On-Line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage®, and menu-driven database system. The INTERNET address for GSA Advantage!® is GSAAdvantage.gov.

MULTIPLE AWARD SCHEDULE PRICELIST

Note: Contractor has been awarded under the Cooperative Purchasing and Disaster Recovery Programs

CATEGORY: INFORMATION TECHNOLOGY
SUBCATEGORY: IT SERVICES
SPECIAL ITEM NUMBER: 54151S - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES And ORDER-LEVEL MATERIALS (OLM)

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<th>PSC Code</th>
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<td>D302</td>
<td>Systems Development Services</td>
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<td>D306</td>
<td>IT Systems Analysis Services</td>
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<td>D307</td>
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<td>D318</td>
<td>Integrated Hardware/Software/Services Solutions, Predominantly Services</td>
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<tr>
<td>D399</td>
<td>Other Information Technology Services, Not Elsewhere Classified</td>
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</table>

Contract Number GS-35F-0450W
NAICS Codes 541511, 541512, 541513, 541514, 541519, 541611, 541618, and 541690

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Period Covered by Contract: **June 1, 2010 through May 31, 2025**
Through Option Mod **PO-0018**
Supplement No. **MM/DD/2020**

Tagence, Inc.
44160 Scholar Plaza, Suite 380, Leesburg, VA 20176
Phone: 703-858-5111   Fax: 571-510-3113
Internet Address: [www.tagence.com](http://www.tagence.com)

Business Size: Small
Tagence, Inc. is a Service-Disabled Veteran-Owned Small Business
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Customer Information

1. Tagence, Inc. (Tagence) is offering services as follows:
   a. Awarded Special Item Numbers: 54151S, Information Technology (IT) Professional Services, and OLM, Order-Level Materials
   b. Lowest Priced Item: Technical Writer I, $57.06 per hour.
   c. Labor Category Descriptions: Please see the section titled Information Technology Labor Category Descriptions for job titles, experience, functional responsibility and education requirements.

2. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.) The Maximum Order value for Special Item Numbers (SIN) 54151S is $500,000.

3. MINIMUM ORDER The minimum dollar value of orders to be issued is $100.

4. GEOGRAPHIC COVERAGE (Delivery Area) Domestic delivery only. Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

5. POINT OF PRODUCTION: N/A

6. DISCOUNTS: Prices shown are NET Prices; Basic Discounts have been deducted.
   a. Prompt Payment: 0% - 30 days from receipt of invoice or date of acceptance, whichever is later.
   b. Quantity: None
   c. Dollar Volume: None
   d. Government Educational Institutions are offered the same discount as all other Government customers

7. QUANTITY DISCOUNTS: None.

8. PROMPT PAYMENT TERMS: None.

9. PURCHASE CARDS
   a. Credit cards will be accepted for payment at or below the micro-purchase threshold.
   b. Credit cards will be accepted for payment above the micro-purchase threshold.

10. FOREIGN ITEMS: N/A

11. TIME OF DELIVERY
   a. Standard Delivery: The Contractor shall deliver the services described on a schedule as negotiated between the Contractor and the Ordering Agency.
   b. Expedited Delivery: Delivery schedules may be expedited as negotiated between the Contractor and the Ordering Agency.
   c. Overnight and 2-Day Delivery: N/A
d. **Urgent Requirements:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. **FOB:** Destination

13. **ORDERING**
   
a. **Ordering Address**
   Tagence, Inc.
   44160 Scholar Plaza, Suite 380
   Leesburg, VA 20176

b. **Ordering Procedures:** For services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. **PAYMENT ADDRESS**
   Tagence, Inc.
   44160 Scholar Plaza, Suite 380
   Leesburg, Virginia 20176

15. **WARRANTY PROVISION:** Standard commercial warranty

16. **EXPORT PACKING CHARGES:** N/A

17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** No thresholds.

18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR:** N/A

19. **TERMS AND CONDITIONS OF INSTALLATION:** N/A

20. **TERMS AND CONDITIONS OF REPAIR PARTS:** N/A
   
a. **Terms and Conditions for Any Other Services:** As negotiated between the Contractor and the Ordering Agency.

21. **LIST OF SERVICE AND DISTRIBUTION POINTS:** N/A

22. **LIST OF PARTICIPATING DEALERS:** N/A

23. **PREVENTIVE MAINTENANCE:** N/A

24. **SPECIAL ATTRIBUTES:** N/A

25. **DUNS NUMBER** Tagence’s Data Universal Number System number is 079813095.

