

**GENERAL SERVICES ADMINISTRATION  
AUTHORIZED SCHEDULE CATALOG/PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsaadvantage.gov>

**FEDERAL SUPPLY SCHEDULE 70  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE and SERVICES**

**CONTRACT NUMBER:** GS-35F-0402L

**CONTRACT PERIOD:** May 17, 2001 through May 16, 2021

**PRICELIST CURRENT THROUGH:** Modification 18 dated January 28, 2016

For more information on ordering, visit [www.gsa.gov/schedules](http://www.gsa.gov/schedules)

**CONTRACTOR:** United Development USA, Inc.  
1700 Rockville Pike  
Suite 400  
Rockville MD 20852  
301-570-4003 (telephone)  
301-357-2142 (facsimile)  
[www.udusa.net](http://www.udusa.net)

**CONTRACTOR'S POINT OF CONTACT FOR CONTRACT ADMINISTRATION:**

Dat Bui-Quang  
Chief Executive Officer/President  
United Development USA, Inc.  
1700 Rockville Pike  
Suite 400  
Rockville MD 20852  
301-357-4003 (telephone)  
301-570-2142 (facsimile)  
[buid@udusa.net](mailto:buid@udusa.net)

**BUSINESS SIZE:** Small

**CUSTOMER INFORMATION:**

**1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

SIN 132-51 Information Technology Professional Services

**1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:**

Not Applicable

**1c. HOURLY RATES:** See Section 28, below.

**2. MAXIMUM ORDER:** See NOTE TO ORDERING ACTIVITIES (below)

SIN 132-51 \$500,000

NOTE TO ORDERING ACTIVITIES: \*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned Contactor for a better price. The Contractor may (1) offer a new price for this requirement, (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

**3. MINIMUM ORDER:** \$100

**4. GEOGRAPHIC COVERAGE:** Domestic

**5. POINT(S) OF PRODUCTION:** Rockville, MD USA

**6. DISCOUNT FROM INTERNAL RATE:**

The GSA Net Prices published on the GSA Advantage website reflect the fully burdened price. The negotiated discount has been applied and the Industrial Funding Fee has been added.

**7. QUANTITY DISCOUNT:** None

**8. PROMPT PAYMENT TERMS:** Net 30 Days

**9. GOVERNMENT PURCHASE CARD:**

Accepted for sales at or below the micro-purchase threshold.

For purchases above the micro-purchase threshold, acceptance will be determined on a procurement-by-procurement basis.

**10. FOREIGN ITEMS:** None

**11a. TIME OF DELIVERY:**

Negotiated at the Task Order Level with the Ordering Activity.

**11b. EXPEDITED DELIVERY:**

Please contact the Contractor for availability and rates.

**11c. OVERNIGHT AND 2-DAY DELIVERY:**

Please contact the Contractor for availability and rates.

**11d. URGENT REQUIRMENTS:**

Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

**12. FOB POINT:** Destination

**13a. ORDERING ADDRESS:**

Dat Bui-Quang  
Chief Executive Officer/President  
United Development USA, Inc.  
1700 Rockville Pike  
Suite 400  
Rockville MD 20852  
301-357-4003 (telephone)  
301-570-2142 (facsimile)  
buid@udusa.net

**13b. ORDERING PROCEDURES:**

Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule Homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).

**14. PAYMENT ADDRESS:**

Dat Bui-Quang  
Chief Executive Officer/President  
United Development USA, Inc.  
1700 Rockville Pike  
Suite 400  
Rockville MD 20852  
301-357-4003 (telephone)  
301-570-2142 (facsimile)  
buid@udusa.net

**15. WARRANTY PROVISION:**

SIN 132-51 Delivered, As Negotiated

**16. EXPORT PACKING CHARGES:** Not Applicable

**17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:**

Please contact the Contractor for terms and conditions of acceptance.

**18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):**

Not Applicable

**19. TERMS AND CONDITIONS OF INSTALLATION:** Not Applicable

**20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):**

Not Applicable

**20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES:**

Not Applicable

**21. LIST OF SERVICE AND DISTRIBUTION POINTS:** Not Applicable

**22. LIST OF PARTICIPATING DEALERS:** None

**23. PREVENTIVE MAINTENANCE:** None

**24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):**

None

**24b. SECTION 508 COMPLIANCE FOR ELECTRONIC and INFORMATION TECHNOLOGY:**

Not Applicable

**25. DUNS NUMBER:** 132504353

**26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:**

Contractor has an Active Registration in the SAM database.

