

**Epsilon, Inc.**

1 Monticello Village Drive

Weaverville, NC 28787

(828) 697-2667

<http://www.epsilon-inc.com>

Service Disabled Veteran Owned Small Business

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

On-Line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*, a menu – driven database system. The INTERNET address GSA Advantage! Is: [GSAAdvantage.gov](http://GSAAdvantage.gov)

**GSA SCHEDULE 70****SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

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

**Contract Number:** GS-35F-0340Y  
**Period Covered by Contract:** April 21, 2015 through April 20, 2020  
**Pricelist current through Modification** #0006

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at <http://www.fss.gsa.gov/>

**CUSTOMER INFORMATION****1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS:**

132-51  
132-51 RC - INFORMATION TECHNOLOGY (IT) PROFESSIONAL  
132-51 STLOC

**1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:** Not applicable

**1c. DESCRIPTION OF IT SERVICES AND PRICING:**

Please see page 6, Terms and Conditions, Description of IT Services and Pricing.

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

The maximum dollar value of orders to be issued is \$500,000.00

**3. Minimum Order:**

The minimum dollar value for orders to be issued is \$100.00.

**4. Geographic Coverage (Delivery Area):**

*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.

**5. Point(s) of Production:** Weaverville, NC

**6. Discount from listed prices:** Prices shown are NET Prices; Basic Discounts have been deducted.

**7. Quantity Discounts:** None

**8. Prompt Payment Terms:** Net 30

**9a.** Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders.

**9b.** Credit cards will not be acceptable for payment above the micro-purchase threshold.

**10. Foreign Items:** N/A

**11a. 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 ordering agency and contractor
132-100	As negotiated between ordering agency and contractor

**11b. Expedited Delivery:** As negotiated between ordering agency and contractor

**11c. Overnight and 2-Day Delivery:** As negotiated between ordering agency and contractor

**11d. 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.

**12. F.O.B. Point(s):** Destination

**13a. Ordering Address:**

Epsilon, Inc.  
 Attention: Contracts\*  
 1 Monticello Village Drive Asheville, NC 28804  
 (828) 398-5400 phone  
 (888) 314-1041 facsimile  
 contracts@epsilon-inc.com

\*Please mail to the attention of the Contract Administrator identified in the task order proposal.

**13b. Ordering Procedures:** 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.

**14. Payment Address:** same as ordering address.

**15. Warranty Provision:** Standard Commercial Warranty.

**16. Export Packing Charges:** Not Applicable

**17. Terms and Conditions of Government Purchase Card Acceptance:** Credit cards will not be acceptable for payment above the micro-purchase threshold.

**18. Terms and Conditions of Rental, Maintenance and Repair (if applicable):** N/A

**19. Terms and Conditions of Installation (if applicable):** N/A

**20a. Terms and Conditions of Repair Parts Indicating Date of Parts Price Lists and any discounts form list prices (if applicable):** N/A

**20b. Terms and Conditions of for any other services (if applicable):** N/A

**21. List of Services and distribution points (if applicable):** N/A

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

**23. Preventive Maintenance (if applicable):** N/A

**24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants.):** N/A

**24b. Section 508 Compliance:**

Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): <http://www.epsilon-inc.com>

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

**25. DUNS Number:** 829877328

**26.** Contractor has registered in the System for Award Management (SAM) Database.

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

**\*\*\*NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.**

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

**2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)**

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT 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.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

**6. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts 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 (Dec 2007) 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 Professional Services.