26. **SAM REGISTRATION:** Contractor has registered with the government’s System for Award Management (SAM).
Information Technology Labor Category Descriptions

PROGRAM MANAGER I

Functional Responsibility:
Directs the performance of multiple tasks and projects, and serves as the counterpart to the client technical or program manager for operations involving personnel at diverse locations. Oversees the technology development, implementation, and resource allocation within a base of client projects and programs. Duties include but are not limited to:

• Responsible for the effective management of all resources (i.e., personnel, funds, time, materials).
• Establishes and manages program budget and provides Earned Value to executive leadership.
• Accountable for the quality and timely delivery of all contractual items and ensures that program schedule, performance, and deliverables are met.
• Serves as focal point-of-contact with customer regarding program activities but interfaces with all levels of management regarding the status of specific program/technical activities and progress.
• Organizes, directs and coordinates planning and execution of all program and technical support activities.
• Assigns duties and reviews the work of subordinates.
• Works with the customer and project manager to resolves problems, issues or conflicts as required.
• Responsible for marketing new technology and services and follow-on business development activities.

Minimum/General Experience: 8 years of experience in managing large programs or technical support operations.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology, Management, Business Administration or similar discipline.

PROJECT MANAGER II

Functional Responsibility:
Serves as the project manager for large and mid-size, complex tasks (or a group of tasks affecting the same functional area or system) and assists the Program Manager in working with the Government Contracting Officer (CO), the Contracting Officer’s Technical Representative (COTR), and other government management personnel. Duties include but are not limited to:

• Provides overall technical management, leadership, and overall project direction through successful performance of a variety of diverse project management tasks.
• Directs completion of tasks within estimated resource, timeframe, and budget constraints.
• Provides overall technical management and supervision of personnel.
• Schedules and assigns duties to subordinate’s and ensures assignments are completed as directed and according to quality management policies, procedures, and established practices.
• Develops project plans, presentations, and monthly contract status and project reports.
• Provides oversight of continuous process improvement.
• Coordinates contract tasks and the day-to-day tracking of each project’s status.
• Interfaces directly with clients and reports to the Program Manager on project progress/status and various issues or problems.
• Trains and/or oversees training of subordinates when required.
Minimum/General Experience: 5 years of technical management experience in related field with increasing responsibilities in managing multiple tasks of various types and complexity.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology, Management, Business Administration or similar discipline.

PROJECT MANAGER I

Functional Responsibility:
Serves as the project manager for mid-size to smaller projects or task orders (or a group of tasks affecting the same functional area or system) and assists the Program Manager in working with the Government Contracting Officer (CO), the Contracting Officer’s Technical Representative (COTR), and other government management personnel. Duties include but are not limited to:

- Provides overall technical management, leadership, and overall project direction through successful performance of a variety of diverse project management tasks.
- Directs completion of tasks within estimated resource, timeframe, and budget constraints.
- Provides overall technical management and supervision of personnel.
- Schedules and assigns duties to subordinate’s and ensures assignments are completed as directed and according to quality management policies, procedures, and established practices.
- Develops project plans, presentations, and monthly contract status and project reports.
- Provides oversight of continuous process improvement.
- Coordinates contract tasks and the day-to-day tracking of each project’s status.
- Interfaces directly with clients and reports to the Program Manager on project progress/status and various issues or problems.
- Trains and/or oversees training of subordinates when required.

Minimum/General Experience: 4 years of technical management experience in related field with increasing responsibilities in managing multiple tasks of various types and complexity.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology, Management, Business Administration or similar discipline.

TECHNICAL MANAGER

Functional Responsibility:
Provides daily technical guidance and oversight to a team of programmers, web developers, networking technicians, or other IT-related project personnel. Supervises each phase of design, development, and implementation of software development, network design, integration and implementation of the system architecture. Interprets and ensures adherence to all technical requirements. Identifies and applies the required standards, practices, and technologies including adherence to all Software Development Lifecycle phases. Utilizes significant knowledge of IT industry trends and developments. Conducts cradle-to-grave project planning including the development of schedules and milestones, project status reporting, and performance measurement and reporting.

Minimum/General Experience: 8 years of computer systems analysis and design, programming and/or systems integration experience with at least 2 years of successful project management and supervision experience.
Minimum Education: Bachelor’s Degree.

DATABASE PROGRAMMER/ANALYST III

Functional Responsibility:
Designs, develops, implements, and maintains complex databases and data warehouse interface programs. Performs system improvements and enhancements for information technology and web-based applications. Possesses knowledge of the full life-cycle database application development experience (e.g., requirements, modeling, documenting, testing, etc.). Maintains database dictionaries and integrates system through database design. Works on all phases of database management. Translates requirements into technical design. Provides database development using scripting, database load utilities, SQL, and stored procedures. Composes, tunes, and maintains complex queries. Provides change control and configuration management within the software development lifecycle. Prepares, updates, and reviews documentation as required. Serves as Team Leader on complex projects.