**27. LABOR CATEGORY DESCRIPTIONS**

<b>1. Commercial Job Title:</b>	<b>HELP DESK SPECIALIST</b>
<b>Minimum/General Experience:</b> One year experience in a specialized area. Specialized experience includes knowledge of PC operating systems (e.g., DOS, Windows); as well as networking and mail standards; and audio visual systems; and experience in supporting a help desk. General experience includes information systems development and other work in the client/server field or related fields. Has demonstrated ability to communicate orally and in writing and a positive customer service attitude.	
<b>Functional Responsibility:</b> Provides telephone and in-person support to users in the areas of e-mail, directories, standard windows desktop COTS applications, and applications developed under this contract for predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC, audio video, and printer problems.	
<b>Minimum Education:</b> Associate's Degree in Information Systems or related field	

2. Commercial Job Title:	<b>MID-LEVEL INFORMATION TECHNICIAN</b>
<b>Minimum/General Experience:</b> Two year experience in Information Technology field. Experience includes knowledge of PC operating systems (e.g., DOS, Windows); audio visual systems; and installation and maintenance of Local Area Networks (LANs), and Wide Area Networks (WANs). General experience includes information systems development and other work in the client/server field or related fields. Has demonstrated ability to communicate orally and in writing and a positive customer service attitude.	
<b>Functional Responsibility:</b> Provides support to users in the areas of e-mail, directories, standard windows desktop COTS applications,. Serves as the initial point of contact for installation, maintenance, and problems troubleshooting of hardware/software PC, audio video, and printer systems. Assist in managing LAN/WAN performance and maintains system security. Installs network hardware and software.	
<b>Minimum Education:</b> Associate's Degree in Information Systems (or related field) or Equivalent Work Experience	

3. Commercial Job Title:	<b>SR. NETWORK ADMINISTRATOR</b>
<b>Minimum/General Experience:</b> Three years of technical experience installing, maintaining, and managing Local Area Networks (LANs), and Wide Area Networks (WANs).	
<b>Functional Responsibility:</b> Responsible for acquisition, installation, maintenance, and usage of the LAN/WAN. Determines best products to meet needs and present results. Manages LAN/WAN performance and maintains system security. Installs network hardware and software. Evaluates, develops, and maintains telecommunications systems. Troubleshoots system problems. Establishes and implements policies, procedures, and standards, and ensures their conformance to information systems objectives. Trains users on system operation. May perform network planning and engineering functions. May be responsible for both local and remote administration of networks.	
<b>Minimum Education:</b> Bachelor's Degree in Computer Science	

4. Commercial Job Title:	<b>LEAD NETWORK ADMINISTRATOR</b>
<b>Minimum/General Experience:</b> Six years of technical experience installing, maintaining, and managing Local Area Networks (LANs), and Wide Area Networks (WANs).	
<b>Functional Responsibility:</b> Leads team of network administrators. Oversees acquisition, installation, maintenance, and usage of the LAN/WAN. Determines best products to meet needs and present results. Oversees management of LAN/WAN performance and maintenance of system security. Supervises network hardware and software installation. Evaluates, develops, and maintains telecommunications systems. Troubleshoots system problems. Establishes and implements policies, procedures, and standards, and ensures their conformance to information systems objectives. Trains users on system operation. Perform network planning and engineering functions. Responsible for both local and remote administration of networks.	
<b>Minimum Education:</b> Bachelor's Degree in Computer Science, Information Systems, Engineering or related field, or equivalent experience/training.	

5. Commercial Job Title:	<b>UNIX SYSTEM ADMINISTRATOR</b>
<p><b>Minimum/General Experience:</b>  This position requires a minimum of three years experience in administrating UNIX or open systems compliant systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network. Knowledge and experience with system technologies to include networking concepts, hardware, and software.</p>	
<p><b>Functional Responsibility:</b>  Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems. Defines and develops UNIX system and network requirements and architecture and configuration requirement; tests and implement solutions to ensure that all clients are able to access and use appropriate elements of the application</p>	
<p><b>Minimum Education:</b>  Bachelor's degree in Computer Science, Information Systems, Engineering or other related discipline. Or equivalent work experience.</p>	