**9. INDEPENDENT CONTRACTOR**

All IT Professional 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 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) 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 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time- and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
- (1) The offeror;
  - (2) Subcontractors; and/or
  - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

## **13. RESUMES**

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

## **14. INCIDENTAL SUPPORT COSTS**

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

## **15. APPROVAL OF SUBCONTRACTS**

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

## **16. DESCRIPTION OF IT SERVICES AND PRICING**

**Hourly Rate Schedule**  
 “Prices Shown Herein are NET (discount deducted)”

<b>Epsilon, Inc. Reference Number</b>	<b>Epsilon, Inc. Position Description (Labor Category)</b>	<b>GSA Rate with IFF</b>
EPI- 1	Analyst / Network Engineer I	\$74.72
EPI- 2	Enterprise Architect I	\$82.20
EPI- 3	Analyst / Network Engineer IV	\$161.55
EPI- 4	Information Assurance Specialist I	\$84.08
EPI- 5	Information Assurance Specialist IV	\$161.55
EPI- 6	QuestionMark Perception SME	\$99.08
EPI- 7	Blackboard Support Engineer	\$134.13
EPI- 8	Senior Scientist	\$134.45
EPI- 9	Analyst / Network Engineer II	\$72.37
EPI- 10	Analyst / Network Engineer III	\$120.91
EPI- 11	Information Assurance Specialist II	\$91.25
EPI- 12	Information Assurance Specialist III	\$120.91
EPI- 13	Field Services Representative	\$147.67
EPI- 14	Technical Support Representative I	\$29.98
EPI- 15	Technical Support Representative II	\$39.93
EPI- 16	Technical Support Representative III	\$46.56
EPI- 17	Network/System Administrator I	\$52.47
EPI- 18	Network/System Administrator II	\$63.61
EPI- 19	Network/System Administrator III	\$71.93
EPI- 20	Network/System Administrator IV	\$120.91
EPI- 21	Administrative Support Representative	\$34.13
EPI- 22	Project Coordinator	\$62.87
EPI- 23	Project Manager	\$120.91
EPI- 24	Program Manager	\$130.58
EPI- 25	Web Application Developer	\$64.69
EPI- 26	Multimedia Engineer	\$47.88

**Labor Category Descriptions and Qualifications**

For LCATs EPI-9 through EPI-26, 1 year of experience may substitute for 1 year of education.

Labor Category	Functional Responsibility	Minimum/General Experience	Minimum Education
<p><b>EPI-1: Analyst / Network Engineer I</b></p>	<p>Works under close supervision, developing the requirements of a product from inception to conclusion. Develops required specifications for simple to moderate complex problems. Translates detailed design into computer software. Conducts tests, debugs, and refines the computer software to produce the required product. Provides design, programming, documentation, and implementation of applications which require knowledge of federal information processing systems concepts for effective development and deployment of software modules; participates in all phases of software development with emphasis on the analysis, coding, testing, documentation, and acceptance phases. Designs and prepares technical reports and documentation to record results. Enhances software to reduce operating time or improve performance efficiency. Develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated systems from project inception to conclusion. Analyzes and evaluates moderate to complex data processing systems, both current and proposed, translating business area customer information system requirements into detailed system or program requirements.</p> <p>Analyzes business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Provides alternatives, recommendations, and assistance to managers involved in the development, integration, and installation of business information systems. Gathers information by developing and implementing data collection instruments and conducts surveys, document reviews, and interviews. Provides</p>	<p>Recent college graduate with up to four (4) years of experience in computer programming and/or information systems development or a relevant technical discipline. Experience in a combination of standards and policy development, research and analysis of information system issues and trends, research and development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software. Ability to communicate orally and in writing.</p> <p><u>Specialized Experience:</u></p> <p>Engineer: Degree in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, data quality engineering, or other relevant engineering disciplines.</p> <p>Analyst: Educational experience in one of the following disciplines: strategic systems planning, business process reengineering, facilitation, activity based costing (ABC), business cases analysis, training, change management, economic analysis, operations research, statistics, market surveys, cost/benefit analysis, computer security, configuration management, or other relevant</p>	<p>Bachelor's Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.</p>



