

**AUTHORIZED FEDERAL SUPPLY SCHEDULE INFORMATION TECHNOLOGY  
SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT,  
SOFTWARE & SERVICES**

**SPECIAL ITEM NUMBERS 132-51, 132-51STLOC, 132-51RC - INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES**

**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.

**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 which 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.

**Idea Entity Corporation**

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<https://www.ideaentity.com>

Contract Number: **GS-35F-0400X**

Period Covered by Contract: **May 19, 2016 through May 18, 2021**

General Services Administration

Federal Acquisition Service

Pricelist current through Modification #PO 0006, dated \_03/04/2016\_.

All IT Professional Services and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).



**CUSTOMER INFORMATION:**

**1. Awarded Special Item Number(s):**

SIN	Description
132-51, 132-51STLOC, 132-51RC	Information Technology Services

**1b. Identification of the lowest priced labor category title and hourly rate awarded under the contract is:**

Job Title #	Labor Category Description	GSA Hourly Rate
Support Engineer Level III	Support and Coordinator for Systems/Software Engineers and Developer	\$48.87

**1c. Labor Category Descriptions of all corresponding commercial job titles, experience, functional responsibility and education are outlined on Pages 13-22 within this pricelist.**

**2. Maximum Order:** \$500,000 per SIN – For SINS 32-51, 132-51STLOC and 132-51RC

**3. Minimum Order:** \$100

**4. Geographic Scope of Coverage:** The Geographic Scope of Coverage is Domestic Delivery. This 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.

**5. Quantity Discount:** None

**6. Prompt Payment Terms:** None Offered

**7. Government Purchase Cards:** Government Purchase Cards will be accepted however no additional discounts will apply under the contract.

**8. Government Educational Institutional Discounts:** The Government Educational Institutions are offered the same types of discounts and concessions under this contract as all other Government customers.

**9. Foreign Items:** No foreign items are awarded under this contract.

**10. Normal Delivery Terms** – As negotiated between Idea Entity Corporation (Idea Entity) and the Ordering Activity

**11b. Expedited Delivery Terms:** As Negotiated between Idea Entity and the Ordering Activity



**11c. Overnight/2-Day Delivery Terms:** As negotiated between Idea Entity and the Ordering Activity

**11d. Urgent Requirements:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

**11. FOB Point:** Destination

**12. Ordering Address:** Idea Entity Corporation.  
Attn: GSA Orders  
16625 Redmond Way, Suite M009  
Redmond, WA 98052

**13. Payment Address:** Idea Entity Corporation.  
Attn: Accounts Receivable  
16625 Redmond Way, Suite M009  
Redmond, WA 98052

**14. Warranty/Guarantee Provisions:** All services performed under this contract will be guaranteed to be completed in a satisfactory workmanlike manner as delineated with this Authorized FSS IT Schedule Pricelist.

**15. Export Packing Charges:** Export Packing is not offered under this contract.

**16. List of Participating Dealers:** Idea Entity does not authorize any participating dealers under this contract.

**17. Environmental Attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):**  
Not Applicable

**18. Section 508 Compliance:** Contact Idea Entity for Section 508 compliance information. The EIT standards can be found at: <http://www.section508.gov>

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

**20. Data Universal Numbering System (DUNS) Number:** **627184323**

**20a. Taxpayer Identification Number (TIN):** **20-4091366**

**20b. Business Size:** **Small Disadvantaged Business**



**20c.** CAGE Code: **4FCL6**

**20d.** **Idea Entity Corporation** is currently registered within the System for Award Management (SAM) database.

**21. 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.

**22. 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.

**23. Federal Information Technology Telecommunications 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.

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

**25. 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.

**26. Contractor Tasks/Special Requirements (C-FSS-370) (NOV 2003):**

- (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. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (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.

- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

**27. 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 52.212-4)

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

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

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

**29. 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.

**30. 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.

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

None

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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.

**32. 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).

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

**34. Installation, Deinstallation, Reinstallation:** The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of



Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

**35. 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.

**36. 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.



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

**38. 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 NUMBERS 132-51, 132-51STLOC and 132-51RC)**

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

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Numbers 132-51, 132-51STLOC, and 132-51RC Information Technology Professional Services apply exclusively to IT Professional 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 I-FSS-60 Performance Incentives (April 2000)**

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.



d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

## **5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

## **6. INSPECTION OF SERVICES**

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

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data - General, may apply.



## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

## **9. INDEPENDENT CONTRACTOR**

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

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

### **a. Definitions.**

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

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

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

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

## **11. INVOICES**

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

## **12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-



Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

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

**13. RESUMES**

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

**14. INCIDENTAL SUPPORT COSTS**

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

**15. APPROVAL OF SUBCONTRACTS**

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

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

**IT PROFESSIONAL SERVICES RATES**

**SINs 132-51**

Job Title	Labor Category Description	GSA Rate
Program Manager VII	Sr. Program/Project Manager - Leads team on large projects or significant segment of large complex projects.	\$117.28
Program Manager IV	Sr. Program Project Manager -Leads team on large projects or significant segment of large complex projects.	\$90.16
Program Manager III	Program/Project Manager - Lead contributor among Project Team for achieving project deliverables.	\$81.68
Program Manager II	Program/Project Manager - Coordinates and monitors the scheduling, pricing, and technical performance of company programs.	\$72.71
Software Developer VII	Subject Matter Expert, Lead Senior Software Architect/Programmer/Developer	\$117.28



Software Developer V	Senior Software Architect/Programmer/Developer	\$91.92
Software Developer IV	Programmer/Developer/ Senior-level contributor in software development/ Sr. Tester and deployment Engineer	\$82.23
Software Developer III	Developer, Tester Quality Assurance Engineer	\$68.41
Support Engineer VII	Lead Senior Network and Systems Engineer	\$117.28
Support Engineer III	Support and Coordinator for Systems/Software Engineers and Developer	\$48.87

**Labor Category Descriptions**

Idea Entity utilizes three distinct labor pools, each with levels of required experience/education and with appropriate levels of responsibility. The three job pools are as follows: Program Management, Software Development, and Support Engineering. This document provides a general description of each job pool, followed by more detailed descriptions of the skills, experience, and education/training representative of each level within that pool.

**POOL 1: PROGRAM MANAGEMENT – OVERVIEW**

Idea Entity Program Managers focus on the project and program management of integrated customer solutions. Program Managers require a sound knowledge of systems and software development life cycles. They plan and manage different parts of the design and build process, and map the dependencies of the total solution, while enabling execution that focuses on driving measurable business value. The PM skill set includes:

- Consulting experience
- Ability to manage multiple teams (design team, test team, architecture team) on a single deployment effort
- Ability to manage overall project plan: scope, deliverables, customer expectations, risks, issues, quality, etc.
- Ability to create a participative work environment, balancing the development needs of team members with the requirements of the project
- Ability to define critical path, anticipate potential obstacles, and overcome them
- IT project expertise
- Verifiable customer management skills
- Very strong written and verbal communication skills
- Interest and ability to travel on a regular basis

**Job Title: Program Manager Level VII**

**Minimum/General Experience:** Program Manager Level VII needs to have a minimum of 10 Years’ program management experience, preferably in multifunctional information technology verticals. Possesses technical skills, analytical skills and managerial skills with a fondness to Team Management. Coordinates and monitors the scheduling, pricing, and technical performance of company programs. Responsibilities also include aiding in the



negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations. PM Level VII focuses on regular client interaction and should be capable enough to arrive at client consensus at ease on various project aspects for in timely project execution. Capable to understand client expectations and should drive the project team for fulfilling it. Understands the commercials of each project deliverable and should strive for reaching the financial viability as chartered in the project plan. Manages independently complex/time critical projects.

Makes independent decisions and is accountable for delivery results across area of responsibility. Drives customer communication and reporting on project set-up and execution across area of responsibility. Responsible for the on-time, on-budget successful delivery of the overall regional and area projects. Responsible for the financial and commercial management of the customer portfolio. Responsible for conducting business, team morale, legal/commercial, margin, and customer satisfaction survey management. Holds initial customer expectations meetings and documenting key customer expectations. Works with internal teams to identify customer program resources. Ensures the work order is consistent with customer expectations and the customer program has a long-term work plan.