6. Commercial Job Title:	<b>JR. NETWORK ENGINEER</b>
<p><b>Minimum/General Experience:</b>  Two year of technical experience designing, installing, and managing Local Area Networks (LANs) and Wide Area Network (WANs). May be required to hold a current certification in LAN/WAN administration or engineering appropriate to the network environment being supported (e.g. A+, Network +, etc.)</p>	
<p><b>Functional Responsibility:</b>  Responsible for design, acquisition, installation, maintenance, and usage of network systems. Determines best products to meet needs and presents results. Assists in managing system performance and maintains system security. Installs network hardware and software. Troubleshoots system problems. Establishes and implements system policies, procedures, and standards, and ensures their conformance with information systems objectives. Trains users on system operations. Performs network planning and engineering functions. Responsible for both local and remote administration of networks.</p>	
<p><b>Minimum Education:</b>  Bachelor's Degree in Computer Science (or related field) or Equivalent Work Experience</p>	

7. Commercial Job Title:	<b>NETWORK ENGINEER</b>
<p><b>Minimum/General Experience:</b>  Three years of technical experience designing, installing, and managing Local Area Networks (LANs) and Wide Area Network (WANs). Holds a current certification in LAN/WAN administration or engineering appropriate to the network environment being supported (e.g., Microsoft Certified System Engineer (MCSE), Cisco Certified Network Agent (CCNA), Cisco Certified Network Professional (CCNP), Cisco Certified Design Professional (CCDP) etc.).</p>	
<p><b>Functional Responsibility:</b>  Responsible for design, acquisition, installation, maintenance, and usage of network systems. Determines best products to meet needs and presents results. Manages system performance and maintains system security. Installs network hardware and software. Troubleshoots system problems. Establishes and implements system policies, procedures, and standards, and ensures their conformance with information systems objectives. Trains users on system operation. Performs network planning and engineering functions. Responsible for both local and remote administration of networks. Have access to highly technical and specialized OEM support, technical data, and software specific to the area of certification.</p>	
<p><b>Minimum Education:</b>  Bachelor Degree in Computer Science (or related field) with MCSE or CCNA/CCNP/CCDP</p>	

8. Commercial Job Title:	<b>SYSTEMS ENGINEER</b>
<p><b>Minimum/General Experience:</b>  This position requires a minimum of six years of experience in supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF1x, entity relationship diagrams), and other design techniques, object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. Knowledge of security requirements for Multilevel Security (MLS) issues a plus.</p>	
<p><b>Functional Responsibility:</b>  Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards – such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of workflows, organization, and planning and develops appropriate corrective action. Provides daily supervision and direction to staff.</p> <p>May be asked to analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment.</p>	
<p><b>Minimum Education:</b>  Bachelor's degree in Computer Science, Information Systems, Engineering or other related discipline. Or equivalent work experience.</p>	

9. Commercial Job Title:	HARDWARE TECHNICIAN
<b>Minimum/General Experience:</b> Two years of experience in the installation and preparation of varying types of Information Technology hardware. Must demonstrate the ability to work independently or under only general direction.	
<b>Functional Responsibility:</b> Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning hardware. Prepares functional requirements and specifications for hardware acquisitions. Ensures that problems have been properly identified and solutions will satisfy the customer's requirements..	
<b>Minimum Education:</b> Associate Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.	

10. Commercial Job Title:	SR. HARDWARE SPECIALIST
<b>Minimum/General Experience:</b> This position requires a minimum of five years experience, of which at least three years must be specialized. Specialized experience includes: analysis and installation of computer based systems; analysis and installation of local area nets; experience with fiber optic cable installation and splicing and installation of communications systems. Proven ability to work independently or under only general direction.	
<b>Functional Responsibility:</b> Conduct site surveys; assesses and documents current site network configuration and customer requirements. Designs and optimizes network topologies. Analyzes existing requirements and prepares specifications for hardware acquisitions. Prepares engineering plans and site installation Technical Design Packages. Develop hardware installation schedules. Prepares drawings, documentation and configuration changes at each site. Prepare site installation and test reports. Configures computers, communications devices, and peripheral equipment. Install network hardware. Train site personnel in proper use of hardware. Builds specialized interconnecting cables.	
<b>Minimum Education:</b> Bachelor Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.	

11. Commercial Job Title:	DATA ENTRY TECHNICIAN
<b>Minimum/General Experience:</b> One year of experience in data entry and verification. Typically required to work under close supervision and direction	
<b>Functional Responsibility:</b> Performs data entry via on-line data terminal, key-to-tape, key-to-disk, or similar device. Verifies data entered, where applicable.	
<b>Minimum Education:</b> High School Degree	

12. Commercial Job Title:	<b>SYSTEMS OPERATOR</b>
<b>Minimum/General Experience:</b> One year of experience operating a computer system or a multi server local area network. Must demonstrate sufficient knowledge of programming to understand how programs use computer hardware.	
<b>Functional Responsibility:</b> Monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation that may be mainframe, mini, or client/server	
<b>Minimum Education:</b> Associate Degree in Computer Science or related field or Technical Certificate.	

