: Information Systems Consultant I

Minimum Education and Minimum/General Experience: Has high level of diverse technical experience related to studying and analyzing system needs, systems development and systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, or management engineering. Keeps abreast of technological best practices. Additional experience according to education per the following table:

Education	Required Experience
High School Diploma or GED	8 years of IT operational experience, with at least 6 years of planning experience/management experience
Technical associate’s degree or technical certificate	6 years of IT operational experience, with at least 4 years of planning experience/management experience
B.S. – Computer Science, Information Systems, Engineering, other technology-related discipline, Business, Finance, or Physical Science	3 years of relevant experience
M.S./M.A. (Computer Science, Information Systems, Engineering, other technology- related discipline, Business, Finance, or Physical Science) or MBA	1 year of relevant experience

Functional Responsibility: Top-level IT operations expert. Specializes in planning and high level solution design (where business need must be evaluated and cost/benefit analyses are critical). Works with management and user groups to solve business problems with available technology including hardware, software, and networks. Works with management and user groups to evaluate and develop plans to acquire and implement new technologies.

Commercial Job Title: Information Systems Consultant II

Minimum Education and Minimum/General Experience: Has high level of diverse technical experience related to studying and analyzing system needs, systems development and systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, or management engineering. Keeps abreast of technological best practices. Additional experience according to education per the following table:

Education	Required Experience
High School Diploma or GED	12 years of IT operational experience, with at least 10 years of planning experience/management experience
Technical associate’s degree or technical certificate	10 years of IT operational experience, with at least 8 years of planning experience/management experience
B.S. – Computer Science, Information Systems, Engineering, other technology-related discipline, Business, Finance, or Physical Science	6 years of relevant experience
M.S./M.A. (Computer Science, Information Systems, Engineering, other technology- related discipline, Business, Finance, or Physical Science) or MBA	4 years of relevant experience

Functional Responsibility: Top-level IT operations expert. Specializes in planning and high level solution design (where business need must be evaluated and cost/benefit analyses are critical). Works with management and user groups to solve business problems with available technology including hardware, software, and networks. Works with management and user groups to evaluate and develop plans to acquire and implement new technologies.

Applied IT Solutions Consulting

Blue Jay offers applied IT solutions consulting expertise as described below on an hourly basis. Fixed price projects are priced based on these same hourly rates.

Blue Jay has in-house expertise to assist clients in investigating, prosecuting, and preventing cultural resources crime and artifacts trafficking. Such activities involve massive amounts of information, complicated data analyses, and effective real-time communications—data capture, cross-cataloguing, archival, pattern recognition, simulations, web-based research, email, and more, all in secure environments. Not only do law enforcement, archeology, and justice professionals need to understand how and when to pursue investigations, they also need to know how to leverage technology to support their investigative efforts, win prosecutions, and, ultimately, prevent further crimes. While Blue Jay’s technical professionals “speak IT,” Blue Jay’s subject matter expert—nationally known for his work with the Archeological Resources Protection Act (ARPA) and Native American Graves Protection and Repatriation Act (NAGPRA)—translates and helps law enforcement, archaeology, and justice professionals not only effectively apply all of today’s technologies, but also plan for integrating future technologies. Blue Jay has access to and can source experts in other fields and specialties, to assist clients in effectively applying information technology to solve virtually any problem and support virtually any endeavor.

Commercial Job Title: Applied Systems Consultant I

Minimum Education and Minimum/General Experience: Has high level of subject matter experience and well-honed understanding of how to leverage technology to support his/her field’s unique needs (from a user’s perspective). Has skills and experience related to working with fellow subject matter experts *and* IT experts, “translating” the different industries’ buzzwords, cultures, and so forth—facilitates the effective application of the technologies of today and the planning processes for integrating the technologies of tomorrow. Keeps abreast of subject matter best practices. Additional experience according to education per the following table:

Education	Required Experience
High School Diploma or GED	8 years of subject matter experience, with at least 6 years of planning experience/management experience or field experience or training experience (or a combination thereof)
Associate’s degree or technical certificate, preferably in relevant field	6 years of subject matter experience, with at least 4 years of planning experience/management experience or field experience or training experience (or a combination thereof)
B.S. or B.A., preferably in relevant field	3 years of relevant experience
M.S./M.A. (preferably in relevant field) or MBA	1 year of relevant experience

Functional Responsibility: Top-level subject matter expert. Teams with IT experts to effectively plan and create high level solution designs (where business need must be evaluated and cost/benefit analyses are critical) that meet the needs of his/her unique field. Works with fellow subject matter experts, related user groups, and IT experts to solve field-specific problems with available technology including hardware, software, and networks. Works with management, user groups, and IT advisers to evaluate and develop plans to acquire and implement new technologies.

