



146 Main Street, Suite 401
Worcester, MA 01608
508-459-3778
www.avatar-computing.com

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AVATAR Computing, Inc. develops unique, customized solutions that meet diverse Department of Defense customer needs, and their specific initiatives to improve communications, presentation, and data management. AVATAR Computing provides the tools, processes and competencies required for effective program and systems engineering management for both government and commercial acquisitions, to include: Audio/Visual Support Services, Help Desk Services, System Administration, Graphic Design, Web Design, Web Development, Database Administration, Database Development, SharePoint Administration, SharePoint Development, Social Network/Content Engineering, Network Engineering, IT Project Management, Application/Mobile Development, Technical Writing Services, Subject Matter Expert (SME) Services, Analyst Services and Contract Specialist Services.

SPECIAL ITEM NUMBER 132-51
INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

- FPDS Code D301 IT Facility Operation and Maintenance
- FPDS Code D302 IT Systems Development Services
- FPDS Code D306 IT Systems Analysis Services
- FPDS Code D307 Automated Information Systems Design and Integration Services
- FPDS Code D316 IT Network Management Services
- FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
- FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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1.0 TERMS AND CONDITIONS

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

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

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT 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. DISCOUNTS: Basic Discounts to 9.64% - 31.08%.

- a. Prompt Payment: 0% - ___ days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: 0%
- c. Dollar Volume: 0%
- d. Other Special Discounts (i.e. Government Education Discounts, etc.): **There are no other discounts offered to any customers**

14. RESUMES

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

15. 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.

16. 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.

17. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

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

Services Offered: AVATAR Computing, Inc. offers a wide variety of technical services that include standard industry procedures coupled with the flexibility to deliver unique solutions for the highly-specialized needs of the government today. We offer our standard commercial catalog of labor categories at reduced rates for the government customers that utilized our services under this GSA Contract. AVATAR provides the following services:

- Audio/Visual Support Services

- Help Desk Services
- System Administration
- Graphic Design
- Web Design
- Web Development
- Database Administration
- Database Development
- SharePoint Administration
- SharePoint Development
- Social Network/Content Engineering
- Network Engineering
- IT Project Management
- Application/Mobile Development
- Technical Writing Services
- Subject Matter Expert (SME) Services
- Analyst Services
- Contract Specialist Services

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

Labor Category	GSA Price Including IFF
Audio/Visual Support Services	\$53.70
Help Desk (Level I)	\$44.10
Help Desk (Level II)	\$55.42
Help Desk (Level III)	\$71.54
System Administrator (Level I)	\$61.46
System Administrator (Level II)	\$69.52
Graphic Designer	\$57.72
Web Designer	\$75.57
Web Developer	\$75.57
Database Administrator	\$60.45
Database Developer	\$69.52
SharePoint Administrator	\$50.38
SharePoint Developer	\$78.59

Social Networking/Content Engineering	\$70.53
Network Engineer	\$74.57
IT Project Manager	\$109.82
Application/Mobile Developer	\$128.97
Training Development	\$78.59
Technical Writer	\$70.53
Subject Matter Expert (SME)	\$115.87
Analyst Specialist (Level I)	\$70.53
Analyst Specialist (Level II)	\$81.57
Contract Specialist (Level I)	\$51.39

Audio/Visual Support Services

Minimum/General Experience: Minimum of two (2) years' experience in assembling and operating audio visual and teleconferencing systems of all types.

Functional Responsibility: Sets up teleconferences and/or audio visual equipment for meetings and conferences at customer sites or off-site conference facilities arranged by customers. Operates equipment during meetings and disassembles equipment upon completion. Must also hold responsibility for maintaining and inventorying such equipment to ensure that it is in working condition at all times.

Minimum Education – High School diploma or equivalent plus basic computer and telecommunications knowledge.

Help Desk Technician (Level I)

Minimum/General Experience: Level I Help Desk Technicians must have one (1) year of experience in Call Center and/or Customer Service ideal with a basic understanding of computer software and hardware.

Functional Responsibility: Serves as the first point of contact for the customer. Responds to phone calls and e-mail requests for basic technical assistance. Gather the customer's information and determine the issue by analyzing the symptoms and figuring out the underlying problem. Documents, tracks and monitors the problem to ensure a timely resolution. Escalates unresolved issues to Help Desk II. Works under immediate supervision.