13. Commercial Job Title:	<b>COMPUTER PROGRAMMER</b>
<b>Minimum/General Experience:</b> One year of experience. Knowledge of computer equipment and ability to develop software to satisfy design objectives.	
<b>Functional Responsibility:</b> Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation	
<b>Minimum Education:</b> Associate Degree in Computer Science, Information Systems. Engineering or related field, or equivalent experience/training.	

14. Commercial Job Title:	<b>APPLICATION SYSTEMS ANALYST/ PROGRAMMER</b>
<b>Minimum/General Experience:</b> Two years of technical experience in applications software development, one of which is in systems analysis and acting as technical lead. Has a good understanding of the business or function for which the application is designed.	
<b>Functional Responsibility:</b> Plans and monitors the work of team members. Sets priorities to meet the needs of users. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. May be involved in related areas such as database design/management, evaluation of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues. May direct the work of other systems analysts and programmers. This skill is qualified to operate in advanced technical environments that include C++, Client/Server, Oracle, Power Builder, Visual Basic, JAVA, and other source code requirements.	
<b>Minimum Education:</b> Bachelor's Degree in Computer Science	

15. Commercial Job Title:	<b>INFORMATION ENGINEER</b>
<p><b>Minimum/General Experience:</b>  Two years of intensive and progressive experience performing computer programming and systems analysis in broad-based ADP projects including system level analysis, design, development and implementation on contemporary computer hardware, software systems and programming languages. Two years of intensive, extensive, progressive, and continuous experience in application requirements, system development, and implementation (may include the utilization of I-CASE Information Engineering processes, methodologies, automated I-CASE tools/toolsets, database modeling and design concepts).</p>	
<p><b>Functional Responsibility:</b>  Performs high level information engineering planning, analysis, design, construction and implementation of Information Engineering (IE) based systems. Develops project plans, controls project scope, and tracks direction in review of IE products. Designs and facilitates rapid prototyping and joint application development (JAD) sessions designed to provide input into the IEF tool for development of the application.</p>	
<p><b>Minimum Education:</b>  Associate's Degree in Information Systems</p>	

16. Commercial Job Title:	<b>SR. COMPUTER PROGRAMMER</b>
<p><b>Minimum/General Experience:</b>  This position requires a minimum of six years of experience, of which at least three years must be specialized. Specialized experience includes: experience as an applications programmer, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Demonstrated ability to work independently or under only general direction.</p>	
<p><b>Functional Responsibility:</b>  Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.</p>	
<p><b>Minimum Education:</b>  Bachelor's degree in Computer Science, Information Systems, Engineering or other related discipline. Or equivalent work experience.</p>	

17. Commercial Job Title:	JR. DATABASE SPECIALIST
<p><b>Minimum/General Experience:</b>  This position requires a minimum of two years experience. Demonstrated knowledge of terminology, usage, and operating characteristics of hardware, software, and operating system components that load, execute, store, and retrieve application program/files and perform a variety of functions related to business information systems; Demonstrated ability to perform structured data processing design principles, techniques, and methods used to analyze and translate user requirements into plans for system input, output, files, data dictionaries, controls, and processing methods.</p>	
<p><b>Functional Responsibility:</b>  Provides technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Reviews logical and/or physical designs of existing database(s), and makes recommendations for tuning the database to assure maximum operating efficiency in its performance. Defines file organization, indexing methods, and security procedures for specific user applications.</p>	
<p><b>Minimum Education:</b>  Bachelor's degree in Computer Science, Information Systems or other related discipline. Or equivalent work experience.</p>	

18. Commercial Job Title:	SR. DATABASE SPECIALIST
<p><b>Minimum/General Experience:</b>  This position requires a minimum of six years experience. Demonstrated knowledge of terminology, usage, and operating characteristics of hardware, software, and operating system components that load, execute, store, and retrieve application program/files and perform a variety of functions related to business information systems; Demonstrated ability to perform structured data processing design principles, techniques, and methods used to analyze and translate user requirements into plans for system input, output, files, data dictionaries, controls, and processing methods. Demonstrated ability to determine database and application performance, evaluate and diagnose database performance issues and recommend and implement solutions for database performance improvement. Demonstrated ability in the analysis, design, development, testing, and implementation of database systems. .</p>	
<p><b>Functional Responsibility:</b>  Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Reviews logical and/or physical designs of existing database(s), and makes recommendations for tuning the database to assure maximum operating efficiency in its performance. Defines file organization, indexing methods, and security procedures for specific user applications.</p>	
<p><b>Minimum Education:</b>  Bachelor's degree in Computer Science, Information Systems or other related discipline. Or equivalent work experience.</p>	