**Functional Responsibility:** Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. Supports in scope negotiation, and control and change management. Acts as a point of escalation for project teams. Drives regular customer steering committee meetings. Understands the commercial terms and legal aspects of project execution. Drives the negotiation and contracting process through balancing scope, resources and milestones requirements. Proven strong negotiation skills and contractual experience to review or determine financial negotiation strategies. Conducts and guides the financial and legal negotiations at highest customer level. Translates technical and business messages and adapts style to audience to reach targeted outcome. Ensures the project team leverages the relevant knowledge management documentation during the project ramp-up phase. Manages overall quality and customer satisfaction by performing quality reviews and ensuring quality standards across area of responsibility.

Experience with solution proposal review, including the project's estimates and the business case. Experience translating business needs into technical requirements and articulates business benefits of the technical solution. Demonstrated leadership through outstanding communication skills, energizing and inspiring the audience. Sets quality standards for documents and deliverables across area of responsibility. Demonstrated people management skills for large teams, communicating and delegating effectively, making sure that the team achieves expected results. Demonstrated understanding of the MS technology features, and a proven ability to explain their business value and architectural implications to the customer on executive level. Demonstrated ability to anticipate and identify risks and issues across area of responsibility.

**Education Requirements:** Masters / Bachelor's Degree in Computer Science, Electrical Engineering or equivalent. Most with Graduate Degrees, or equivalent work experience with excellent communication skills (oral and written), presentation skills and also in preparing project documents. Holds PMP certifications and utilizes ISO, CMM best practices.

#### **Job Title: Program Manager Level IV**

**Minimum/General Experience:** Program Manager Level IV should have 4+ years of program management experience and should be capable to interact with project stake holders independently with good communication skills (oral and written skills). Coordinates and monitors the scheduling, pricing, and technical performance of company programs. Responsibilities also include aiding in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures



projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations.

**Functional Responsibility:** The Level IV Program Manager is an authority in communication and project management. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. Responsible for coordinating execution for a specific project, completing the agreed reporting tools for different customer and internal audiences, and acting in compliance with the agreed processes. Proficiency in completing complex project streams including varied tasks within the scope of the role. Abilities to assess, plan, design, develop, test, perform network configuration and platform decision making. Employs technical specialization skills to develop and deploy current offerings. Effectively manages customer relationships, analyzing the customer's business, and employ strong communication skills. Holds strong conflict resolution and negotiation skills and demonstrate consulting skills.

Program Manager Level IV performs project assessment, project planning, project design, project development, project testing, network configuration and also in identifying the relevant platform for project execution. Possesses Team Management Skills and focuses on driving the Team in Project delivery as per the agreed time lines. Identifies the right resources for project execution and should mentor the project delivery team for project excellence. Works on various quality standard process and capable to resonate the project delivery plans with quality improvement process.

**Education Requirements:** Masters / Bachelor's Degree in Computer Science, Electrical Engineering or equivalent. Most with Graduate Degrees, or equivalent work experience with excellent communication skills (oral and written), presentation skills and also in preparing project documents. Holds PMP certifications and utilizes ISO, CMM best practices.

#### **Job Title: Program Manager Level III**

**Minimum/General Experience:** Possesses 3+ Years in program management experience and a Lead contributor among Project Team for achieving project deliverables. Analyses the client requirement, work along with Senior PMs in articulating various project facets with client and arrive at a right fit project execution plan. Charts out project deliverables, analysis the functional and commercial aspects of project execution plan. Prepares various baseline project documents and supports in rolling out various project notifications/communications among stake holders. Coordinates and monitors the scheduling, pricing, and technical performance of company programs. Responsibilities also include aiding in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations. Supports the validation of functional designs and actively participate in testing.

**Functional Responsibility:** Carries out procedures to ensure that complex information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. Drafts test plans/scripts/procedures and create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements. Leads a test team and perform verification of test defects. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks.

**Education Requirements:** Masters / Bachelor's Degree in Computer Science, Electrical Engineering or equivalent. Most with Graduate Degrees, or equivalent work experience with excellent communication skills (oral and written), presentation skills and also in preparing project documents. Holds PMP certifications and utilizes ISO, CMM best practices.

