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# GSA SCHEDULE 70

## AUTHORIZED FEDERAL ACQUISITION SERVICE INFORMATION TECHNOLOGY SCHEDULE PRICELIST GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES

### Special Item No. 132-51 - Information Technology (IT) Professional Services SUBJECT TO COOPERATIVE PURCHASING

Will the offeror participate in Cooperative Purchasing (State and Local) for this SIN?

(Yes/No)

**SubSIN Categories:**

**FSC/PSC Class D301 ADP FACILITY MANAGEMENT**

Facility Management

**FSC/PSC Class D302 ADP SYSTEMS DEVELOPMENT SERVICES**

Systems Development Services

**FSC/PSC Class D306 ADP SYSTEMS ANALYSIS SERVICES**

Systems Analysis Services

**FSC/PSC Class D307 AUTOMATED INFORMATION SYSTEM SVCS**

Automated Information Systems Services

**FSC/PSC Class D308 PROGRAMMING SERVICES**

Programming Services

**FSC/PSC Class D310 ADP BACKUP AND SECURITY SERVICES**

Backup and Security Services

**FSC/PSC Class D311 ADP DATA CONVERSION SERVICES**

Data Conversion Services

**FSC/PSC Class D313 COMPUTER AIDED DESGN/MFG SVCS**

Computer Aided Design Services

Computer Aided Manufacturing Services

**FSC/PSC Class D316 TELECOMMUNICATION NETWORK MGMT SVCS**

IT Network Management Services

**FSC/PSC Class D317 AUTO NEWS, DATA & OTHER SVCS**

Creation/Retrieval of IT Related Data Services

Creation/Retrieval of Other Information Services

Creation/Retrival of IT Related Automated News Services

**FSC/PSC Class D399 OTHER ADP & TELECOMMUNICATIONS SVCS**

Other Information Technology Services, Not Elsewhere Classified

**Note 1:** All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.



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**Note 2:** Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services, which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services that are not connected nor incidental to the traditionally accepted A/E Services.

**Note 3:** This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

**NOVALINK SOLUTIONS LLC.  
2180 Satellite Blvd – Suite 400  
Duluth GA 30097  
Phone (770) 239-1641  
[www.novalink-solutions.com](http://www.novalink-solutions.com)**

**Contract Number GS-35F- 0366X  
Period Covered by Contract: May 2, 2011 – May 1, 2016  
General Services Administration  
Federal Acquisition Service**

Pricelist current through Modification No. Mod A197 (Refresh 29) dated 11/14/2011

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

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## INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

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### SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

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

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

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

### 1. Geographic Scope of Contract

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

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



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Offerors are requested to check one of the following boxes:

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

## 2. Contractor’s Ordering Address and Payment Information

### Ordering Address\*:

NOVALINK SOLUTIONS LLC  
2180 Satellite Blvd – Suite #400  
Duluth, GA 30097

### Payment Address\*:

NOVALINK SOLUTIONS LLC  
PO BOX 1074  
Duluth, GA 30096

**\*Different ordering and payment addresses may be offered in other NOVALINK division proposals.**

Contractors are required to accept credit card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering agencies to obtain technical and/or ordering assistance.

TECHNICAL ASSISTANCE  
 Managing Director  
 Huu Phan  
 Telephone (404) 513-3385  
 Fax (404) 529-4282  
 E-mail: [huu.phan@novalink-solutions.com](mailto:huu.phan@novalink-solutions.com)

ORDERING ASSISTANCE  
 Senior Account Manager  
 Jeannie Lu  
 Telephone (404) 409-6271  
 Fax (404) 529-4282  
 E-mail: [jeannie.lu@novalink-solutions.com](mailto:jeannie.lu@novalink-solutions.com)

## 3. Liability for Injury or Damage



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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	<u>Task Order</u>
Block 16: Data Universal Numbering System (DUNS) Number	<u>800-777=794</u>
Block 30: Type of Contractor:	<b>Small Business</b>
Block 31: Woman-Owned Small Business:	<u>No</u>
Block 36: Contractor's Taxpayer Identification Number (TIN):	<u>20-0430786</u>

4a. CAGE Code:  
4SKB4

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

**5. FOB Destination**

**6. Delivery Schedule**

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

**SPECIAL ITEM NUMBER DELIVERY TIME (Days ARO)**

132-51

at task completion

(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.

### Discounts:

- a. Prompt Payment: 0% -1 % - 10 days from receipt of date of acceptance, whichever is later
- b. Quantity: N/A
- c. Dollar Volume: For annual billing of \$1,000,000 or greater, 2% discount (in addition to negotiated discount hourly rate)
- d. Government Educational Institutions: N/A
- e. Other: N/A

## 8. Trade Agreements Act of 1979, as amended

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

## 9. Statement Concerning Availability of Export Packing

None

## 10. Small Requirements

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

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

1. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
  - a. Special Item Number 132-51 - Information Technology (IT) Professional Service.

## **12. Ordering Procedures for Federal Supply Schedule Contracts**

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

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

## **13. Federal Information Technology/Telecommunication Standards Requirements**

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

### **13.1 Federal Information Processing Standards Publications (FIPS PUBS)**

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service

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(NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

### **13.2 Federal Telecommunication Standards (FED-STDS)**

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

### **14. Contractor Tasks / Special Requirements (C-FSS-370) (NOV 2001)**

(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges. NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

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

(d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications

offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

(g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

(h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

(i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

(j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

## 15. Contract Administration for Ordering Activities

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

## 16. GSA ADVANTAGE!

GSA *Advantage!* is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information.

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GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

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

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

## 17. Purchase of Open Market Items

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

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

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

## 18. Contractor Commitments, Warranties and Representations

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

- (1) Time of delivery/installation quotations for individual orders;

- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
  - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

## 19. Overseas Activities

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

### Determined on a case-by-case basis

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

## 20. Blanket Purchase Agreements (BPAs)

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

## 21. Contractor Team Arrangements

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

## **22. Installation, Deinstallation, Reinstallation**

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act 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, deinstallation, and reinstallation services under SIN 132-8.