Minimum Education – No degree required, Entry level certification (e.g. CompTIA A+, Network+, Security+, MCTS) preferred.

Help Desk Technician (Level II)

Minimum/General Experience: Level II Help Desk Technicians must have at least two (2) years of Experience in a Help Desk or technical support position. Advanced understanding of computer hardware, software and networking components is required.

Functional Responsibility: Provides support to end users on a variety of technical issues, including escalated Help Desk I inquiries. Identifies, researches, and resolves technical problems, including hardware, software, and networking. Documents, tracks and monitors the problem to ensure a timely resolution. Able to work independently while resolving a task.

Minimum Education – Associates Degree in a related field (e.g. Computer Science, IT, CIS) or equivalent experience. IT industry certifications preferred (MCDST; MCITP; MCTS; MOS; A+, Network+, Security+, etc.).

Help Desk Technician (Level III)

Minimum/General Experience: Level III Help Desk Technicians must have at least four (4) years of Experience in technical support.

Functional Responsibility: Provides advanced support to end users on a variety of issues, including escalated Help Desk II issues. Identifies, researches, and resolves complex problems. May be considered Subject Matter Expert (SME) within a particular field. Works independently and typically in a supervisory position.

Minimum Education – Bachelor's degree in a related field (e.g. Computer Science, IT, Management Information Systems, Project Management, etc.) or equivalent experience/IT industry certifications (CISSP, MCSE, MCSA, CCNA, PMP).

System Administrator (Level I)

Minimum/General Experience: Level I System Administrators must have at least two (2) years of System Administration experience.

Functional Responsibility: Installs, configures, and maintains servers, exchange, active directory, backup devices, network cabling, and other related equipment, devices, and systems. Troubleshoot systems to identify and correct malfunctions and other operational difficulties; Patch management for workstations.

Minimum Education – A Bachelor of Science degree in Computer Science, Information Systems Management, or a related IT discipline. Technical certification(s): MCSE, MCSA, MCITP:SA CCNA/CCNP.

System Administrator (Level II)

Minimum/General Experience: Level II System Administrators must have at least four (4) years of system administration. Senior-level experience with various operating systems, storage platforms, computing architectures, and server hardware.

Functional Responsibility: Lead administrator who installs, configures, and maintains servers, exchange, active directory, backup devices, network cabling, and other related equipment, devices, and systems. Troubleshoot systems to identify and correct malfunctions and other operational difficulties; Patch management for workstations.

Minimum Education – Bachelor's degree in a related field (e.g. Computer Science, IT, Management Information Systems,) or equivalent experience. Master's Degree preferred. Technical certification(s): MCSE, MCSA, MCITP:SA CCNA/CCNP.

Graphic Designer

Minimum/General Experience: Graphic Designers must have two (2) years of specialized experience web/ graphics development.

Functional Responsibility: Designs and builds web pages using a variety of graphics software application, techniques and tools. Tasks may include the developing and providing content that will motivate users so that users will regularly access the website and use it as a major source of information. Managing and performing website maintenance activities including updating information and continual education to stay up-to-date with web page development technology.

Minimum Education – Associate’s degree in related field. Bachelor’s degree preferred. IT industry certifications preferred (MCDST; MCITP; MCTS; MOS; A+, Network+, Security+, etc.).

Web Designer

Minimum/General Experience: Web Developers must have two (2) years of experience in Web Design/Development.

Functional Responsibility: Analyze, design and implement Web Pages using state-of-the-art techniques in Java, HTML FrontPage and database integration tools such as Cold Fusion. Conduct user analysis; assess current customer web designs and those in the industry. Develop sample web designs for user review and input.

Minimum Education – Associate’s degree in related field. Bachelor’s degree preferred. IT industry certifications preferred (MCDST; MCITP; MCTS; MOS; A+, Network+, Security+, etc.).

Web Developer

Minimum/General Experience: Web Developers must have five (5) years of experience in Web Development.

Functional Responsibility: Proficient in HTML/CSS/XML/JavaScript. Knowledge of Database development and administration. Knowledge in an SQL Server environment. Experience in Flash/Dreamweaver/Photoshop. Assist with hardware and software problems pertaining to scope of work/area of expertise. Be available to collaborate with staff, users, and management to establish requirements for new systems or modifications.