19. Commercial Job Title:	<b>JR. SYSTEMS ANALYST</b>
<p><b>Minimum/General Experience:</b> Two years of technical experience in software design, development, and implementation for applications and embedded projects. Competent to work at a high technical level for most phases of systems analysis and programming activities.</p>	
<p><b>Functional Responsibility:</b> Responsible for the entire software life cycle from defining requirements to system architecture to system integration testing to program maintenance. Set priorities to meet users needs. Formulates/defines system scope and objectives. Devises or modifies procedures to solve moderately complex problems considering computer equipment capacity and limitations. Establishes and implements system policies, procedures, and standards. May be involved in related areas such as database design/management and evaluation of commercial off-the-shelf (COTS) products.</p>	
<p><b>Minimum Education:</b> Associate's Degree in Computer Science (or related field) or Equivalent Work Experience</p>	

20. Commercial Job Title:	<b>SR. SYSTEMS ANALYST</b>
<p><b>Minimum/General Experience:</b> Six years of technical experience in software design, development, and implementation for applications and embedded projects. Competent to work at a high technical level for most phases of systems analysis and programming activities.</p>	
<p><b>Functional Responsibility:</b> Responsible for the entire software life cycle from defining requirements to system architecture to system integration testing to program maintenance. Set priorities to meet users needs. Formulates/defines system scope and objectives. Devises or modifies procedures to solve moderately complex problems considering computer equipment capacity and limitations. Establishes and implements system policies, procedures, and standards. May be involved in related areas such as database design/management and evaluation of commercial off-the-shelf (COTS) products. Qualified to operate in environments that include client-server technology, C, Oracle, SNMP, DCE, RPC and UNIX (AIX &amp; SGI), etc.</p>	
<p><b>Minimum Education:</b> Bachelor Degree in Computer Science.</p>	

21. Commercial Job Title:	<b>WEB DESIGN &amp; ADMINISTRATION TECHNICIAN</b>
<p><b>Minimum/General Experience:</b> This position requires a minimum of two years experience in developing and managing full software life cycle development from conception of new automation needs to final implementation and maintenance of information systems. Experience in design of client-server and web-based architectures required.</p>	
<p><b>Functional Responsibility:</b> Develop and manage full software life cycle development from conception of new automation needs to final implementation and maintenance of information systems Manage organizational, web-based complex project development efforts focusing on the delivery of customized web solutions to improve internal or external customer satisfaction, and business value. Responsible for directing day-to-day activities, including data collection, content gathering, presentation and site mission definition, and quality assurance. Able to see the broad context of a corporate need and work independently or as part of a high-performance team in fast-paced environments.</p>	
<p><b>Minimum Education:</b> Bachelor's degree in Computer Science, Information Systems, Engineering or other related discipline. Or equivalent work experience.</p>	

22. Commercial Job Title:	<b>WEB DESIGN &amp; ADMINISTRATION EXPERT</b>
<p><b>Minimum/General Experience:</b> This position requires a minimum of six years experience in developing and managing full software life cycle development from conception of new automation needs to final implementation and maintenance of information systems. Experience in design of client-server and web-based architectures required.</p>	
<p><b>Functional Responsibility:</b> Develop and manage full software life cycle development from conception of new automation needs to final implementation and maintenance of information systems Manage organizational, web-based complex project development efforts focusing on the delivery of customized web solutions to improve internal or external customer satisfaction, and business value. Responsible for directing day-to-day activities, including data collection, content gathering, presentation and site mission definition, and quality assurance. Able to see the broad context of a corporate need and work independently or as part of a high-performance team in fast-paced environments.</p>	
<p><b>Minimum Education:</b> Bachelor's degree in Computer Science, Information Systems, Engineering or other related discipline. Or equivalent work experience.</p>	