## **23. Section 508 Compliance**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:  
[www.Novalink.com](http://www.Novalink.com)

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

## **24. Prime Contractor Ordering From Federal Supply Schedules**

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

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

(b) The following statement:

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

## **25. Insurance—Work on a Government Installation (JAN 1997) (FAR 52.228-5)**

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

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

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

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

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

## **26. Software Interoperability**

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-



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sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

## 27. Advance Payments

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

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

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### **1. Scope**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC 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, 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/EC 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

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/EC Services.

## 9. Independent Contractor

All IT/EC 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/EC 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. 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 and will include an administrative fee. 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

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51. IT Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

The following is an **example** of the manner in which the description of a commercial job title should be presented:

### **EXAMPLE:**

**Commercial Job Title:** System Engineer

**Minimum/General Experience:** Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

**Functional Responsibility:** Guides users in formulating requirements, advises alternative approaches, and conducts feasibility studies.

**Minimum Education:** Bachelor's Degree in Computer Science



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**LABOR CATEGORY DESCRIPTIONS SIN 132-51**  
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## 1.0 Applications

### Programmer Analyst

- **Plans, develops, tests, and documents computer programs, applying knowledge of programming techniques and computer systems. Evaluates user request for new or modified program, such as for financial or human resource management systems, clinical research trial results, statistical study of traffic patterns, or analyzing and developing specifications for bridge design, to determine feasibility, cost and time required, compatibility with current system, and computer capabilities. Consults with user to identify current operating procedures and clarify program objectives. Formulates plan outlining steps required to develop program, using methodologies such as structured analysis and design or object-oriented development.**
- **Work involves assisting in analyzing systems outlines to develop programs for computer applications, writing solution programs, documenting the methods and procedures used in program development, and testing and correcting programs. Works under moderate supervision with limited latitude for the use of initiative and independent judgment. Develops block diagrams and machine logic flowcharts to represent operations and data flow for applications.**
- **Captures requirements using industry standard development frameworks and tools. Designs reports, forms and letters along with computer terminal screen displays to accomplish goals of user request. Reviews screens, reports, forms and letters designs with users. Converts project specifications, using industry standard tools, such as object-oriented tools and code generation, into sequence of detailed instructions and logical steps for coding into language processable by computer, applying knowledge of computer programming techniques and computer languages.**
- **Enters program codes into computer system. Enters commands into computer to run and test program. Reads computer printouts or observes display screen to detect syntax or logic errors during program test, or uses diagnostic software to detect errors. Replaces, deletes, or modifies codes to correct errors. Analyzes, reviews and alters program to increase operating efficiency or adapt to new requirements. Writes documentation to describe program development, logic, coding, and corrections. Writes manual for users to describe installation and operating procedures. Assists users to solve operating problems. Recreates steps taken by user to locate source of problem and rewrites program to correct errors. May use computer-aided software tools in each stage of system development. May train users to use program. May oversee installation of hardware and software. May provide technical assistance to program users. May install and test program at user site. May monitor performance of program after implementation. May specialize in developing programs for business or technical applications.**

<b>Programmer Analyst I</b>	
<b>Minimum Years of Experience and Education</b>	<b>1 to 3 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment</b>

<b>Programmer Analyst II</b>	
<b>Minimum Years of Experience and Education</b>	<b>4-7 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</b>

<b>Programmer Analyst III</b>	
<b>Minimum Years of Experience and Education</b>	<b>8 or more years of experience in the field. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.</b>

## Programmer - Developer

- **Converts data from project specifications and statements of problems and procedures to create or modify computer programs. Prepares, or receives detailed specifications to describe sequence of steps that program must follow and input, output, and logical operations involved. Analyzes specifications, applying**

knowledge of computer capabilities, subject matter, and symbolic logic. Confers with supervisor and representatives of departments concerned with program to resolve questions of program intent, data input, output requirements, and inclusion of internal checks and controls. Converts detailed specifications to language processable by computer. Enters program codes into computer system. Inputs test data into computer. Observes computer monitor screen to interpret program operating codes. Corrects program errors, using methods such as modifying program or altering sequence of program steps. May prepare computer block diagrams and machine logic flowcharts for detailed coding of problems, and provides for the documentation of programming work.

- Writes instructions to guide operating personnel during production runs. Analyzes, reviews, and rewrites programs to increase operating efficiency or to adapt program to new requirements. Compiles and writes documentation of program development and subsequent revisions. May assist computer operator to resolve problems in running computer program. May work with System Analyst to obtain and analyze project specifications. May direct and coordinate work of others to write, test, and modify computer programs. Work involves writing programs to solve problems, documenting the methods and procedures used in program development, and testing and correcting programs. Work involves analyzing system outlines to develop programs for computer applications; writing solution programs; May train others. Works under general supervision with limited latitude for the use of initiative and independent judgment. Analyzes proposed computer applications in terms of equipment requirements and capabilities. Assists in developing solutions to software-related problems. May assist in the generation or installation of systems software.
- Prepares test data. May assist in writing and maintaining functional and technical specifications. Experience in computer programming work. Knowledge of the principles, practices, and techniques of computer programming and systems analysis, of computer operations procedures and systems, and of computer programming languages. Skill in the use of computer equipment. Ability to design programs and systems architecture; to prepare program specifications; to code, test, and debug computer programs; to interpret technical information relating to computer programming and other areas of data processing; and to communicate effectively.