Commercial Job Title: Applied Systems Consultant II

Minimum Education and Minimum/General Experience: Has high level of subject matter experience and well-honed understanding of how to leverage technology to support his/her field’s unique needs (from a user’s perspective). Has skills and experience related to working with fellow subject matter experts *and* IT experts, “translating” the different industries’ buzzwords, cultures, and so forth—facilitates the effective application of the technologies of today and the planning processes for integrating the technologies of tomorrow. Keeps abreast of subject matter best practices. Additional experience according to education per the following table:

Education	Required Experience
High School Diploma or GED	12 years of subject matter experience, with at least 10 years of planning experience/management experience or field experience or training experience (or a combination thereof)
Associate’s degree or technical certificate, preferably in relevant field	10 years of subject matter experience, with at least 8 years of planning experience/management experience or field experience or training experience (or a combination thereof)

B.S. or B.A., preferably in relevant field	6 years of relevant experience
M.S./M.A. (preferably in relevant field) or MBA	4 years of relevant experience

Functional Responsibility: Top-level subject matter expert. Teams with IT experts to effectively plan and create high level solution designs (where business need must be evaluated and cost/benefit analyses are critical) that meet the needs of his/her unique field. Works with fellow subject matter experts, related user groups, and IT experts to solve field-specific problems with available technology including hardware, software, and networks. Works with management, user groups, and IT advisers to evaluate and develop plans to acquire and implement new technologies.

Commercial Job Title: Applied Systems Consultant III

Minimum Education and Minimum/General Experience: Has high level of subject matter experience and well-honed understanding of how to leverage technology to support his/her field’s unique needs (from a user’s perspective). Has skills and experience related to working with fellow subject matter experts and IT experts, “translating” the different industries’ buzzwords, cultures, and so forth—facilitates the effective application of the technologies of today and the planning processes for integrating the technologies of tomorrow. Keeps abreast of subject matter best practices. Additional experience according to education per the following table:

Education	Required Experience
High School Diploma or GED	20 years of subject matter experience, with at least 15 years of planning experience/management experience or field experience or training experience (or a combination thereof)
Associate’s degree or technical certificate, preferably in relevant field	15 years of subject matter experience, with at least 10 years of planning experience/management experience or field experience or training experience (or a combination thereof)
B.S. or B.A., preferably in relevant field	10 years of relevant experience
M.S./M.A. (preferably in relevant field) or MBA	8 years of relevant experience

Functional Responsibility: Top-level subject matter expert. Teams with IT experts to effectively plan and create high level solution designs (where business need must be evaluated and cost/benefit analyses are critical) that meet the needs of his/her unique field. Works with fellow subject matter experts, related user groups, and IT experts to solve field-specific problems with available technology including hardware, software, and networks. Works with management, user groups, and IT advisers to evaluate and develop plans to acquire and implement new technologies.

14. Products and Services Pricelist

Brand Name, Model, and/or Catalog Number	Job Title/Labor Category	Negotiated Unit Price (NET PRICE)
not applicable	Applied Systems Consultant I	\$110
not applicable	Applied Systems Consultant II	\$120
not applicable	Applied Systems Consultant III	\$130
not applicable	Computer Security Systems Specialist I	\$71
not applicable	Computer Security Systems Specialist II	\$78
not applicable	Computer Security Systems Specialist III	\$92
not applicable	Help Desk Manager	\$78
not applicable	Help Desk Specialist I	\$48
not applicable	Help Desk Specialist II	\$56
not applicable	Help Desk Specialist III	\$64
not applicable	Information Systems Consultant I	\$92
not applicable	Information Systems Consultant II	\$104
not applicable	LAN Administrator I	\$58
not applicable	LAN Administrator II	\$70
not applicable	LAN Administrator III	\$84
not applicable	Network Engineer I	\$68
not applicable	Network Engineer II	\$80
not applicable	Network Engineer III	\$96
not applicable	Network Security Analyst I	\$74
not applicable	Network Security Analyst II	\$78
not applicable	Network Security Analyst III	\$84
not applicable	PC Tech I	\$44
not applicable	PC Tech II	\$64
not applicable	Program Manager	\$140
not applicable	Project Manager	\$120
not applicable	Technical/Functional Leader	\$104

Blue Jay offers volume discounts for 2080 or more hours (12 months full-time). Contracts of more than one year in length will be discounted at a rate of 5%.

Blue Jay requires a minimum dollar value for contracts under this Schedule of \$50,000.

USA Commitment to Promote Small Business Participation Procurement Programs

PREAMBLE

Blue Jay Enterprises provides commercial products and services to ordering activities. 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 ordering activity contracts.

To accelerate potential opportunities please contact:

Frank B. Wood
Voice 505/465-9949
Cell 505/690-5202 (preferred)
fwood@e-bluejay.com
Fax 505/465-9960

15. Blanket Purchase Agreements (BPA)

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

In the spirit of the Federal Acquisition Streamlining Act, (insert ordering activity name) and Blue Jay Enterprises enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) Group 70, Special Item Number 132-51.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures:

(Insert Ordering Activity Name) Date

Blue Jay Enterprises, Inc. Date

(INSERT ORDERING ACTIVITY NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) Group 70, SIN 132-51, Blanket Purchase Agreements, Blue Jay Enterprises agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (insert ordering activity name):

(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 ordering activity 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 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: Blue Jay Enterprises;
- (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. Not Applicable – Blue Jay is offering services, not products.
- (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.

16. Contractor Team Arrangements

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 an ordering activity requirement(s).

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 Schedules “Team Solution” to meet the customer's requirement.
- Customers make a best value selection.