## **Job Title: Program Manager Level II**

**Minimum/General Experience:** Holds 2+ years of applicable Program Management experience. Coordinates and monitors the scheduling, pricing, and technical performance of company programs. Responsibilities also include aiding in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations. Support is analyzing the customer requirements and the defines the solution options. Contributes to establishing clear customer expectations and delivers on commitments. Holds experience in completing all people management duties with care and on time. Relies on extensive experience and judgment to plan and accomplish goals. Prepares project plans, budget plans, milestones, schedules and status reports.

**Functional Responsibility:** Program Manager Level III understands customer requirements and work along Senior PMs in drawing out the project execution plan and freezing the milestones. Works on various technology platforms and synchronize them effectively in project delivery. Carries out procedures to ensure that complex information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. Drafts test plans/scripts/procedures and create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements. Leads a test team and perform verification of test defects. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks.

**Education Requirements:** Masters / Bachelor's Degree in Computer Science, Electrical Engineering or equivalent. Most with Graduate Degrees, or equivalent work experience with excellent communication skills (oral and written), presentation skills and also in preparing project documents. Holds PMP certifications and utilizes ISO, CMM best practices.

## **POOL 2: SOFTWARE DEVELOPMENT - OVERVIEW**

Idea Entity Software Development Consultants combine project management skills with software product management and computer programming skills. All of the development work they do is done with an understanding of the business climate of each client. Consultants are involved in wide aspects of the software development process, from software design, coding, source code control, code reviews, configuration management, testing, implementation, requirement and gap analysis, testing, and participation in software release and post release. The general software development skill set includes:

- Consulting experience
- Computer programming / software design experience
- Ability to execute feasibility and cost-benefit analysis, requirements analysis, including choice of architecture and framework, budget and schedule for project.
- IT project experience
- Verifiable customer management skills
- Ability to manage and coordinate processes from testing stage to pre and post software releases.
- Experience collecting customer requirements, developing, customizing, and implementing software solutions



- Application development (Microsoft and Open Source technologies) skills
- Internet development skills
- Transaction Processing (Microsoft Transaction Server)

### **Job Title: Software Developer Level VII**

**Minimum/General Experience:** Requires 10+ years of applicable **software development experience**. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Develops and delivers a high-quality and complex solutions and leadership over others' solution design and development. The definition, development, and leadership over software analysis, code analysis, requirements analysis, software review, system risk analysis, software reliability analysis. Sets of quality standards for documents and deliverables across area of responsibility. Complete ownership in ensuring that the software application development process and result meet the highest quality and standard, meeting agreed client requirements.

Performs the validation of the software development design and application within large and complex environments, leveraging their deep expertise and experience in full life cycle application development. Leadership over the evaluation and identification of new technologies for implementation. Anticipation and identification of risks and issues across area of responsibility. Manages the overall quality and client satisfaction across area of responsibility - performance tuning, improvement, balancing usability, automation, integrating software with existing systems, software testing and quality assurance. Ensures that work order is consistent with client expectations. Delivers presentations, facilitation of client meetings and workshops. Holds a combination of technical and business messages, style adaptation to audience to reach targeted outcome and manages large teams. Drives towards initial client expectations, meetings and documentation of key client expectations.

**Functional Responsibility:** The Level VII Software Developer is a recognized industry expert in project management. He/she has the following functional responsibilities.

- Proven professional experience and expertise in Project Planning and Project Management.
- Strong knowledge in key Microsoft and Open Source technologies, development of web applications, and transaction processing.
- Demonstrable strength with C, C++, C#, Java, .NET, Python, BEA WebLogic, WebSphere, J2EE, JBoss, ADO, Perl, HTML, JSP, JavaScript, Web services, SOAP, XML, ASP, JSP, PHP, MySQL, SQL Server, Oracle, UNIX, Linux, Redhat Linux, STL, XSLT, OWL, AJAX, J2EE, J2ME, J2SE, Sun Solaris; and a specialization in one technology stack.
- The proven ability to operate with significant autonomy and latitude in meeting objectives.
- Experience and proven ability to deliver high quality and complex design, code and debugging applications in various software languages.
- Strong experience acting as a lead consultant and developer in computer programming / software design, software testing and quality assurance, deliver full cycle application development.
- Has experience overseeing the design, coding and debugging of applications.
- Has experience leading software modeling and simulation projects.
- Has the ability to act as a driver of standards compliance.
- Proven ability to execute feasibility and cost-benefit analysis, requirements analysis, and make choices around architecture and framework, budget and schedule for projects.
- Proven ability to drive client communication and reporting on project planning and management, and execution across area of responsibility.
- Proven experience acting as the person responsible for the on-time and on-budget successful delivery of the overall projects.