<b>Programmer - Developer I</b>	
<b>Minimum Years of Experience and Education</b>	1 to 3 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.
<b>Job Description</b>	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

<b>Programmer - Developer II</b>	
<b>Minimum Years of Experience and Education</b>	<b>4-7 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</b>

<b>Programmer - Developer III</b>	
<b>Minimum Years of Experience and Education</b>	<b>8 or more years of experience in the field. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.</b>

### Quality Assurance Analyst

- **Develops, publishes, and implements test plans. Writes and maintains test automation. Evaluates, recommends, and implements automated test tools and strategies. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Participates in the testing process through test review and analysis, test witnessing and certification of software.**

<b>Quality Assurance Analyst I</b>	
<b>Minimum Years of Experience and Education</b>	<b>1 to 3 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.</b>

<b>Quality Assurance Analyst II</b>	
<b>Minimum Years of Experience and Education</b>	<b>4-7 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</b>

<b>Quality Assurance Analyst III</b>	
<b>Minimum Years of Experience and Education</b>	<b>8 or more years of experience in the field. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.</b>

### Technical Writer

- **Develops and maintains user and technical documentation and project process documentation for Application Teams. Understands the user's view of applications and /or technology and is able to put procedures in a logical sequence. Provides expertise on technical concepts of applications and /or user groups and structuring procedures in a logical sequence, due to a broad understanding of the applications. Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document.**
- **Develop, enhance, and maintain user documentation for multiple applications including documentation required for the operations provider. Develop on-line source documentation as appropriate. Maintain documentation libraries and subscription lists. Identify, create, revise, and maintain documentation and templates. Ensure appropriate control access/use of documentation materials. Maintain application and user documentation. Ensure messages and terminology is consistent across all written materials. Research and complete documentation**

service requests. Communicate accurate and useful status updates. Manage and report time spent on all work activities. Follow quality standards. Ability to work in a team environment. Strong communication skills; both written and spoken.

- Composes technical documents, manuals, bulletins, brochures, publications, training manuals, and special reports. Organizes and coordinates the composition of material and drafting of forms suitable for reproduction. Reviews and edits prepared material and illustrations. Develops and refines material for publication in journals and periodicals. Prepares informational material for release to the mass media. Works with agency staff in the development of formats, graphics, and the layout of publications. Assists agency staff in preparing and refining material for speeches and other public presentations. May research product design, capabilities, and compatibility ranges.
- May oversee the writing, editing, publishing, and distribution of specification documents. May review various resources and prepare analyses or summaries. May train others. Experience in technical writing, journalism, or communications work. Knowledge of the techniques and methods of planning, organizing, and writing various types of materials; of research methodology; and of departmental policies, procedures, and regulations. Skill in the use of office equipment. Ability to conduct research; to compose, review, illustrate, and edit technical documents, materials, and reports; to communicate effectively; and to train others.

<b>Technical Writer I</b>	
<b>Minimum Years of Experience and Education</b>	1 to 3 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.
<b>Job Description</b>	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

<b>Technical Writer II</b>	
<b>Minimum Years of Experience and Education</b>	4-7 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.
<b>Job Description</b>	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

<b>Technical Writer III</b>	
<b>Minimum Years of Experience and Education</b>	<b>8 or more years of experience in the field</b>
<b>Job Description</b>	<b>Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.</b>

## Business Analyst

- **Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Experienced with business process reengineering and identifying new applications of technology to business problems to make business more effective. Familiar with industry standard (including Legacy, Core, and Emerging technologies), business process mapping, and reengineering. Prepares solution options, risk identification, and financial analyses such as cost/benefit, ROI, buy/build, etc. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs.**
- **Prepare and document Functional and Technical Specifications for reporting and data warehouse work. Assist with business warehouse/intelligence support and enhancements. Develops RFPs. Assist in deployment and management of end-user reporting tools and platforms. Work with IT and business project teams to understand reporting and data warehousing requirements and propose solutions. Document and provide knowledge transfer to the rest of the Enterprise Reporting Team for all solutions.**
- **Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Familiar with relational database concepts, and client-server concepts. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required.**

<b>Business Analyst I</b>	
<b>Minimum Years of</b>	<b>1 to 3 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific</b>

<b>Experience and Education</b>	degree.
<b>Job Description</b>	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

<b>Business Analyst II</b>	
<b>Minimum Years of Experience and Education</b>	4-7 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.
<b>Job Description</b>	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

<b>Business Analyst III</b>	
<b>Minimum Years of Experience and Education</b>	8 or more years of experience in the field . Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.
<b>Job Description</b>	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

## System Analyst

- Understands business objectives and problems, identifies alternative solutions, performs studies and cost/benefit analysis of alternatives. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system: Confers with personnel of organizational units involved to analyze current operational procedures, identify problems, and learn specific input and output requirements, such as forms of data input, how data is to be summarized, and formats for reports. Writes detailed description of user needs, program functions, and steps required to develop or modify computer program. Reviews computer system capabilities, specifications, and scheduling limitations to determine if requested program or program change is possible within existing system.
- Studies existing information processing systems to evaluate effectiveness and develops new systems to improve production or specifications as required.

**Prepares specifications to detail operations to be performed by equipment and computer programs and operations to be performed by personnel in system. Conducts studies pertaining to development of new information systems to meet current and projected needs. Plans and prepares technical reports, memoranda, and instructional manuals as documentation of program development. Upgrades system and corrects errors to maintain system after implementation. May assist computer programmer in resolution of work problems related to project specifications, or programming. May direct and coordinate work of others to develop, test, install, and modify programs.**

- **Provides technical assistance and support for applications and hardware problems and for information sharing with external entities in a customer service environment. Provides field coordination and planning for the effective use of management information systems. Determines operational, technical, and support requirements for the location, installation, operation, and maintenance of various office equipment and systems. Prepares charts, diagrams, tables, and flowcharts. Details input and output record formats for computer programs. Assists in formulating logical descriptions of problems and devising optimum solutions. Assists in the design, development, and maintenance of various computer applications. May provide support and make recommendations for information technology systems processes associated with software technology planning, development, implementation, system security, and interfaces.**
- **Graduation from an accredited four-year college or university with major course work in computer science, computer information systems, or management information systems is generally preferred. Knowledge of the limitations and capabilities of computer systems and of the techniques used in the design of non-automated systems, of information technology equipment, of applicable programming languages, of computer hardware and software, of computer operating systems, of writing program code, and of automated mapping. Ability to analyze systems and procedures, to write and revise standards and procedures, to communicate effectively, and to train others.**