Labor Category	Functional Responsibility	Minimum/General Experience	Minimum Education
	<p>analytical, statistical, and data analysis assistance. Provides organizational facilitation support including: cross-functional teams building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models.</p>	<p>social science, analytical, scientific, or related fields.</p>	
<p><b>EPI-2: Enterprise Architect I</b></p>	<p>Must be capable of applying enterprise-wide set of disciplines for planning, analyzing, designing, and constructing information systems enterprise-wide or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Must be capable of performing enterprise-wide strategic system planning, information planning, business, and analysis. Performs process and data modeling in support of the planning and analysis efforts, using manual and automated tools, such as Integrated Computer-Aided Software Engineering (I- CASE) tools. Must be able to apply reverse engineering and reengineering disciplines to developing migration strategic and planning documents. Provides technical guidance or in software engineering techniques and automated support tools.</p>	<p>Up to four (4) years of experience. Must be capable of applying business process improvement practices to modernization projects. Applies, as appropriate, activity and data modeling transaction flow analysis; internal control and risk analysis; modern business methods; and performance measurement techniques. Assists in establishing standards for information system procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems.</p>	<p>Bachelor's Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.</p>
<p><b>EPI-3: Analyst / Network Engineer IV</b></p>	<p>Establishes system engineering and information requirements using analysis of the information engineer in the development of enterprise-wide or large scale information technology systems. Designs architecture to include software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures (OSI, ISO, IEEE,</p>	<p>Ten (10) years of progressive systems engineering and architectural design and the use of structured analysis, design methodologies, design tools, and object oriented principles.</p> <p><u>Specialized Experience:</u></p> <p>Engineer: Experienced in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications</p>	<p>Advanced Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.</p>

Labor Category	Functional Responsibility	Minimum/General Experience	Minimum Education
	<p>OSE) as they apply to the implementation and specification of information technology solutions. Analyzes system requirements and develops design alternatives to satisfy those requirements. Provides technical leadership developing solutions for engineering studies and internet/intranet applications. Supports process improvement efforts by providing specific, high-level technical expertise. Performs evaluation of alternatives and assessment of risks and costs.</p>	<p>engineering, network engineering, electrical engineering, and data quality engineering (or other relevant engineering disciplines).</p> <p>Analyst: Experienced in one of the following disciplines: strategic systems planning, business process reengineering, facilitation, activity based costing (ABC), business case analysis, training, change management, economic analysis, operations research, statistics, market surveys, cost/benefit analysis, computer security, or other relevant social sciences, scientific, analytic, or related fields.</p>	
<p><b>EPI-4: Information Assurance Specialist I</b></p>	<p>Provides highly technical, specialized guidance, and solutions to complex Security problems. Performs analyses and studies. Prepares reports and gives presentations to management. Works independently or as a member of a team. Demonstrates good oral and written communication skills.</p>	<p>Recent graduate and up to four (4) years of IT experience in the field of IT, including one year of focused experience in specialized IT disciplines involving a range of hardware/software solutions. Must have experience in network, node and information aspects of security. May have experience in the specific security disciplines associated with HSPD-12 related work.</p>	<p>Bachelor's Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.</p>
<p><b>EPI-5: Information Assurance Specialist IV</b></p>	<p>Provides highly technical, specialized guidance, and solutions to complex Security problems. Performs analyses and studies. Prepares reports and gives presentations to management. Works independently or as a member of a team. Demonstrates excellent oral and written communication skills. May serve as contractor task order Project Manager.</p>	<p>Must have nine (9) or more years of experience in the field of IT, including one year of focused experience in specialized IT disciplines involving a range of hardware/software solutions. Must have experience in network, node and information aspects of security. May have experience in the specific security disciplines associated with HSPD-12 related work.</p>	<p>Advanced Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.</p>
<p><b>EPI-6: Question Mark Perception SME</b></p>	<p>Must be capable of applying a business-wide set of disciplines for planning, analysis, design, construction, and maintenance of information systems business-wide or across a major sector of the</p>	<p>Must have experience in managing the implementation of Question Mark Perception information engineering projects and experience in system analysis, design,</p>	<p>Bachelor's Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.</p>