Minimum/General Experience: 6 years of computer systems analysis and design, programming and/or systems integration experience with at least 4 years of successful database programming and management experience.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology or similar discipline.

PROGRAMMER/ANALYST III

Functional Responsibility:
Participates in the entire lifecycle of software development to build scalable, multi-tiered stand-alone, web, and client-server applications. Interacts with functional users to gather requirements. Formulates and defines system scope and objectives. Collaborates with other developers and architects (when appropriate) to determine optimal solution architecture, efficiency, maintainability, and scalability. Develops high-level system narratives and user interface prototypes to help cement requirements. Writes, tests, and modifies programs as directed. Develops system test plans, test data, and ensures software quality assurance (SQA) standards are achieved, and validates that business goals are accomplished. Provides oral and written status reports to senior management staff. Manages the activities of the development team from front-end user interface and back-end database development, to production, maintenance, and training.

Minimum/General Experience: 6 years of computer systems analysis and design, programming and/or systems integration experience with at least 4 years of successful database programming experience, and 2 years of supervisor or management experience.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology or similar discipline.
PROGRAMMER/ANALYST II

Functional Responsibility:
Participates in the entire lifecycle of software development to build scalable, multi-tiered stand-alone, web, and client-server applications. Interacts with functional users to gather requirements. Formulates and defines system scope and objectives. Collaborates with other developers and architects (when appropriate) to determine optimal solution architecture, efficiency, maintainability, and scalability. Develops high-level system narratives and user interface prototypes to help cement requirements. Writes, tests, and modifies programs as directed. Develops system test plans, test data, and ensures software quality assurance (SQA) standards are achieved, and validates that business goals are accomplished. Provides oral and written status reports to senior-level systems analysts and other senior management staff. Coordinates the activities of the development team from front-end user interface and back-end database development, to production, maintenance, and training.

Minimum/General Experience: 4 years of computer systems analysis and design, programming and/or systems integration experience with at least 2 years of successful database programming and management experience.

Minimum Education: Associate degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology or similar discipline.

PROGRAMMER III

Functional Responsibility:
Develops, tests and documents large and highly complex computer programs and web-based applications. Leads team(s) in the development or analysis of large-scale software projects. Analyzes system requirements and design specifications to develop block diagrams and logic flowcharts. Gathers user requirements from customer and prepares written software requirements, design, code, and documentation. Develops, writes, and submits technical reports for technical presentations and meetings. Provides overall guidance, leadership, and training to junior programmers. Supervises and conducts performance evaluations for junior programmers. Designs, develops, and conducts user training and training programs for custom applications. Acts as the direct on-site customer interface for software installation, testing, systems integration, programming, debugging, and other computer system tasks as needed. Maintains liaison with outside hardware and system vendors for system upgrades and maintenance. Ensures that all systems, programs, and application software are developed according to quality management policies, procedures, and established practices.

Minimum/General Experience: 5 years of programming experience.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology or certification in the field or similar discipline.

PROGRAMMER II

Functional Responsibility:
Develops, tests and documents computer programs and web-based applications of increasing complexity. Analyzes system requirements and design specifications to develop block diagrams and logic flowcharts. Gathers user requirements from customer and prepares written software requirements, design, code, and documentation. Assists senior programmers in writing major modules and other key units of code and/or web-based applications.
Develops, writes, and submits technical reports for technical presentations and meetings. Assists, guides, and provides training to junior programmers. May supervise junior programmers and provide input for performance evaluations. Provides input for user training and conducts training on developed applications as necessary. Interfaces with customer and vendors in evaluating Commercial Off-the-Shelf software and hardware for system upgrades and maintenance.

**Minimum/General Experience:** 3 years of programming experience.

**Minimum Education:** Associate degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology or certification in the field or similar discipline.

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**SYSTEMS ANALYST II**

**Functional Responsibility:**
Researches plans, coordinates and recommends computer software and system choices to meet customer requirements. Guides users in formulating computer systems requirements, advises on alternative approaches, conducts feasibility studies, and performs system and network design and/or implementation. Provides support for analysis and evaluation of existing or proposed processes, applications, systems, or software. Performs and directs project planning, scope, control, management, tracking, or review. Performs analysis and evaluation throughout the process, application, system, or software development life cycle which includes, but is not limited to planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, or training. Performs and directs the development and preparation of detailed analysis and solution recommendations at various stages of a project life cycle. Facilitates meetings, such as joint application development (JAD) sessions to support the analysis process or detailed requirements analysis meetings. Serves as the primary liaison between functional and technical specialists. Assists with testing to support the project life cycle as applicable. Uses methodologies, modeling and estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Ensures compliance with, and/or may develop, the standards and organization requirements relative to specific assignments. Supervises and manages staff.