23. Commercial Job Title:	<b>TELECOMMUNICATIONS TECHNICIAN</b>
<p><b>Minimum/General Experience:</b>  One year of experience in support of telecommunication systems or networks. Experience may include one or more the following: (1) electronic assembly, repair, and installation including (a) module assembly, (b) repair, (c) testing or (2) practical experience in the installation of antennas and supporting structures including: (a) knowledge of the principles of antenna and large structural systems, (b) rigger shop practices and techniques, (c) the ability to interpret and use blueprints, drawings, manuals, handbooks, and technical specifications.</p>	
<p><b>Functional Responsibility:</b>  Supports the installation, testing, maintenance, and troubleshooting of telecommunications systems or networks. Manages a variety of telecommunications support functions, including trouble ticket management, service order entry. Performs testing of telecommunications and RF systems in support of systems planning, assembly, installation, implementation, and maintenance using both manual and automated tools. Evaluates system problems of workflow, organization, and planning. Develops appropriate corrective actions. Performs all work in accordance with established standards.</p>	
<p><b>Minimum Education:</b>  Relevant Technical Training or Work Experience</p>	

24. Commercial Job Title:	<b>TELECOMMUNICATIONS ENGINEER</b>
<p><b>Minimum/General Experience:</b>  One year of experience in support of communication systems or networks. Experience may include one or more the following: (1) electronic assembly, repair, and installation including (a) module assembly, (b) repair, (c) testing or (2) practical experience in the installation of antennas and supporting structures including: (a) knowledge of the principles of antenna and large structural systems, (b) rigger shop practices and techniques, (c) the ability to interpret and use blueprints, drawings, manuals, handbooks, and technical specifications.</p>	
<p><b>Functional Responsibility:</b>  Supports the installation, testing, maintenance, and troubleshooting of operational systems or networks. Manages a variety of telecommunications support functions, including trouble ticket management, service order entry, and/or configuration management. Directs the testing of telecommunications and RF systems in support of systems planning, assembly, installation, implementation, and maintenance using both manual and automated tools. Evaluates system problems of workflow, organization, and planning. Develops appropriate corrective action. Knowledgeable of applicable telecommunications or RF systems engineering techniques and the use of automated support tools. Performs all work in accordance with established standards.</p>	
<p><b>Minimum Education:</b>  Associate's Degree in Telecommunications or related field.</p>	

25. Commercial Job Title:	<b>SR. TELECOMMUNICATION ENGINEER</b>
<b>Minimum/General Experience:</b> Five years of experience in support of telecommunication systems or networks.	
<b>Functional Responsibility:</b> Provides expert technical support and/or leadership for difficult assignments in the planning, analysis, design, testing, and troubleshooting of networks or operational systems. Performs and/or leads systems planning, information planning, and analysis in support of telecommunications support functions, including trouble ticket management, service order entry, and/or configuration management. Tests processes and data models in support of the planning and analysis efforts using both manual and automated tools. Evaluates system problems of workflow, organization, and planning. Supervises that appropriate corrective action is taken. Knowledgeable of applicable telecommunications engineering techniques and the use of automated support tools. Performs all work in accordance with established standards. May supervise or manage tasks/projects.	
<b>Minimum Education:</b> Bachelor's Degree in Information Systems or related field.	

26. Commercial Job Title:	<b>COMMUNICATIONS EXPERT</b>
<b>Minimum/General Experience:</b> This position requires a minimum of six years experience in one of the following: communications software, communications hardware or network specialty. General experience includes all aspects of communication networks. Must demonstrate the ability to work independently or under only general direction. Communications Hardware specialized experience includes: installing, testing, and operating network and computer (host) communications equipment (e.g., switches, modems, controllers, terminals, and multiplexes); using and implementing communications hardware and electrical standards, using communications hardware test and monitoring equipment and analyzing the results. Communications Software specialized experience includes: developing, testing, installing, and operating network and computer (host) communications software (e.g. access method and protocol software, application interfaces, transaction processors, and emulators); using and implementing communications standards. Network Specialty specialized experience includes: designing, testing, installing, implementing, and maintaining computer networks; using and implementing network standards, particularly those of the International Organization for Standardization (ISO); operating computer networks; identification and solution of problems, restart/recovery, additions, deletions, and modifications of terminals, hosts, etc., optimization of network costs and performance and implementing accounting and charge back systems.	
<b>Functional Responsibility:</b> Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers.	
<b>Minimum Education:</b> Bachelor's degree in Computer Science, Information Systems, Engineering or other related discipline. Or equivalent work experience.	