**Education Requirements:** Bachelor's Degree; Computer Science, Electrical Engineering or equivalent. Most with Graduate Degrees, or equivalent work experience. Leadership through outstanding communication skills, energizing and leading a team of developers.

**Job Title: Software Developer Level V**

**Minimum/General Experience:** The Level V Software Developer requires 6+ years of software development experience. Designs, modifies, develops, writes and implements software programming applications/operating systems. Coordinates work teams. Provides technical support to project team members. Defines and manages program and project set-up and execution. Structures and manages projects of medium size and complexity. Delivers full lifecycle application development services. Designs, develops and tests software. Ensures on-time and on-budget delivery.

**Functional Responsibility:** The Level V Software Developer is considered a senior-level contributor in assessing, planning, designing, developing, coding, modeling, testing, and simulating software. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. A wide degree of creativity and latitude is expected. Abilities to assess, plan, design, develop, code, model, test, and simulate. Performs full life cycle application development. Defines project standards, performing conflict resolution, conducting negotiation and demonstrating team and project management skills.

**Education Requirements:** Bachelor's Degree; Computer Science, Electrical Engineering or equivalent. Many with Graduate Degrees, or equivalent work experience. Proven experience demonstrating strong communication skills and managing client relationships while delivering software analysis, code analysis, requirements analysis, software review, system risk analysis, and reliability analysis.

**Job Title: Software Developer Level IV**

**Minimum/General Experience:** The Level IV Software Developer holds 4+ years of full lifecycle software development experience and considered as a senior-level contributor in software development. His/her general responsibilities include coordinating execution for a specific project, providing full-lifecycle application development services, and executing the agreed software development application for different clients and internal audiences in compliance with the agreed processes. Completes complex project streams including varied tasks within the scope of the role. Performs full life cycle application development including assessing, planning, designing, developing, coding, modeling, testing, and simulating software.

**Functional Responsibility:** Designs, modifies, develops, writes and implements software programming applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software. Designs, plans, and coordinates work teams. Provides technical support to project team members. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department.

**Education Requirements:** Bachelor's Degree; Computer Science, Electrical Engineering or equivalent. Many with Graduate Degrees, or equivalent work experience. With proven communication skills and functionality in conflict resolution, communication and negotiation.

**Job Title: Software Developer Level III**

**Minimum/General Experience:** Required 3+ years of full-lifecycle software development experience. Codes software applications to adhere to designs supporting internal business requirements or external customers. Standardizes the quality assurance procedure for software. Oversees testing and develops fixes. The Level III



Software Developer has the general responsibilities include understanding software development set-up and execution, and executing it well within a specific project area. Completes standard and non-standard tasks within the scope of the role. Performs full life cycle application development including assessing, planning, designing, developing, coding, modeling, testing, and simulating software. Holds the abilities to complete various complex tasks within the scope of the role and facilitate the development and maintenance of client relationships.

**Functional Responsibility:** Has knowledge of standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude required. Typically reports to a project leader or manager.

**Education Requirements:** Bachelor's Degree; Computer Science, Electrical Engineering or equivalent, or equivalent work experience. Proven and demonstrable communication skills.