**Minimum/General Experience:** 8 years of computer systems analysis and design, programming and/or systems integration experience with at least 4 years of successful project management and supervision experience.

**Minimum Education:** Bachelor’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology or similar discipline.

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**SYSTEMS ANALYST I**

**Functional Responsibility:**
Researches plans, coordinates and recommends computer software and system choices to meet customer requirements. Guides users in formulating computer systems requirements, advises on alternative approaches, conducts feasibility studies, and performs system and network design and/or implementation. Provides supervised support for analysis and evaluation of existing or proposed processes, applications, systems, or software. Performs, and/or may direct, project planning, scope, control, management, tracking, or review. Performs analysis and evaluation throughout the process, application, system, or software development life cycle which includes, but is not limited to planning, requirements, design, acquisition, development, integration,
installation/deployment, performance tuning, testing, or training. Performs, or may direct, the development and preparation of detailed analysis and solution recommendations at various stages of a project life cycle. Attends and may facilitate meetings, such as joint application development (JAD) sessions to support the analysis process or detailed requirements analysis meetings. Serves as a liaison between functional and technical specialists. Assists with testing to support the project life cycle as applicable. Uses methodologies, modeling and estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Ensures, compliance with, and/or may develop, the standards and organization requirements relative to specific assignments.

Minimum/General Experience: 4 years of computer systems analysis and design, programming and/or systems integration experience.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology or similar discipline.

SYSTEM ADMINISTRATOR

Functional Responsibility:
Responsibilities are to ensure the operation of computer systems, hardware, system software, and networks for internal and external customers. Duties may include, but are not necessarily limited to:

- Installs, configures, and maintains workstations, servers, and network hardware and software components.
- Manages and supports production, testing, and research hardware and network facilities on a 24/7 basis, troubleshooting and resolving technical problems as they arise.
- Monitors system logs and activity on all servers and devices.
- Evaluates, installs, configures and tests third party software.
- Implements and manages system security.
- Designs, implements, and monitors user security and access controls.
- Maintains user accounts and profiles.
- Develops technical specifications from requirements.
- Acts as the day-to-day interface with software and hardware vendors and provides internal analysis and support.
- Performs software implementations and validations according to quality management policies, procedures, and established practices.

Minimum/General Experience: 4 years of computer systems operations and/or administration experience with knowledge of hardware, systems software, and network architectures.

Minimum Education: Associate degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology, Operating Systems, or similar discipline; and Technical Certification from an accredited training institution; or relevant technical/military training.
SYSTEMS ENGINEER II

Functional Responsibility:
Works under minimal supervision to assist customer representatives in developing user requirements and system level performance specifications. Develops system level architecture from system specifications and allocates system requirements to lower level components for implementation by specialized design teams. Works under supervision from specifications to develop or modify complex systems consisting of interrelated hardware and software components. Develops, implements, and executes system level test plans to verify system requirements. Performs a variety of tasks, which are broad in nature and are concerned with the design and implementation of integrated systems, including personnel, hardware, software and support facilities and/or equipment. Applications generally support utility programs, job control language, macros, subroutines, or other control modules. Trains subordinate engineers. Minimal supervision required.

Minimum/General Experience: 2 years of operating systems applications and/or hardware configuration analysis and design experience.

Minimum Education: Associate degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology or similar discipline.

SYSTEMS ENGINEER I

Functional Responsibility:
Works as part of a team to develop system level architecture from system specifications and allocate system requirements to lower level components for implementation by specialized design teams. Works under supervision from specifications to develop or modify complex systems consisting of interrelated hardware and software components. Under supervision, develops, implements, and executes system level test plans to verify system requirements. Performs a variety of tasks, which are broad in nature and are concerned with the design and implementation of integrated systems, including personnel, hardware, software and support facilities and/or equipment. Assists with design, coding, benchmark testing, debugging or documentation of programs. Applications generally address utility programs, job control language, macros, subroutines, or other control modules. Supports operating system and file maintenance routine applications. Supports computer accounting or other less complicated software packages. Works on most phases of software systems programming applications. Direct supervision required.

Minimum/General Experience: 1 year of operating systems applications and/or hardware configuration analysis and design experience.

Minimum Education: Associate degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology or similar discipline.