Minimum Education – Bachelor’s degree in a related field (e.g. Graphic Design, Computer Science, IT, Management Information Systems, Software Engineering,.) or equivalent experience/IT industry certifications preferred (MCDST; MCITP; MCTS; MOS; A+, Network+, Security+, etc.).

Database Administrator

Minimum/General Experience: Database Administrators must have at least six (6) years of data administration experience.

Functional Responsibility: Manages the administration of an organization’s database. Analyzes the organization’s database needs and develops a long-term strategy for data storage. Establishes policies and procedures related to data security and integrity and monitors and limits database access as needed. Oversees the design, maintenance and implementation of the systems that manage an internal database. Relies on extensive experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is expected.

Minimum Education – Bachelor’s degree in a related field (e.g. Computer Science, IT, Management Information Systems, Software Engineering,) or equivalent experience IT industry certifications preferred (MCDST; MCITP; MCTS; MOS; A+, Network+, Security+, etc.).

Database Developer

Minimum/General Experience: Database Developers must have at least five (5) years of experience with Microsoft SQL Server Database Development.

Functional Responsibility: Design and create logical data models and databases Design and implement data warehouses Develop complex reports utilizing SQL Reporting Services Research, recommend, and implement analytics tools Remain current on relevant technologies and development best practices. Additional tasks include dimensional modeling, cube design, query optimization; database performance tuning strategies; database capacity planning.

Minimum Education – Bachelor’s degree in a related field (e.g. Computer Science, IT, Management Information Systems, Software Engineering,) or equivalent experience IT industry certifications preferred (MCDST; MCITP; MCTS; MOS; A+, Network+, Security+, etc.).

SharePoint Administrator

Minimum/General Experience: SharePoint Administrator must have at least four (4) years of experience in administration of Enterprise SharePoint solutions.

Functional Responsibility: Responsible for overall management and maintenance of the system including upgraded versions, third-party solutions, and integration with additional enterprise systems. Documenting policies pertaining to access and usage of SharePoint, development, configuration and maintenance of document libraries, enterprise content types, and site collections. Perform site creation, user training, backup, restore and issue resolution.

Minimum Education – Bachelor’s degree in Information Systems, Computer Science or related field. IT industry certifications preferred (MCDST; MCITP; MCTS; MOS; A+, Network+, Security+, etc.).

SharePoint Developer

Minimum/General Experience: SharePoint Developers must have at least three (3) years of experience in a related development area.

Functional Responsibility: Design, develop, and implement web applications and SharePoint web-parts. Contribute to SharePoint related policies/procedures, hardware/software architecture, and application integration and maintain related documentation. Participate in life-cycle engagement from functional requirements, design, user-interface development, security access, testing and documentation. Provide SharePoint design work, custom development, documentation and best practices consulting. Lead the design/development of web parts. MS SQL data management including data backup\restores, import\exports, user management, SQL troubleshooting, and job scheduling

Minimum Education – Bachelor's degree in Information Systems, Computer Science or related field. IT industry certifications preferred (MCDST; MCITP; MCTS; MOS; A+, Network+, Security+, etc.).

Social Networking/Content Engineering

Minimum/General Experience: Social Networking/Content Engineering personnel must have two (2) years of professional experience within a development team.

Functional Responsibility: Technical design and development of new projects and technology to support marketing and creative release activities. Collaborate with the architecture team in defining and implementing packaging and optimization processes for site-wide CSS and JavaScript libraries. Work with other development teams to define data needs and integration of content. Organize and develop integrations with internal and third party APIs and web-services for things such as social networking, functional mashups and partner integrations. Develop and support functionality related to video display, playback, reporting and file management.

Minimum Education – BA/BS Degree preferred or equivalent work experience.

Network Engineer

Minimum/General Experience: Network Engineers must have six (6) years of technical experience.

Functional Responsibility: Network architecture/design, network management, communication, troubleshooting and diagnostics, Network performance tuning, NW administration including installation, configuration and security; development of monitoring processes and capacity planning. With demonstrated knowledge and skills to install and manage the routers and switches that form the network core, as well as edge applications that integrate voice, wireless, and security into the network.

Minimum Education – Bachelor's degree in engineering or another technical field required. CCNA/CCNP/CCIE or equivalent technical certification is required.