27. Commercial Job Title:	<b>ADMINISTRATIVE SUPPORT</b>
<p><b>Minimum/General Experience:</b> One year of experience in providing assistance in preparing business or technical documentation, and supporting project operations.</p>	
<p><b>Functional Responsibility:</b> Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents. May be asked to perform data entry via on-line data terminal, key-to-tape, key-to-disk, or similar device. Verifies data entered, where applicable.</p>	
<p><b>Minimum Education:</b> Associate Degree in Business or Liberal Arts, or related field. Or equivalent work experience.</p>	

28. Commercial Job Title:	<b>TECHNICAL WRITER/EDITOR</b>
<p><b>Minimum/General Experience:</b> Two years of experience in writing, designing, editing, and preparing business or technical documentation. Experience with and demonstrated knowledge of Federal Information Processing (FIP) or commercial documentation standards as appropriate to the assignment.</p>	
<p><b>Functional Responsibility:</b> Responsible for documentation design, development, and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Works with management, technical personnel, authors, and subject matter experts to define documentation content, guidelines, specifications, and development schedules. Prepares required documentation in an appropriate format. Adheres to required configuration management or quality assurance standards. Analyzes the data and user requirements to ensure that documentation is clear, concise, and valid. Performs substantive editing that ensures document organization and quality. Ensures that documents follow the appropriate style guide. May be responsible for any activity in the production cycle through document delivery and maintenance. Coordinates or supervises resources during the production cycle.</p>	
<p><b>Minimum Education:</b> Degree in English</p>	

29. Commercial Job Title:	TRAINING SPECIALIST
<b>Minimum/General Experience:</b> One year of experience in information technology and telecommunications training, or related field. Demonstrates ability to communicate orally and in writing.	
<b>Functional Responsibility:</b> Develops and revises training courses and prepares appropriate training catalogs. Prepares instructor materials (course outline, background material and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops and seminars.	
<b>Minimum Education:</b> Associate Degree in Computer Science, Information Systems, Business, or equivalent experience/training.	

30. Commercial Job Title:	SR. TRAINING SPECIALIST
<b>Minimum/General Experience:</b> This position requires a minimum of five years training experience, of which at least three years must be specialized. Specialized experience includes developing and providing technical and end-customer training in LAN and WAN related issues. Demonstrates ability to communicate orally and in writing. Demonstrates ability to work independently or under only general direction.	
<b>Functional Responsibility:</b> Conduct the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develops all instructor materials (course outline, background material and training aids). Develops student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops and seminars. Provides daily supervision and direction to training staff.	
<b>Minimum Education:</b> Bachelor Degree in Computer Science, Information Systems, Business, or other related scientific or technical discipline is required.	

31. Commercial Job Title:	FINANCIAL ANALYST
<b>Minimum/General Experience:</b> Minimum five years of experience in Financial analysis..	
<b>Functional Responsibility:</b> Manages financial information reporting systems. Tracks expenditures, prepares capital and operating budgets, develops specialized financial reporting spreadsheets, provides cash management (cash flow projections and cash disbursement control). Provides cost-benefit analysis of projects and/or capital expenditures as needed.	
<b>Minimum Education:</b> Bachelor Degree in Information Systems or Business Administration.	

32. Commercial Job Title:	PROJECT COORDINATOR
<b>Minimum/General Experience:</b> This position requires a minimum of five years experience in project coordination, reporting procedures, expertise in the management and control of funds, demonstrated capability in managing multitask contracts and/or	

subcontracts of various types and complexity.

**Functional Responsibility:**

Serves as project coordinator for complex task order/project and assist Project/Program Manager to liaise with the contract-level Contracting Officer's Representative (COR) and customer agency representatives. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers and teaming partners and vendors to facilitate the delivery of services

**Minimum Education:**

Bachelor's Degree in Engineering, Information Systems or Business Administration or equivalent experience/training

33. Commercial Job Title:

**PROJECT MANAGER**

**Minimum/General Experience:**

Combination of five years information technology experience, including three years of experience in a management or supervisory capacity, plus two years of experience in the functional area of the project to be managed.

**Functional Responsibility:**

Responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.

**Minimum Education:**

Bachelor's Degree in Business Management

34. Commercial Job Title:

**PROGRAM MANAGER**

**Minimum/General Experience:**

Minimum ten years of experience with five years information technology, telecommunication experience, and five years of experience in a management or supervisory capacity. Experience in project/program development from inception to deployment, reporting procedures, expertise in the management and control of funds, demonstrated capability in managing multitask contracts and/or subcontracts of various types and complexity.

**Functional Responsibility:**

Serves as technical lead for the project/program. In addition, is responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters.

**Minimum Education:**

Bachelor's Degree Bachelor's Degree in Engineering, Information Systems or related field.