<b>System Analyst I</b>	
<b>Minimum Years of Experience and Education</b>	<b>1 to 3 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.</b>

<b>System Analyst II</b>	
<b>Minimum</b>	<b>4-7 years of experience in the field or in a related area. Bachelor's degree in</b>

<b>Years of Experience and Education</b>	<b>Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</b>

<b>System Analyst III</b>	
<b>Minimum Years of Experience and Education</b>	<b>8 or more years of experience in the field. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.</b>

### Software Solutions Architect

<b>Software Solutions Architect</b>	
<b>Minimum Years of Experience and Education</b>	<b>5 or more years of experience in the field. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Lead and manage the design, implementation and delivery of system and software architecture designs, strategies and quality assurance plans. Design, prototype, develop and implement to achieve business results for the client. Experienced expert able to lead and deliver solutions using object-oriented, service-oriented architecture, and n-tier architectures. Adopt, develop, and execute a robust software development lifecycle, using industry best practices. Follows both the Customer and industry best practices for software engineering. · Leads in the development of long term technology strategy and planning for the entire organization leveraging existing and acquiring new resources. Leads and actively participates on project teams, clarifying business needs and requirements, performing analysis, design, development, integration, and maintenance of systems across the enterprise. Willing and able to engage with other internal organizations to maximize delivery capabilities and provide value to clients. Participates and leads the development of delivery approach, and labor and cost estimates. Manage projects or tasks using the Customer and industry project delivery</b>

	<b>methodologies and best practices. Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.</b>
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### Geographic Information System Analyst

<b>Geographic Information System Analyst</b>	
<b>Minimum Years of Experience and Education</b>	<b>A minimum of two years of professional experience is required in GIS, cartography, CADD, or a related field. . Bachelor’s degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Write programs and develop user interfaces, menus, and macro-level commands to meet user needs in addition to performing complex spatial analyses and producing reports according to customer specifications. Assist in the development of geographic information systems that create, maintain, or leverage geospatial basemap information. Conduct geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites). Create, adjust, correct, convert and distribute base maps and thematic data. Digitize and maintain spatial databases; document procedures, validate data for accuracy and completeness, complete approved metadata forms and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data. Act as a “consultant” to internal customers during their use, development and quality assessment of spatial databases.</b>

### Geographic Information System Specialist

<b>Geographic Information System Specialist</b>	
<b>Minimum Years of Experience and Education</b>	<b>Two (2) years of professional experience is required in GIS, cartography, CADD, or a related field. Bachelor’s degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Conduct geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites) in addition to performing simple spatial analyses. Assist in the development of</b>

	<p>geographic information systems that create, maintain, or leverage geospatial base-map information. Create, adjust, correct, convert and distribute base maps and thematic data. Digitize and maintain spatial databases; document procedures, validate data for accuracy and completeness, complete approved metadata forms and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data. Act as a “consultant” to internal customers during their use, development and quality assessment of spatial databases.</p>
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## 2.0 Data Management

### Database Architect

- Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Must be able to design, develop and manipulate database management systems, data warehouses and multidimensional databases. Requires a depth and breadth of database knowledge that shall help with formal design of relational databases and provides insight into strategic data manipulation. Responsible for making sure an organization's strategic goals are optimized through the use of enterprise data standards. This frequently involves creating and maintaining a centralized registry of metadata. Capable of performing the role of a database administrator, if needed.

<b>Database Architect I</b>	
<b>Minimum Years of Experience and Education</b>	1 to 3 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.
<b>Job Description</b>	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

<b>Database Architect II</b>	
<b>Minimum Years of Experience and Education</b>	4-7 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.
<b>Job Description</b>	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required.

	<b>Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</b>
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<b>Database Architect III</b>	
<b>Minimum Years of Experience and Education</b>	<b>8 or more years of experience in the field. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.</b>

### Database Administrator

- **Responsible for data analysis and database management. Involved in maintenance, enhancement, designing of data dictionaries, physical and logical database models, and performance tuning. Knowledge of the utilities and production tools used for data storage management to support the Application Team. Coordinates physical changes to computer databases; codes, tests, and implements physical database, applying knowledge of data base management system. Designs logical and physical databases reviews description of changes to database design to understand how changes to be made affect physical data base (how data is stored in terms of physical characteristics, such as location, amount of space, and access method).**
- **Establishes physical database parameters. Uses structured query language (SQL) to define database objects using database definition language (DDL) and control access to database objects using data control language (DCL). Language descriptions and specifies identifiers of database to database management system or directs others in coding database descriptions. Calculates optimum values for database parameters, such as amount of computer memory to be used by database, following manuals and using calculator. Specifies user access level for each segment of one or more data items, such as insert, replace, retrieve, or delete data. Specifies which users can access data bases and what data can be accessed by user. Tests and corrects errors, and refines changes to database.**
- **Enters SQL to create production data base. Uses database utility programs and 3<sup>rd</sup> party utilities to monitor database performance, such as distribution of records and amount of available memory. Directs programmers and analysts to make changes to data base management system. Reviews and corrects programs. Answers user questions. Confers with coworkers to determine impact of data base changes on other systems and staff cost for making changes to data base. Modifies data base programs to increase processing performance, referred to as performance tuning. Workers typically specialize in one or more types of data base management systems. Providing assistance in the planning, development,**