QUALITY ASSURANCE ADVISOR

Functional Responsibility:
Establishes and maintains a process for evaluating IT systems and associated documentation to maintain the level of quality throughout the project life cycle. Supports the development and implementation of quality control measures to ensure compliance with the corporate Quality Management System, customer’s performance guidelines and configuration management procedures. Collaborates with the Project Manager to determine the
resources for quality control of scope, development, integration and deployment of the Software Development Life Cycle. Conducts formal and informal reviews at pre-determined times throughout the software, hardware and network development life cycles. Provides quality assurance review of IT related systems development tasks, including the review of software and hardware work products for accuracy, adherence to the design concept and to industry and user standards such as IEEE. Reviews program documentation to assure government standards/requirements are compliant, and for progress in accordance with the Software Development Life Cycle process and project schedules. Coordinates with the Project Manager to ensure problems are resolved to the user’s satisfaction. Makes recommendations, if needed, for approval of major IT related system installations.

Minimum/General Experience: 7 years of practical software engineering and/or systems integration experience of which 4 years is progressively more difficult quality assurance specific experience in a software design and development environment.

Minimum Education: Associate degree.

TECHNICAL WRITER III

Functional Responsibility:
Manages the collection and organization of technical information required for the preparation of user and operation manuals; training materials; requirements, design, test, and integration documents; deployment plans; installation guides; technical proposals; graphics, flowcharts, and other reports and deliverables. Prepares and maintains software, hardware and network system documentation, procedures, and methods, and maintains technical documentation library. Performs other documentation services as required. Edits and proofreads including the review and correction of grammar and spelling. Oversees the composition and finalization of technical documentation, including specifications and user manuals, in accordance with IT industry standards in the style and format required by the task. Provides technical direction and advice on new developments, techniques and procedures that would enhance IT publications. Trains and coordinates work schedules for subordinates.

Minimum/General Experience: 6 years of formal and informal technical writing experience.

Minimum Education: Bachelor’s Degree.

TECHNICAL WRITER II

Functional Responsibility:
Collects and organizes technical information. Prepares user and operation manuals, training materials, requirements, design, test and integration documents, deployment plans, installation guides, proposals, graphics, flowcharts, and other reports and deliverables. Prepares and/or maintains technical documentation related to software, hardware and network systems and maintains technical documentation library. Edits and proofreads documents including the review and correction of grammar and spelling. Supports the composition and finalization of technical documentation in accordance with Information Technology industry standards in the style and format required by the task. Trains and coordinates work schedules for subordinates. Performs other documentation services as required. May train and coordinate work schedule for subordinates.
Minimum/General Experience: 4 years of formal and informal technical writing experience.

Minimum Education: Associate degree.

TECHNICAL WRITER I

Functional Responsibility:
Assists in the collection and organization of technical information. Helps prepare user and operation manuals, training materials, requirements, design, test and integration documents, deployment plans, installation guides, proposals, graphics, flowcharts, and other reports and deliverables. Prepares and/or maintains technical documentation related to software, hardware and network systems and maintains technical documentation library. Edits and proofreads documents including the review and correction of grammar and spelling. Supports the composition and finalization of technical documentation in accordance with Information Technology industry standards in the style and format required by the task. Trains and coordinates work schedules for subordinates. Performs other documentation services as required.

Minimum/General Experience: 1 year of formal and informal technical writing experience.

Minimum Education: Associate degree.

IT TRAINING SPECIALIST

Functional Responsibility:
Prepares and delivers formal and informal IT technical training by conducting classroom courses, workshops, and seminars. Develops and revises computer-based training courses and prepares appropriate training catalogs related to system architecture. Prepares instructor materials including course outline, background material, and training aids. Prepares student materials including Information Technology related course manuals, workbooks, handouts, completion certificates, and course critique forms. Responsible for presenting training programs to end users.

Minimum/General Experience: 2 years of end-user support duties like those which shall be performed.

Minimum Education: Associate degree.

GRAPHICS EXPERT

Functional Responsibility:
Works on complex graphics projects and assists in coordination of graphic/imaging production scheduling, and coordinates production support with outside vendors, as needed. Ensures that graphic/imaging projects are completed on time, within budget and to the requirement specifications. Interfaces with users to determine scope of project and best graphic medium. Works on complex projects independently and has thorough knowledge of graphics systems and graphics application packages which may include desktop publishing, CAD, GIS, design packages, HTML, multimedia, or other graphics applications.
Minimum/General Experience: 4 years of graphic design experience.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology, Graphical Design or similar discipline.