Labor Category	Functional Responsibility	Minimum/General Experience	Minimum Education
	<p>business. Must be capable of performing business strategic systems planning, information planning, and analysis. Performs process and data modeling in support of the planning and analysis efforts, using both manual and automated tools, such as I-CASE tools. Must be able to apply reverse engineering and reengineering disciplines to develop migration, strategic and planning documents. Provides technical guidance on software engineering techniques and automated support tools. Must manage the implementation of information engineering projects and experience in system analysis, design, programming, testing and administration.</p>	<p>programming, testing and administration.</p>	
<p><b>EPI-7: Blackboard Support Engineer</b></p>	<p>Must be capable of applying a business-wide set of disciplines for planning, analysis, design, construction, and maintenance of information systems business-wide or across a major sector of the business. Must be capable of performing business strategic systems planning, information planning, and analysis. Performs process and data modeling in support of the planning and analysis efforts, using both manual and automated tools, such as I-CASE tools. Must be able to apply reverse engineering and reengineering disciplines to develop migration, strategic and planning documents. Provides technical guidance on software engineering techniques and automated support tools. Must manage the implementation of information engineering projects and experience in system analysis, design, programming, testing and administration.</p>	<p>Must have experience in managing the implementation of Blackboard information engineering projects and experience in system analysis, design, programming, testing and administration.</p>	<p>Bachelor's Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.</p>
<p><b>EPI-8: Senior Scientist</b></p>	<p>Senior Subject Matter Experts (SSMEs) serve as technical experts in areas relevant to a particular</p>	<p>Senior Subject Matter Experts (SSMEs) have ten (10) years of progressive experience in</p>	<p>Advanced Degree in Business, Engineering, Computer Science,</p>

Labor Category	Functional Responsibility	Minimum/General Experience	Minimum Education
	<p>project. SSMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.</p>	<p>supporting large information technology projects related to the individual's subject matter expertise. These personnel are often corporate officers, leaders, and directors with many years of experience, and are nationally and/or internationally renowned experts in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., computer security, network engineering, etc.). They have advanced degrees, and many have a Ph.D. They all have extensive experience as technical leaders and/or senior Project Managers.</p>	<p>Information Systems, or Social Science.</p>
<p><b>EPI-9: Analyst/ Network Engineer II</b></p>	<p>Establishes system engineering and information requirements using analysis of the information engineer in the development of enterprise-wide or large scale information technology systems. Designs architecture to include software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures (OSI, ISO, IEEE, OSE) as they apply to the implementation and specification of information technology solutions. Analyzes system requirements and develops design alternatives to satisfy those requirements. Provides technical leadership developing solutions for engineering studies and internet/intranet applications. Supports process improvement efforts by providing specific, high-level technical expertise. Performs evaluation of alternatives and assessment of risks and costs.</p>	<p>Four (4) years of experience in computer programming and/or information systems development or a relevant technical discipline. Experience in a combination of standards and policy development, research and analysis of information system issues and trends, research and development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software.</p>	<p>Associate Degree in Computer Science, Engineering, or relevant field, or Cisco Certified Network Associate (CCNA) certification / equivalent. Relevant work experience may be substituted for education or equivalent experience.</p>