- maintenance, and monitoring of integrated database systems, and ensuring that the conceptual and design phases of new applications are consistent with the structural parameters within the database environment.**
- **Evaluates users' requests for new data elements and systems, incorporates them into the existing shared data environment, and provides technical assistance. Coordinates the use of data to ensure data integrity and control redundancy, loads databases, and reorganizes as needed. Performs data modeling and prototyping. Performs logical and physical data modeling, designs relational database models, and creates physical data models from logical data models. Performs security recovery procedures. Determines and implements database search strategies and storage requirements. Maintains data dictionary ensuring uniformity of definitions and sets standards for use of data dictionary. Monitors database performance and recommends efficiency improvements. Creates test database environment for applications section, including the creation of necessary libraries and procedures.**
  - **Executes the procedures necessary to save, retrieve, and recover databases from hardware and software failures within established procedures. Assists with determining, implementing, and enhancing standards on database security and with monitoring agency disaster recovery procedures and systems. Assists with the installation of database software and with analyzing, designing, and implementing databases. Assists in benchmarking and threshold testing of databases and with establishing and controlling necessary database security. Assists in the selection of database management software. Experience in computer systems analysis or computer programming work.**
  - **Knowledge of the principles, practices, and techniques of computer programming and systems design; of computer operations, systems, and procedures; of project control and cost estimating techniques; of computer programming languages; of data processing flowcharting techniques; of database structures and theories; and of current database technologies.**

<b>Database Administrator I</b>	
<b>Minimum Years of Experience and Education</b>	<b>1 to 3 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.</b>

<b>Database Administrator II</b>	
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<b>Minimum Years of Experience and Education</b>	<b>4-7 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</b>

<b>Database Administrator III</b>	
<b>Minimum Years of Experience and Education</b>	<b>8 or more years of experience in the field. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.</b>

### 3.0 Project Management

#### Project Manager

- **Designs, plans, and coordinates work teams. Follows standard project management industry practices such as the PMI's framework. Understands business and technical objectives of a project and works closely with project sponsor. Creates project charter and work plan and tracks budget and schedule progress via appropriate metrics. Establishes project organization and methodologies and defines roles and responsibilities. Documents risks and develops mitigation plans. Manages scope. Creates and implements a communication plan. Builds an effective team, assigns tasks to team members, and evaluates outcomes. Negotiates resources. Communicates to stakeholders and project sponsor. Identifies, tracks, and ensures resolution of issues and removal of barriers. Provides technical support to project team members. Handles complex application features and technical designs. Designs and implements the components required for complex application features. Generally manages a group of applications system analysts. Relies on experience and judgment to plan and accomplish goals. Professional certification is highly desirable.**
- **May require specific PC, workstation, operating system, application or platform skills. Provides overall direction to the formulation, development, implementation, and delivery of a project. Exercises management responsibility over the achievement of performance, revenue, and profit objectives of a project and its contracts. Ensures that the project plan maintains tasks, schedules,**

estimates, and status, and disseminates information to team members and customers. Creates a structure and organization for the management of a complex environment with emphasis on quality, productivity, and consistency. Directs corrective actions in any area where performance falls below objectives. Arranges for the assignment of responsibility to other supporting facilities, business areas, and support functions, and monitors their performance. Self-directed and independent. Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project.

<b>Project Manager I</b>	
<b>Minimum Years of Experience and Education</b>	1 to 7 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.
<b>Job Description</b>	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

<b>Project Manager II</b>	
<b>Minimum Years of Experience and Education</b>	3 or more years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.
<b>Job Description</b>	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.
<b>Project Manager III</b>	
<b>Minimum Years of Experience and Education</b>	7 or more years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.
<b>Job Description</b>	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of

	<b>initiative and independent judgment.</b>
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### Project Coordinator

<b>Project Coordinator</b>	
<b>Minimum Years of Experience and Education</b>	<b>2 or more years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>The Project Coordinator shall provide day-to-day coordination of project tasks. The project coordinator maintains version control and provides administrative support for project management information system. Prior experience of large project administration. Ability to communicate at all levels of an organization and third parties. Experience with similar scale roles and organizations. The project coordinator is task focused. Works under the direction of the project manager or project lead and reports to a project manager or project lead.</b>

## 4.0 Telecommunications and Computer Networking

### Network Administrator

- **Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintain network hardware and software. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. May supervise other network support and client server specialists and plan, coordinate, and implement network security measures. Coordinate the development, implementation, and maintenance of a local area network or wide area network. Maintains the network's physical and logical structures, including network connections. Maintains network support software, analyzes user support statistics, and recommends appropriate measures. Installs, tests, and maintains network hardware and software. Prepares and analyzes statistics on network utilization and availability. Prepares training courses and provides user support and training in the use of available hardware, software, and utilities. Performs tuning and capacity planning activities to enhance the performance of the network resources.**
- **Assist in the development, implementation, maintenance, and monitoring of a local area network or wide area network. Works under close supervision with**

minimal latitude for the use of initiative and independent judgment. Performs procedures for backup, recovery, and archival of files stored on the network. Communicates with vendors, users, management, and network programming staff. Serves as contact for remote network locations to obtain clarification of problems and to identify solutions or corrective actions. Assists in preparing training courses and providing user support and training in the use of available hardware, software, and utilities. Assists in maintaining the local area network or wide area network, cable and hub installations, and inventories. Conducts product evaluations of upgraded or new hardware and software—identifying strengths, weaknesses, and potential benefits to the agency—and recommends enhancements to network facilities.

- Assists in maintaining the network's physical and logical structures and in installing and testing hardware and software. Assists in performance tuning and capacity planning activities to enhance the performance of the network resources and in maintaining network support software. Assists in or conducts product evaluations of upgraded or new hardware and software and identifies strengths, weaknesses, and potential benefits to the agency. Assists in maintaining the operating system and security software utilized on the network, including the addition of new users to the network and establishment of rights and privileges. Experience in local or wide area network work. Knowledge of network facilities and data processing techniques; of personal computer hardware and software; of network operating system and security software; and of performance monitoring and capacity management tools.