## 28. LABOR CATEGORY PRICING

SERVICE (LABOR CATEGORY)	GSA PRICE WITH IFF (17 MAY 15 to 16 MAY 16)	GSA PRICE WITH IFF (17 MAY 16 to 16 MAY 17)	GSA PRICE WITH IFF (17 MAY 17 to 16 MAY 18)	GSA PRICE WITH IFF (17 MAY 18 to 16 MAY 19)	GSA PRICE WITH IFF (17 MAY 19 to 16 MAY 20)	GSA PRICE WITH IFF (17 MAY 20 to 16 MAY 21)
Help Desk Specialist	\$45.94	\$46.88	\$47.84	\$48.82	\$49.82	\$50.85
Mid-level Information Technician	\$67.14	\$68.52	\$69.92	\$71.35	\$72.82	\$74.31
Sr. Network Administrator	\$70.29	\$71.73	\$73.20	\$74.70	\$76.23	\$77.80
Lead Network Administrator	\$114.85	\$117.20	\$119.61	\$122.06	\$124.56	\$127.11
Unix Systems Administrator	\$91.86	\$93.74	\$95.66	\$97.63	\$99.63	\$101.67
Jr. Network Engineer	\$81.17	\$82.83	\$84.53	\$86.26	\$88.03	\$89.84
Network Engineer	\$99.55	\$101.59	\$103.67	\$105.80	\$107.97	\$110.18
Systems Engineer	\$137.82	\$140.65	\$143.53	\$146.47	\$149.47	\$152.54
Hardware Technician	\$65.85	\$67.20	\$68.58	\$69.98	\$71.42	\$72.88
Sr. Hardware Specialist	\$113.33	\$115.65	\$118.02	\$120.44	\$122.91	\$125.43
Data Entry Technician	\$33.70	\$34.39	\$35.10	\$35.82	\$36.55	\$37.30
Systems Operator	\$42.87	\$43.75	\$44.65	\$45.56	\$46.49	\$47.45
Computer Programmer	\$53.60	\$54.70	\$55.82	\$56.96	\$58.13	\$59.32
Application Systems Analyst/Programmer	\$65.60	\$66.94	\$68.32	\$69.72	\$71.15	\$72.61
Information Engineer	\$81.17	\$82.83	\$84.53	\$86.26	\$88.03	\$89.84
Sr. Computer Programmer	\$122.52	\$125.03	\$127.59	\$130.21	\$132.88	\$135.60
Jr. Database Specialist	\$65.85	\$67.20	\$68.58	\$69.98	\$71.42	\$72.88
Sr. Database Specialist	\$122.52	\$125.03	\$127.59	\$130.21	\$132.88	\$135.60
Jr. Systems Analyst	\$81.17	\$82.83	\$84.53	\$86.26	\$88.03	\$89.84
Sr. Systems Analyst	\$107.20	\$109.40	\$111.64	\$113.93	\$116.26	\$118.65
Web Design & Administration Technician	\$65.85	\$67.20	\$68.58	\$69.98	\$71.42	\$72.88
Web Design & Administration Expert	\$123.81	\$126.35	\$128.94	\$131.58	\$134.28	\$137.03
Telecommunications Technician	\$59.72	\$60.94	\$62.19	\$63.47	\$64.77	\$66.10
Telecommunications Engineer	\$98.00	\$100.01	\$102.06	\$104.15	\$106.29	\$108.47
Sr. Telecommunications Engineer	\$107.20	\$109.40	\$111.64	\$113.93	\$116.26	\$118.65
Communications Expert	\$137.82	\$140.65	\$143.53	\$146.47	\$149.47	\$152.54
Administrative Support	\$38.29	\$39.07	\$39.88	\$40.69	\$41.53	\$42.38
Technical Writer/Editor	\$53.61	\$54.71	\$55.83	\$56.98	\$58.14	\$59.33
Training Specialist	\$65.85	\$67.20	\$68.58	\$69.98	\$71.42	\$72.88
Sr. Training Specialist	\$91.88	\$93.76	\$95.69	\$97.65	\$99.65	\$101.69
Financial Analyst	\$91.88	\$93.76	\$95.69	\$97.65	\$99.65	\$101.69
Project Coordinator	\$101.07	\$103.14	\$105.26	\$107.41	\$109.62	\$111.86
Project Manager	\$114.85	\$117.20	\$119.61	\$122.06	\$124.56	\$127.11
Program Manager	\$137.82	\$140.65	\$143.53	\$146.47	\$149.47	\$152.54