Labor Category	Functional Responsibility	Minimum/General Experience	Minimum Education
<b>EPI-10: Analyst/Network Engineer III</b>	<p>Establishes system engineering and information requirements using analysis of the information engineer in the development of enterprise-wide or large scale information technology systems. Designs architecture to include software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures (OSI, ISO, IEEE, OSE) as they apply to the implementation and specification of information technology solutions. Analyzes system requirements and develops design alternatives to satisfy those requirements. Provides technical leadership developing solutions for engineering studies and internet/intranet applications. Supports process improvement efforts by providing specific, high-level technical expertise. Performs evaluation of alternatives and assessment of risks and costs.</p>	<p>Six (6) years of experience in computer programming and/or information systems development or a relevant technical discipline. Experience in a combination of standards and policy development, research and analysis of information system issues and trends, research and development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software.</p>	<p>Associate Degree in Computer Science, Engineering, or relevant field, or Cisco Certified Network Professional (CCNP) certification / equivalent. Relevant work experience may be substituted for education.</p>
<b>EPI-11: Information Assurance Specialist II</b>	<p>Protects and defends information systems by providing highly technical, specialized guidance, and solutions to complex security problems. Develops security requirements and gathers data for system security plans. Performs risk assessments, certification and accreditation (C&amp;A) assessments, contingency plans, security tests, disaster recovery plans, and evaluation plans. Prepares presentations and recommendations to management.</p>	<p>Three (3) years of relevant experience. May have experience in the specific security disciplines associated with customer environment.</p>	<p>Associate Degree in Computer Science or relevant field, or CompTIA Security+ Certification / equivalent. Relevant work experience may be substituted for education.</p>
<b>EPI-12: Information Assurance Specialist III</b>	<p>Protects and defends information systems by providing highly technical, specialized guidance, and solutions to complex security problems. Develops security requirements and gathers data for system security plans. Performs risk assessments, certification and accreditation (C&amp;A) assessments,</p>	<p>Five (5) years of IT experience in the field of IT, including focused experience in specialized IT disciplines involving a range of hardware/software solutions. May have experience in the specific security disciplines</p>	<p>Associate Degree in Computer Science or relevant field, or Certified Information Systems Security Professional (CISSP) Certification / equivalent. Relevant work experience may be substituted for education.</p>

Labor Category	Functional Responsibility	Minimum/General Experience	Minimum Education
	contingency plans, security tests, disaster recovery plans, and evaluation plans. Prepares presentations and recommendations to management.	associated with customer environment.	
<b>EPI-13: Field Services Representative</b>	Provides field/on-site IT support for end users, involving installation, modification, and repair of equipment. Train end users to properly operate equipment as required.	One (1) year of IT experience conducting accurate installation, repair, and maintenance of hardware and software equipment. Must have experience with troubleshooting, user support, and installing upgrades.	High School Diploma or GED and 1 year relevant education or professional training
<b>EPI-14: Technical Support Representative I</b>	Receives incoming calls from end users and/or field services representatives and provide technical assistance to include hardware and software support. Serves as initial point of contact for troubleshooting. Documents, tracks, and records help desk tickets. Diagnoses user issues while providing excellent customer service. Communicates technical information in a professional manner. Operates and maintains complex electronic equipment. Escalates tier II/III issues to supervisors and/or teammates. Follows up with end user on resolution to tickets.	One (1) year relevant education/experience with customer environments.	High School Diploma or GED and 1 year relevant education or professional training
<b>EPI-15: Technical Support Representative II</b>	Receives incoming calls from end users and/or field services representatives and provide technical assistance to include hardware and software support. Serves as initial point of contact for troubleshooting. Documents, tracks, and records help desk tickets. Diagnoses user issues while providing excellent customer service. Communicates technical information in a professional manner. Operates and maintains complex electronic equipment. Escalates tier II/III issues to supervisors and/or teammates. Follows up with end user on resolution to tickets.	Two (2) years of IT experience conducting accurate installation, repair, and maintenance of hardware and software equipment. Must have experience with troubleshooting, user support, and installing upgrades.	High School Diploma or GED and 1 year relevant education or professional training
<b>EPI-16: Technical Support</b>	Provides complex technical support to end users via phone, email or on-site support. Provides follow-up calls with	Five (5) years of IT experience conducting accurate installation, repair, and maintenance of hardware and software	High School Diploma or GED and 1 year relevant education or professional training