<b>Network Administrator I</b>	
<b>Minimum Years of Experience and Education</b>	<b>1 to 3 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.</b>

<b>Network Administrator II</b>	
<b>Minimum Years of Experience and Education</b>	<b>4-7 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job</b>	<b>Familiar with standard concepts, practices, and procedures within a</b>

<b>Description</b>	<b>particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</b>
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<b>Network Administrator III</b>	
<b>Minimum Years of Experience and Education</b>	<b>8 or more years of experience in the field. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.</b>

### Network Architect

- Participates in designing and developing the network to ensure that it is secure, reliable, and robust; implements and maintains network management servers that assist the agency in managing, monitoring, and securing the network.
- Develops and implements detection activities to test network vulnerability to intrusion by hostile individuals or groups; participates in detecting, investigating, documenting, and reporting actual or potential network security violations, intrusions, or other inappropriate use.
- Designs backbone infrastructure, network facilities, wide area networks, local area network, wireless and telecommunication networks to provide reliable Internet access, remote access to information technology services (ITS), network security, and high performance networking.
- Evaluates security products and tests security systems performance; assists in planning, implementing, and testing disaster recovery procedures; participates in making formal risk assessments related to network security.
- Certification in areas related to network management and security preferred (CNE, MCSE, MSCE+1, CISA, CCNA, CCNP, CCIE, CCSA, CCSE, CCSE-PLUS, Cisco Security Specialist).
- Requires experience in the technical services and support field as well as experience in network administration (DHCP, DNS, routers, firewall, etc.)

<b>Network Architect I</b>	
<b>Minimum Years of Experience and Education</b>	<b>1 to 3 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job</b>	<b>Has knowledge of commonly used concepts, practices, and procedures</b>

<b>Description</b>	<b>within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.</b>
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<b>Network Architect II</b>	
<b>Minimum Years of Experience and Education</b>	<b>4-7 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</b>

<b>Network Architect III</b>	
<b>Minimum Years of Experience and Education</b>	<b>8 or more years of experience in the field. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.</b>

## Network Engineer

- **Responsible for installing networking technologies and supporting networks. Assesses existing network configurations and makes recommendations based on product specifications. Configures equipment and software to meet business needs, trains others on the solution, and documents the solution for ongoing support. Functions as part of a team on larger projects, or individually provides the services on support visits or smaller projects. Provides technical support and assists with the design of network solutions.**
- **Requires experience in the technical services and support field as well as experience in network administration (DHCP, DNS, routers, firewall, etc.)**

<b>Network Engineer I</b>	
<b>Minimum Years of Experience and Education</b>	<b>1 to 3 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job</b>	<b>Has knowledge of commonly used concepts, practices, and procedures</b>

<b>Description</b>	<b>within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.</b>
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<b>Network Engineer II</b>	
<b>Minimum Years of Experience and Education</b>	<b>4-7 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</b>

<b>Network Engineer III</b>	
<b>Minimum Years of Experience and Education</b>	<b>8 or more years of experience in the field. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.</b>

## Public Safety Consultant

<b>Public Safety Communications Consultant</b>	
<b>Minimum Years of Experience and Education</b>	<b>Extensive knowledge of public safety communications and enhanced 9-1-1 systems. Knowledge of current 9-1-1 industry trends in technology architecture, microcomputers, networking, and the Internet/Worldwide Web. . Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Performs systems analysis, design, documentation, and implementation of complex public safety communications projects. These projects may include needs analyses, staffing studies, consolidation plans, equipment assessments and planning, budget preparation and forecasting, performance reporting/analysis and other related supporting the operation of public safety answering points and first responders.</b>

## Telecommunications Radio Engineer

<b>Telecommunications - Radio Engineer</b>	
<b>Minimum Years of Experience and Education</b>	Considerable experience in voice, data and video systems. Training in electronics is required. Advanced technical experience in the design of voice, data, video and wireless/radio systems and services. FCC General Radio Telephone license or Amateur Radio License highly desirable. Certification in public procurement would be desirable. Advanced knowledge of complex communications systems; business management practices and principles. . Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.
<b>Job Description</b>	Conducts the review, analysis and design of current and proposed voice, data and video communications, both wire line and wireless, also develop engineering plans and networks for state agencies and institutions. Performs research to develop recommendations for enhancements, expansions and/or consolidations of voice, data and video communications, using wire line and wireless equipment, facilities and services. Engineer system/network migration details toward sharing of integrated services, while laying the foundation of Open System Interconnections. Assist in the coordination, engineering and processing of FCC licenses. Educate and keeps abreast of FCC Land Mobile Radio (LMR) rules, policies, legal rulings and ongoing spectrum issues--analyzes results and impacts.

### 5.0 Customer/Technical Support

#### Technical Support

- Maintains, analyzes, troubleshoots, and repairs computer systems, hardware, and computer peripherals. Documents, maintains, upgrades or replaces hardware and software systems. Supports and maintains user account information including rights, security, and systems groups. Performs basic operation, monitoring, installation, trouble shooting, relocations, or maintenance of communications equipment. Identifies and resolves basic communications problems. Prepares or assists in the preparation of service record documentation. Shows awareness of standards and regulatory requirements related to assigned tasks.
- Assists in monitoring and providing assistance on the use and interface of systems, subsystems, and software applications. May be responsible for accessing data from and transferring data to various local, state, or federal databases. May assist in the review and recommendation of the procurement and inventory of information resources hardware or software. May write and update personal

**computer and mainframe application programs. Experience in automated data processing systems. Knowledge of the practices, principles, and techniques of computer operations, of information systems, of computer software and hardware, and of information security policies and procedures. Skill in the use and support of personal computers, in the use of applicable programs and systems, and in troubleshooting information systems. Ability to operate information technology systems, to communicate effectively, and to train others.**