IT CONSULTANT IV

Functional Responsibility:
Performs extensive interface with clients for IT related service requirements. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Responsible for effective transitioning of existing project teams, and the facilitation of project teams in the accomplishments of IT project activities and objectives. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Functions as the key coordinator between multiple project teams to ensure enterprise-wide integration of IT efforts. Provides daily supervision and direction to business process reengineering personnel. Provides study direction and supervision to more junior consultants.

Minimum/General Experience: 11 years of related high-level subject matter expertise.

Minimum Education: Master’s Degree.

IT CONSULTANT III

Functional Responsibility:
Within defined objectives and with considerable latitude, performs in a professional position supporting highly complex information technology integrated systems efforts by performing/leading analysis of mission, program goals and objectives; requirements analysis including adherence to IT industry standards; special studies and analysis; cost/cost-performance trade-off cost analysis; feasibility analyses; organizational performance assessment or regulatory compliance support; technology conceptual designs; life cycle support; operational and maintenance, program/project management; technology transfer/insertion assessments; training; privatization; and outsourcing. Develops and/or reviews study plans and monitors/reports project status. Applies process improvement and reengineering methodologies and principles consistent with IT industry standards to conduct process modernization projects. Duties may include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation interviewing, training, and provides additional forms of knowledge transfer. May be under the supervision of the Consultant IV, or may work independently.

Minimum/General Experience: 8 years of related high-level subject matter expertise.

Minimum Education: Bachelor’s Degree.

SUBJECT MATTER EXPERT IV

Functional Responsibility:
Provides high-level subject matter expertise for work described in the program/task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional
systems analysis, design, integration, documentation, and training. Provides implementation advice on complex problems requiring a high-level of knowledge of the subject matter. Participates as needed in all phases of software and hardware development with an emphasis on systems planning, analysis, software and hardware development, testing, integration, documentation, training, and presentation. Provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies, and procedures for any functional area under consideration. Applies principles, methods, and knowledge of specific functional areas of expertise to specific programs. Conducts, directs, or participates in technical business reports and formal presentations. Directs the composition of, or composes and finalizes, documentation.

Minimum/General Experience: 11 years of related high-level subject matter expertise.

Minimum Education: Master’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology, Management, Business Administration, or similar discipline.

SUBJECT MATTER EXPERT III

Functional Responsibility:
Provides high-level subject matter expertise for work described in the program/task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and training. Provides implementation advice on complex problems requiring a high-level of knowledge of the subject matter. Participates as needed in all phases of software and hardware development with an emphasis on systems planning, analysis, software and hardware development, testing, integration, documentation, training, and presentation. Provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies, and procedures for any functional area under consideration. Applies principles, methods, and knowledge of specific functional areas of expertise to specific programs. Conducts, directs, or participates in technical business reports and formal presentations. Directs the composition of, or composes and finalizes, documentation.

Minimum/General Experience: 8 years of related high-level subject matter expertise.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology, Management, Business Administration, or similar discipline.

SUBJECT MATTER EXPERT II

Functional Responsibility:
Provides subject matter expertise for work described in the program/task. Provides advanced technical knowledge and analysis of specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and training. Provides implementation advice on complex problems requiring a high-level of knowledge of the subject matter. Participates as needed in all phases of software and hardware development with an emphasis on systems planning, analysis, software and hardware development, testing, integration, documentation, training, and presentation. Provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration. Applies principles, methods, and knowledge of specific functional areas of expertise to specific programs. Conducts, directs, or participates in technical business reports and formal presentations. Directs the composition of, or composes and finalizes, documentation.
Minimum/General Experience: 5 years of related high-level subject matter expertise.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology, Management, Business Administration or similar discipline.

SUBJECT MATTER EXPERT I

Functional Responsibility:
Provides subject matter expertise for work described in the program/task. Provides advanced technical knowledge and analysis of specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and training. Provides implementation advice on complex problems requiring a high-level of knowledge of the subject matter. Participates as needed in all phases of software and hardware development with an emphasis on systems planning, analysis, software and hardware development, testing, integration, documentation, training, and presentation. Provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration. Applies principles, methods, and knowledge of specific functional areas of expertise to specific programs. Conducts, directs, or participates in technical business reports and formal presentations. Directs the composition of, or composes and finalizes, documentation.

Minimum/General Experience: 3 years of related subject matter expertise.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology, Management, Business Administration or similar discipline.