Labor Category	Functional Responsibility	Minimum/General Experience	Minimum Education
<b>Representative III</b>	<p>customers to ensure incident closure. Provides supervision and direction to technical support employees.</p> <p>Maintains comprehensive understanding of customer environments. Work with equipment and software manufacturers for complex tier III support issue resolution.</p>	<p>equipment. Must have experience with troubleshooting, user support, and installing upgrades.</p> <p>Relevant education/experience with customer environments.</p> <p>Supervisory experience preferred.</p>	
<b>EPI-17: Network/System Administrator I</b>	<p>Network Administration: Installs, supports, and manages networks. Manages daily operations of networks.</p> <p>Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades.</p> <p>System Administration: Installs, configures, operates, and maintains systems hardware and software.</p> <p>Performs system monitoring, system backup, and system migrations.</p> <p>Supports configurations, security, monitoring, and performance activities. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.</p>	<p>One (1) year of IT experience, including server and / or network administration. Must have current industry trainings and certifications on relevant network and systems environments.</p>	<p>Associate Degree in Computer Science or relevant field, or Microsoft Certified Professional (MCP) / equivalent. Relevant work experience may be substituted for education.</p>
<b>EPI-18: Network/System Administrator II</b>	<p>Network Administration: Installs, supports, and manages networks. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades.</p> <p>System Administration: Installs, configures, operates, and maintains systems hardware and software.</p> <p>Performs system monitoring, system backup, and system migrations.</p>	<p>Three (3) years of IT experience, including server and/or network administration. Must have current industry trainings and certifications on relevant network and systems environments.</p>	<p>Associate Degree in Computer Science or relevant field, or Microsoft Certified Solutions Associate (MCSA) / equivalent. Relevant work experience may be substituted for education</p>

Labor Category	Functional Responsibility	Minimum/General Experience	Minimum Education
	<p>Supports configurations, security, monitoring, and performance activities. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.</p>		
<p><b>EPI-19:0 Network/System Administrator III</b></p>	<p>Network Administration: Installs, supports, and manages networks. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. System Administration: Installs, configures, operates, and maintains systems hardware and software. Performs system monitoring, system backup, and system migrations. Supports configurations, security, monitoring, and performance activities. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.</p>	<p>Five (5) years of IT experience, including server and network administration. Must have current industry trainings and certifications on relevant network and systems environments.</p>	<p>Associate Degree in Computer Science or relevant field, or Microsoft Certified Solutions Expert (MCSE) / equivalent. Relevant work experience may be substituted for education.</p>
<p><b>EPI-20: Network/System Administrator IV</b></p>	<p>Network Administration: Installs, supports, and manages networks. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. System Administration: Installs, configures, operates, and maintains systems hardware and software. Performs system monitoring, system backup, and system migrations. Supports configurations, security, monitoring, and performance</p>	<p>Seven (7) years of IT experience, including server and network administration. Must have current industry trainings and certifications on relevant network and systems environments.</p>	<p>Associate Degree in Computer Science or relevant field, or Microsoft Certified Solutions Expert (MCSE) / equivalent. Relevant work experience may be substituted for education</p>



Labor Category	Functional Responsibility	Minimum/General Experience	Minimum Education
	<p>activities. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.</p>		
<p><b>EPI-21: Administrative Support Representative</b></p>	<p>Performs clerical and administrative functions. May be responsible for or provide assistance with general clerical correspondence, interfacing with clients/public, scheduling, preparing and executing reports and correspondence, maintaining financial and personnel records, ordering supplies/equipment, distributing mail, and working on special projects.</p>	<p>Two (2) years of administrative experience, including compilation and preparation of reports and spreadsheets, budget management, data entry, and/or processing incoming and outgoing materials.</p>	<p>Associate Degree in Business, Communications, or relevant field or equivalent experience.</p>
<p><b>EPI-22: Project Coordinator</b></p>	<p>Directs, organizes, and executes project activities under the Project Manager. Attends client meetings and prepare project organization and communications documents. Utilizes project scheduling tools to monitor projects with respect to timeline and budget. Supports production of project deliverables.</p>	<p>Three (3) years of experience with IT-related project coordination and meeting customer expectations.</p>	<p>Bachelor's Degree in Computer Science, Information Systems, Engineering, or other relevant field, or equivalent experience.</p>
<p><b>EPI-23: Project Manager</b></p>	<p>Leads a highly skilled team on projects and develops clear project plans. Produces daily status reports and constantly monitors project deliverables for on-time delivery. Ensure quality of work products while maintaining budget requirements.</p> <p>Interpret customer objectives and goals to produce compliant deliverables. Participate in process improvement for project management. Communicate with all stakeholders for issues in delays and escalate major issues promptly. Serve as principal customer liaison.</p>	<p>Four (4) years of project management experience in an IT environment.</p>	<p>Bachelor's Degree in Computer Science, Information Systems, Engineering, or related field. 4 additional years of direct project management experience working with IT, Networking, Website Development, and/or Software Development may substitute for college degree. An advanced degree or professional certification in the area of specialization, such as Project Management Professional Certification, may substitute for two years of experience.</p>
<p><b>EPI-24: Program Manager</b></p>	<p>Oversees scheduling, pricing, and technical performance of organizational programs. Aids with</p>	<p>Eight (8) years of program or Project management experience in an IT environment.</p>	<p>Bachelor's Degree in Computer Science, Information Systems,</p>