- **Provides assistance in the design, development, and maintenance of various system applications. Provides technical assistance and support for applications and hardware problems. Installs, maintains, moves, and assists in testing and upgrading new and existing hardware/software. Reviews and recommends procurement of information technology equipment. Maintains the necessary security controls over software. Makes presentations and briefings for training sessions. Prepares briefings, reports, and evaluations on system efficiency and utilization. May be responsible for accessing data from and transferring data to various local, state, or federal databases.**
- **Installs, maintains, moves, and assists in testing and upgrading new and existing hardware and software. Reviews and recommends procurement of information technology equipment. Maintains the necessary security controls over software. Develops procedure manuals. Develops and makes presentations and briefings for training sessions. Prepares briefings, reports, and evaluations on systems efficiency and utilization. May supervise the work of others.**

<b>Technical Support I</b>	
<b>Minimum Years of Experience and Education</b>	<b>1 to 3 years of experience in the field or in a related area. . Bachelor’s degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.</b>

<b>Technical Support II</b>	
<b>Minimum Years of Experience and Education</b>	<b>4-7 years of experience in the field or in a related area. Bachelor’s degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</b>

<b>Technical Support III</b>	
<b>Minimum Years of Experience and Education</b>	<b>8 or more years of experience in the field. Bachelor’s degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.</b>

### System Administrator

- The System Administrator (SA) is responsible for effective provisioning, installation/configuration, operation, and maintenance of computer hardware and software and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to Customer policies, standards, and guidelines. Responsibilities include systems administration engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation. Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups. Perform regular security monitoring to identify any possible intrusions. Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary. Perform regular file archival and purge as necessary. Create, change, and delete user accounts per request. Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues. Diagnose and recover from hardware or software failures. Coordinate and communicate with impacted constituencies. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary. Upgrade and configure system software that supports GIS infrastructure applications or Asset Management applications per project or operational needs. Maintain operational, configuration, or other procedures. Perform periodic performance reporting to support capacity planning. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required. Maintain data center environmental and monitoring equipment. Apply OS patches and upgrades on a regular basis, and upgrade**

**administrative tools and utilities. Configure / add new services as necessary. Upgrade and configure system software or Asset Management applications per project or operational needs. Maintain operational, configuration, or other procedures. Perform periodic performance reporting to support capacity planning. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.**

<b>System Administrator I</b>	
<b>Minimum Years of Experience and Education</b>	<b>1 to 3 years of experience in the field or in a related area.. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.</b>

<b>System Administrator II</b>	
<b>Minimum Years of Experience and Education</b>	<b>4-7 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</b>

<b>System Administrator III</b>	
<b>Minimum Years of Experience and Education</b>	<b>8 or more years of experience in the field . Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.</b>

## 6.0 IT Security

### IT Security Analyst

- **Monitor and advise on information security issues related to the systems and workflow at an agency to ensure the internal IT security controls for an agency are appropriate and operating as intended. Coordinate and execute IT security related projects for the agency. Coordinate response to information security incidents. Develop and publish Information Security policies, procedures, standards and guidelines based on knowledge of best practices and compliance with Customer IT Security policies, standards, and guidelines..**
- **Conduct campus-wide data classification assessment and security audits and manage remediation plans. Collaborate with IT management, Internal Audit, and VITA to manage security vulnerabilities. Create, manage and maintain user security awareness. Conduct security research and keeps abreast of latest security issues.**
- **Prepares IT security documentation, including department policies and procedures, agency notifications, Web content, and alerts.**

<b>IT Security Analyst I</b>	
<b>Minimum Years of Experience and Education</b>	<b>1 to 3 years of experience in the field or in a related area. Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.</b>

<b>IT Security Analyst II</b>	
<b>Minimum Years of Experience and Education</b>	<b>4-7 years of experience in the field or in a related area. . Bachelor's degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.</b>

<b>IT Security Analyst III</b>	
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<b>Minimum Years of Experience and Education</b>	<b>8 or more years of experience in the field. .Bachelor’s degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<b>Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.</b>

## 7.0 IT Management Services

### Business Continuity Planner

<b>Business Continuity Planner</b>	
<b>Minimum Years of Experience and Education</b>	<b>5 or more years</b>
<b>Job Description</b>	<b>Provides specialized expertise in business continuity planning, project management and problem analysis and resolution. Participates in major project assignments to: □ assist business partners in resolving business issues related to work area (business function), recovery planning and recovery plan development / enhancements. Capitalizes on business opportunities to refine processes to mitigate exposure during disruptions of service, and possibly, improve day-to-day operations. Facilitates and coordinates the development of work area (business function) business continuity plans for business units. Responsibilities include, but are not limited to, the following: assist business units with assessment of potential business impact, definition of critical, time-sensitive functions, design, development, and documentation of business continuity plans, recommend recovery strategies and options, and assist with the implementation of recovery solutions, coordinate business continuity plan exercises, develop schedules for training / awareness for business partner associates, coordinate development of business unit schedules for annual business continuity documentation maintenance and update, exercises, and independent review and validation, report the business continuity status of business units to senior management, provide expertise and support to management and business functional areas, as requested, when a disruption occurs.</b>

### Business Process Reengineering

<b>Business Continuity Planner</b>	
<b>Minimum Years of Experience and Education</b>	<b>5 or more years. . Bachelor’s degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<p><b>This position applies process improvement and re-engineering methodologies and principles to conduct process modernization projects. Additional duties may include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Providing group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Serves as a key coordinator between multiple project teams to ensure enterprise wide integration of re engineering efforts.</b></p> <p><b>Additional Responsibilities: Design workflow for purchasing software, collect and analyze statistics/metrics for software purchases, identify gaps in all associated processes and risks, establish memorandum of understanding (MOU’s) where required, maintain SOP's for all processes, and support the client at customer meetings</b></p>

### Enterprise Architect

<b>Enterprise Architect</b>	
<b>Minimum Years of Experience and Education</b>	<b>5 or more years. Bachelor’s degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>