INTEGRATED SYSTEMS ENGINEER II

Functional Responsibility:
Manages, supervises, coordinates, supports, and monitors project team performance of various systems. Provides technical guidance, direction, or training across multiple functional areas. Provides input for proposal preparation, project estimation and budgeting, technical review, and presentation. Manages, tracks, controls, and reports on all aspects of project performance, including technical, financial, contractual, administrative, logistical, subcontractor, and vendor oversight. Manages, coordinates, supervises, supports, and/or performs project and technical writing activities related to all aspects of a project. Leads, develops, or oversees development of, systems requirements, design, documentation, algorithms, software implementation, hardware layout, integration, installation, analysis, and peripheral interfaces. Generates, or oversees the generation of, test and evaluation plans and executes those plans when necessary. Exercises independent judgment as well as a high level of analytical skill in solving complex and unusual technical, administrative, and managerial problems. Documents and communicates results at all levels. Acts as client's representative for project related activities, conferences, and meetings.

Minimum/General Experience: 6 years of technical experience performing requirements analysis for, and system design of, computer systems and development of related applications. Requires competence in structured analysis and architecture design concepts/methods.
Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology or similar discipline.

INTEGRATED SYSTEMS ENGINEER I

Functional Responsibility:
Manages, supervises, coordinates, supports, and monitors project team performance of various systems. Provides technical guidance, direction, or training across multiple functional areas. Provides input for proposal preparation, project estimation and budgeting, technical review, and presentation. Manages, tracks, controls, and reports on all aspects of project performance, including technical, financial, contractual, administrative, logistical, subcontractor, and vendor oversight. Manages, coordinates, supervises, supports, and/or performs project and technical writing activities related to all aspects of a project. Leads, develops, or oversees development of, systems requirements, design, documentation, algorithms, software implementation, hardware layout, integration, installation, analysis, and peripheral interfaces. Generates, or oversees the generation of, test and evaluation plans and executes those plans when necessary. Exercises independent judgment as well as a high level of analytical skill in solving complex and unusual technical, administrative, and managerial problems. Documents and communicates results at all levels. Acts as client's representative for project related activities, conferences, and meetings.

Minimum/General Experience: 4 years of technical experience performing requirements analysis for, and system design of, computer systems and development of related applications. Requires competence in structured analysis and architecture design concepts/methods.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology or similar discipline.

WEB DEVELOPER ARCHITECT

Functional Responsibility:
Participates in the entire lifecycle of web-based software development to build scalable, multi-tiered web-based applications. Interacts with functional users to gather requirements and develops high-level system narratives and user interface prototypes to help cement those requirements. Formulates and defines system scope and objectives. Identifies and helps select the use of key technologies such as the development language, user interface, database framework, and video streaming technology. Collaborates with other developers and architects (when appropriate) to determine optimal solution architecture, efficiency, maintainability, and scalability. Develops project plans (including schedule and milestones), system test plans, test data, and ensures software quality assurance (SQA) standards are achieved. Manages the activities of the development team from front-end user interface and back-end database development, to production, maintenance, and training. Leads the planning, delivery, deployment and support of Internet video applications. Oversees outsourcing vendors as necessary. Conducts code reviews, ensuring coding conventions and documentation practices are followed. Supervises system integration and testing. Manages delivery expectations, including timelines, technical deliverables, and feature management. Provides oral and written status reports to customer and senior management staff.

Minimum/General Experience: 4 years of web-based computer systems analysis and design, web programming and/or systems integration experience with at least 3 years of successful database programming experience, and 1 year of supervisor or management experience.
Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology or similar discipline.

SENIOR WEB DEVELOPER

Functional Responsibility:
Designs, develops, implements, tests and documents web-based computer programs and applications. Troubleshoots, debugs, and fixes software code. Possesses knowledge of standard concepts, practices, and procedures within a field (e.g., SQL, C++, HTML, CGI, JavaScript). May lead team(s) in the development or analysis of large-scale web-based software projects. Provides overall guidance, leadership, and training to junior web developers. Supervises and conducts performance evaluations for junior web developers. Designs, develops, and conducts user training and training programs for custom applications. Acts as the direct on-site customer interface for application development and debugging, and other computer system tasks as needed. Ensures that all programs and application software are developed according to quality management policies, procedures, and established practices.

Minimum/General Experience: 6 years of web-based programming experience.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology or certification in the field or similar discipline.

INFORMATION MANAGEMENT SPECIALIST III

Functional Responsibility:
Provides services in specialized technical area. Provides advice and assistance in state-of-the-art software and/or hardware solutions involving multiple operating environments, database management systems, and complex software tools or packages. Performs analyses and studies, enhances, or implements system software solutions, and performs test and acceptance phases.

Minimum/General Experience: 5 years of IT experience with a minimum of 2 years working in electronic content, records, and document management and associated document and records scanning.

Minimum Education: Associate degree in Computer Science, Information Systems, Computer Engineering, Computer Engineering Technology, or similar discipline (Bachelor’s Degree preferred).