IT Project Manager

Minimum/General Experience: IT Project Managers must have five (5) years of IT-related program/project management experience.

Functional Responsibility: Develop Information Technology strategic plans, policies, programs, and schedules for computer services, network communications, and management information services to accomplish program objectives. Acts as the overall technical lead and administrator for the contract effort/program. Also serves as the primary interface and point of contact with government program authorities and representatives on technical and program/project issues. Supervises program/project operations by developing procedures, planning and directing execution of the technical, programming, maintenance and administrative support effort and monitoring and reporting progress.

Minimum Education – Bachelor's degree in a related field (e.g. Computer Science, IT, Management Information Systems, Project Management, Engineering). IT industry certifications preferred (Project+, PMP, Security+, MCITP, etc.).

Application/Mobile Developer

Minimum/General Experience: Application/Mobile Developers must have two (2) years specialized experience as applications programmer.

Functional Responsibility: Participates in the design of software tools and subsystems. Work with applications engineers and programmers to interpret design requirements and specifications. Able to integrate and test software

at system and subsystem level. Analyzes functional business applications and design specifications for functional activities. Translates design into computer software. Works as a member of a team or only under general direction.

Minimum Education – A bachelor’s degree in computer science or information systems. IT industry certifications preferred (MCDST; MCITP; MCTS; MOS; A+, Network+, Security+, etc.).

Training Development

Minimum/General Experience: Training Development personnel must have four (4) years of experience in the delivery of training instruction and services.

Functional Responsibility: Organizes, prepares and develops materials for IT training sessions. Provides the Customer with appropriate training to achieve its mission goal and maintain currency in applicable state-of-the-art technologies and business paradigms. Conducts the research necessary to develop and revise training courses. Develops and revises these 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).

Minimum Education – A Bachelor’s degree in education, training or related field of study.

Technical Writer

Minimum/General Experience: Technical Writers must have two (2) years of experience editing documents.

Functional Responsibility: Researches, writes, and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and/or software and hardware documentation. Obtains technical data from independent observation, review with technical staff members, and/or studies of published materials and existing documentation.

Minimum Education – A Bachelor’s degree in English, Literature, or other related discipline.

Subject Matter Expert (SME)

Minimum/General Experience: SMEs must have eight (8) years of experience handling complex projects.

Functional Responsibility: This is a highly-specialized category to fulfill needs of the Government to acquire the services of a recognized expert in a particular discipline. Provides subject matter expertise and project direction in any of the field such as project management, program management, programmer, engineer, analyst, software specialist, software developer, human factors specialist, systems administrator, or database specialist.

Minimum Education – Bachelor’s Degree or equivalent in a related field. Technical certification in respective field preferred.

Analyst Specialist (Level I)

Minimum/General Experience: Level I Analyst Specialists must have three (3) years of relevant experience.

Functional Responsibility: The work area for this labor category involves business administration, project analysis, cost analysis, space management and Project scheduling. Uses industry recognized methods to deliver work products in analysis, design, system testing, implementation and maintenance in a system life cycle. Candidate may prepare papers that require planning, organizing, developing and analyzing data. The job involves working with

automated software tools and candidate should have comprehensive knowledge of information systems and operations including understanding of database administration.

Minimum Education – Bachelor's degree in related field.

Analyst Specialist (Level II)

Minimum/General Experience: Level II Analyst Specialists must have five (5) years of experience in engineering systems.

Functional Responsibility: Under general supervision, applies process improvement and re-engineering methodologies/principles to conduct process modernization projects. Develops functional area process and data models for use in designing and building integrated, shared software and database management systems. Works to determine User requirements for integration in to the application development process.

Minimum Education – Bachelor's degree in related field.

Contract Specialist (Level I)

Minimum/General Experience: Level I Contract Specialists must have at least one (1) year of experience as a Contract Specialist or comparable position. Strong computer skills in Microsoft Office Suite applications are required.

Functional Responsibility: Interpreting and applying laws, regulations, policies, standards, or procedures to specific issues. Determining or applying basic mathematical formulas or methods. Searching for and extracting information from files, documents, reports, publications, recordings, or other materials. Using report writing techniques to present factual information. Explaining or justifying decisions, conclusions, findings, or recommendations.

Minimum Education – BS in Business, Pre-Law, or related field.