<b>Job Description</b>	<p><b>This position works across Application Development, Service Delivery and Infrastructure to identify, research, discuss, design, and implement key enterprise architecture standards. Other responsibilities include: Research, design, document, build, and pilot prioritized topics for standards. Manage the list of potential standards and work with the application development management to prioritize efforts. Work closely with Development, Infrastructure, and Service Delivery teams to understand their needs and ensure the best enterprise standard is implemented. Work closely with development teams to pilot and prove out the standard. Drive the identification, development and implementation of key new standards in areas such as:, Performance Testing, Security, Event Management, Web UI Framework, .NET Design Standards, Application To Application Communication, Caching, etc. Propose new enterprise standards based on business need, IT need and technology advances. Assist development teams to implement the standards into business applications. Investigate new technology and techniques that should be developed into an agency enterprise architecture standard.</b></p> <p><b>Lead key enterprise architectural design projects as necessary. Operate as business savvy technical leader across the organization. Influence development teams to design high-quality technical solutions that fit the Enterprise Architecture and standards. Educate application development managers, developers, and business analyst on Customer Enterprise Architecture Standards.</b></p>
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### IT Strategist

<b>IT Strategist</b>	
<b>Minimum Years of Experience and Education</b>	<b>5 or more years. Bachelor’s degree in Computer Science, Engineering, or a related Engineering or scientific degree.</b>
<b>Job Description</b>	<p><b>Supports top management in IT strategy formulation, IT strategic plans execution, strategic process improvements, and communication of IT strategies to all stakeholders. Analyze business performance, industry trends, existing or new regulatory requirements and their impact on IT operations; make recommendations on alternative courses of action, including risk assessment, capital investment, and acquisitions needed to align IT strategy with agency strategic plan. Requires advanced knowledge of strategic planning concepts and frameworks, business issues and concepts, research methodology, general management and financial analysis. Additionally, requires good interaction skills with senior management, with ability to articulate and defend recommendations made.</b></p>



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## GSA NEGOTIATED PRICES Contractor Site Rates SIN 132-51

SIN	LABOR CATEGORIES  (e.g. Job Title/Task)	PRICE OFFERED TO GSA (including IFF)
132-51	Programmer-Analyst I	\$47.86
132-51	Programmer-Analyst II	\$62.22
132-51	Programmer-Analyst III	\$71.79
132-51	Programmer-Developer I	\$55.42
132-51	Programmer-Developer II	\$65.74
132-51	Programmer-Developer III	\$72.04
132-51	Quality Assurance Analyst I	\$46.90
132-51	Quality Assurance Analyst II	\$56.47
132-51	Quality Assurance Analyst III	\$59.82
132-51	Technical Writer I	\$29.67
132-51	Technical Writer II	\$47.86
132-51	Technical Writer III	\$62.22
132-51	Business Analyst I	\$51.45
132-51	Business Analyst II	\$53.36
132-51	Business Analyst III	\$57.38
132-51	System Analyst I	\$47.19
132-51	System Analyst II	\$50.73
132-51	System Analyst III	\$65.09
132-51	Software Solutions Architect	\$71.79
132-51	Geographic Information System (GIS) Analyst	\$57.29
132-51	Geographic Information System (GIS) Specialist	\$67.00



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SIN	LABOR CATEGORIES	PRICE OFFERED TO GSA
132-51	Database Architect I	\$57.43
132-51	Database Architect II	\$62.22
132-51	Database Architect III	\$76.57
132-51	Database Administrator I	\$52.64
132-51	Database Administrator II	\$71.79
132-51	Database Administrator III	\$86.14
132-51	Project Manager I	\$57.07
132-51	Project Manager II	\$63.84
132-51	Project Manager III	\$68.44
132-51	Project Coordinator	\$41.59
132-51	Network Administrator I	\$33.85
132-51	Network Administrator II	\$47.48
132-51	Network Administrator III	\$64.81
132-51	Network Architect I	\$33.85
132-51	Network Architect II	\$47.48
132-51	Network Architect III	\$64.81
132-51	Network Engineer I	\$33.85
132-51	Network Engineer II	\$47.48
132-51	Network Engineer III	\$64.81
132-51	Public Safety Consultant	\$67.51
132-51	Telecommunications Engineer (Radio Engineer)	\$72.75
132-51	Technical Support I	\$23.88
132-51	Technical Support I	\$33.50
132-51	Technical Support I	\$40.20
132-51	System Administrator I	\$65.09



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SIN	LABOR CATEGORIES	PRICE OFFERED TO GSA
132-51	System Administrator II	\$71.79
132-51	System Administrator III	\$81.36
132-51	IT Security Analyst I	\$37.33
132-51	IT Security Analyst II	\$52.64
132-51	IT Security Analyst III	\$62.22
132-51	Business Continuity Planner	\$38.29
132-51	Business Process Reengineering	\$62.22
132-51	Enterprise Architect	\$92.73
132-51	IT Strategist	\$80.65

## **USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS**

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### **PREAMBLE**

Computer Sciences Corporation 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 demonstrates 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 Ms. Annie Martin at (703) 818-4182, (703) 818-5365 fax, or email at [amartin5@Novalink.com](mailto:amartin5@Novalink.com).



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## BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE

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**(Insert Customer Name)**

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) 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) \_\_\_\_\_.

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

\_\_\_\_\_  
Ordering Activity

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contractor

\_\_\_\_\_  
Date



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BPA NUMBER \_\_\_\_\_

**(CUSTOMER NAME) BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(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:

<b>MODEL NUMBER/PART NUMBER</b>	<b>*SPECIAL BPA DISCOUNT/PRICE</b>
_____	_____
_____	_____
_____	_____
_____	_____

(2) Delivery:

<b>DESTINATION</b>	<b>DELIVERY SCHEDULE/DATES</b>
_____	_____
_____	_____

(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:

<b>OFFICE</b>	<b>POINT OF CONTACT</b>
_____	_____
_____	_____

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

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

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

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

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

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

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

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

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

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

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

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers 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.