### **Software Developer Level III – General Experience and Education Requirements**

The Level III Software Developer is considered a contributor to software development and has the following general experience and education level:

### **POOL 3: SUPPORT ENGINEERING - OVERVIEW**

Idea Entity Support Engineer Consultants combine strong technical skills and business acumen, dealing with wide range of aspects related to the maintenance, repair and support of systems to ensure continued operation and functioning of the systems. Consultants execute supportability during the development and design of new systems, or during the operational life of the systems, to optimize the availability and use of the system in a cost-effective manner. They perform these duties with an understanding of needs of both the user and the business. The Support Engineering skill set includes:

- Consulting experience
- Technical knowledge and work experience with software systems, software building, deployment, build and test integration, trouble shooting and debugging.
- IT project experience
- Verifiable customer management skills
- Ability to proactively detect and resolve system issues.
- Ability to work well in a team.
- Strong verbal and written communication skills. Innovative, creative, flexible, self-directed.

### **Job Title: Support Engineer Level VII**

**Minimum/General Experience:** Required 10+ years of experience and considered as an industry expert in the field of support engineering. Leads large teams in dealing with wide range of aspects related to the maintenance, repair and support of systems to ensure continued operation and functioning of the systems, from software systems, software building, deployment, build and test integration, to troubleshooting and debugging. Leads feasibility and cost-benefit analysis, requirements analysis and framework, budget management and schedule. Oversees, assesses and defines system supportability during the development and design of new systems, or during the operational life of the systems, to optimize the availability and use of the system in a cost-effective manner. Manages department budget to ensure goals are met. Establishes and maintains relationships with engineering and software development. Provides advanced troubleshooting skills to resolve technical problems. Researches, reports and corrects any quality assurance issues.

Ensures effective client communication and reporting on project planning and management, and execution across area of responsibility. Responsible for the on-time, on-budget successful delivery of the overall support projects. Holds initial client expectations meetings and documents key client expectations. Make sure work results and support deliverables are consistent with client expectations.



**Functional Responsibility:** Expert level technical skills, combined with business acumen, in leading a wide range of aspects related to the maintenance, repair and support of systems to ensure continued operation and functioning of the systems. This consultant is highly experienced and capable in developing and delivering high-quality and complex support solutions and oversees others' solution design and development. Holds complete ownership and responsibility in executing supportability during the development and design of new systems, or during the operational life of the systems, to optimize the availability and use of the system in a cost-effective manner. Effectively anticipates, assesses and identifies technology or solution risks and issues across area of responsibility. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected.

Holds the successful track record ensuring that the technical solution implemented meets agreed client requirements. Proven abilities to lead and manage large projects / programs of a higher complexity and holds the overall accountability for the design and build of software or hardware systems and architecture within large and complex environments. Abilities to deliver presentations and facilitate client meetings along with significant consulting and IT project experience.

**Education Requirements:** Masters / Bachelor's Degree; Computer Science, Electrical Engineering or equivalent. Most with Graduate Degrees, or equivalent work experience with demonstrable and proven leadership through outstanding verbal and written communication skills, energizing and leading a team of support engineers.

#### **Job Title: Support Engineer Level III**

**Minimum/General Experience:** The Support Engineer Level III is considered an individual contributor in the field of support engineering and is responsible for performing support engineering for a specific project area with 2+ years of applicable support engineering experience. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.

**Functional Responsibility:** Troubleshoots and develops technical solutions related to software and setup errors for field engineers, technicians, and customers. Completes standard and non-standard tasks within the scope of a support role and has IT project experience. Anticipates, assess, and identify technology or solution risks and issues across area of responsibility. Creates workaround procedures when standard procedures have failed and ensures issues are resolved in a timely fashion. Escalates urgent problems requiring more in-depth knowledge to appropriate internal resources. Holds the abilities to employ technical skills in a wide range of aspects related to the maintenance, repair and support of systems to ensure continued operation and functioning of the systems.

**Education Requirements:** Bachelor's Degree; Computer Science, Electrical Engineering or equivalent, or equivalent work experience with demonstrated strong verbal and written communication skills, combined with business acumen.



**Experience & Degree Substitution Equivalencies**

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

**Equivalent Degree**

**Experience**

Associate's	2 years' relevant experience
Bachelor's	Associate's degree + 2 years' relevant experience or 4 years' relevant experience
Master's	Bachelor's plus 2 years' relevant experience or Associate's degree + 4 years' relevant experience or 6 years' relevant experience
PhD	Master's + 2 years' relevant experience, or Bachelor's + 4 years' relevant experience or 8 years' relevant experience