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	<p>contract negotiation and compliance. Maintains quality control of deliverables. Supervises programs to achieve satisfaction with upper management. Maintains personnel training and certifications. Submits reports to clients and stakeholders on time. Manages end-to-end service delivery to include transitions, ongoing operations, continuous improvement and business planning. Manages project team personnel and serves as principal customer liaison. Communicates policies, purposes, and goals of customer to employees.</p> <p>Enforces work standards.</p>	<p>Progressive experience in a supervisory role.</p> <p>Budget management and service delivery experience required.</p> <p>Experience submitting deliverables to customer satisfaction. Thorough knowledge of principles and practices of program management.</p>	<p>Engineering, or related field. 4 additional years of direct program management experience working with IT, within the DoD or government context may substitute for college degree. An advanced degree or professional certification in the area of specialization, such as Project Management Professional Certification, may substitute for two years of experience.</p>
<p><b>EPI-25: Web Application Developer</b></p>	<p>Determines product requirements from inception to conclusion. Translates detailed customer design requirements and desires into usable web product. Conducts tests, debugs, and refines generated product to produce the desired final. Provides design, programming, documentation, and implementation of applications for effective development and deployment of web products; participates in all phases of development with emphasis on the analysis, coding, testing, documentation, and acceptance phases. Enhances web products to reduce operating time or improve performance efficiency. Provides alternatives, recommendations, and assistance to managers involved in the development, integration, and installation of web products. Gathers information by developing and implementing data collection processes and conducts surveys, document reviews, and interviews.</p> <p>Provides analytical, statistical, and data analysis assistance.</p>	<p>Three (3) years of experience in web development and/or website portal software, or a relevant technical discipline. Experience in developing and providing technical, end-user training on web portal maintenance and operation and programming language experience.</p> <p>Must have experience in least two of the following disciplines: system analysis, system programming, application programming, and equipment analysis.</p>	<p>Associate Degree in Information Technology or related field or equivalent experience. May possess third party certification / training</p>
<p><b>EPI-26: Multimedia Engineer</b></p>	<p>Provides scheduling services for AV and VTC equipment. Provides direction on what equipment must be configured for customer use.</p>	<p>Three (3) years of experience in the maintenance and operation of audiovisual (AV) and video teleconferencing (VTC)</p>	<p>Associate Degree in Multimedia Engineering, Telecommunications,</p>

Labor Category	Functional Responsibility	Minimum/General Experience	Minimum Education
	<p>Configures and troubleshoots problems with basic audiovisual and associated computer equipment in customer spaces. Conducts arrangements for VTC sessions involving customer VTC assets.</p> <p>Configure VTC equipment for proper operation, establishes and maintains connectivity, and troubleshoots problems that occur before or during VTC sessions. Provides training for customer personnel in the proper operation of the AV and VTC systems. May generate AV and VTC equipment inventory and location document, as well as generation of Standard Operating Procedures (SOP's) for the operation of that equipment by personnel with minimal training.</p>	<p>equipment. Experience in configuration and troubleshooting of systems.</p> <p>Knowledge and experience in the operation of digital AV systems and the configuration and operation of VTC systems to include establishing and maintaining connectivity with other VTC sites.</p>	<p>Engineering, or related field, or equivalent experience. May possess vendor certification.</p>