Allowable Substitutions of Education and Experience

When determining the qualifications of an individual to fill one of the positions offered, substitutions for the education and experience requirements may be as shown in Table 1-1: -- Allowable Education Substitutions for
Experience. Additional educational achievements in excess of requirements can be substituted for experience requirements as follows:

<table>
<thead>
<tr>
<th>Required Education</th>
<th>Actual Education Obtained</th>
<th>Additional Years of Experience Credited to the Tagence Employee</th>
</tr>
</thead>
<tbody>
<tr>
<td>M.A./M.S.</td>
<td>Ph.D.</td>
<td>4</td>
</tr>
<tr>
<td>B.A./B.S.</td>
<td>Ph.D.</td>
<td>6</td>
</tr>
<tr>
<td>B.A./B.S.</td>
<td>M.A./M.S.</td>
<td>2</td>
</tr>
<tr>
<td>H.S./GED</td>
<td>B.A./B.S.</td>
<td>4</td>
</tr>
</tbody>
</table>

*Table 1-1: Allowable Education Substitutions for Experience.*

Additional experience in excess of requirements can be substituted for educational requirements as demonstrated in *Table 1-2: Allowable Experience Substitutions for Education Requirements* below:

<table>
<thead>
<tr>
<th>Actual Education</th>
<th>Required Education</th>
<th>Additional Years of Experience Needed for Educational Requirement Equivalency</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>H.S./GED</td>
<td>2</td>
</tr>
<tr>
<td>H.S./GED</td>
<td>Technical Institute/Military Training</td>
<td>2</td>
</tr>
<tr>
<td>Relevant Technical or Other Professional Certifications*</td>
<td>B.A./B.S.</td>
<td>2</td>
</tr>
<tr>
<td>H.S./GED</td>
<td>B.A./B.S.</td>
<td>4</td>
</tr>
<tr>
<td>H.S./GED</td>
<td>M.A./M.S.</td>
<td>6</td>
</tr>
<tr>
<td>H.S./GED</td>
<td>Ph.D.</td>
<td>No equivalency</td>
</tr>
<tr>
<td>B.A./B.S.</td>
<td>M.A./M.S.</td>
<td>2</td>
</tr>
<tr>
<td>B.A./B.S.</td>
<td>Ph.D.</td>
<td>6</td>
</tr>
<tr>
<td>M.A./M.S.</td>
<td>Ph.D.</td>
<td>4</td>
</tr>
</tbody>
</table>

*Table 1-2: Allowable Experience Substitutions for Education Requirements.*

The minimum education and experience will be met for all positions when the educational equivalencies in the tables above are considered.

*Certifications include, but are not limited to, Microsoft, CISCO, Oracle, Project Management Institute (PMI) and/or other organizations considered relevant to the work tasked.*
## Information Technology Labor Category Rates

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Government Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Manager I</td>
<td>$146.81</td>
</tr>
<tr>
<td>Project Manager II</td>
<td>$138.01</td>
</tr>
<tr>
<td>Project Manager I</td>
<td>$126.53</td>
</tr>
<tr>
<td>Technical Manager</td>
<td>$118.56</td>
</tr>
<tr>
<td>Database Programmer/Analyst III</td>
<td>$102.33</td>
</tr>
<tr>
<td>Programmer/Analyst III</td>
<td>$99.38</td>
</tr>
<tr>
<td>Programmer/Analyst II</td>
<td>$83.98</td>
</tr>
<tr>
<td>Programmer III</td>
<td>$85.06</td>
</tr>
<tr>
<td>Programmer II</td>
<td>$67.95</td>
</tr>
<tr>
<td>Systems Analyst III</td>
<td>$119.22</td>
</tr>
<tr>
<td>Systems Analyst I</td>
<td>$102.80</td>
</tr>
<tr>
<td>System Administrator</td>
<td>$87.95</td>
</tr>
<tr>
<td>Systems Engineer II</td>
<td>$126.61</td>
</tr>
<tr>
<td>Systems Engineer I</td>
<td>$103.37</td>
</tr>
<tr>
<td>Quality Assurance Advisor</td>
<td>$91.61</td>
</tr>
<tr>
<td>Technical Writer III</td>
<td>$87.57</td>
</tr>
<tr>
<td>Technical Writer II</td>
<td>$76.94</td>
</tr>
<tr>
<td>Technical Writer I</td>
<td>$62.76</td>
</tr>
<tr>
<td>IT Training Specialist</td>
<td>$71.10</td>
</tr>
<tr>
<td>Graphics Expert</td>
<td>$102.42</td>
</tr>
<tr>
<td>IT Consultant IV</td>
<td>$248.72</td>
</tr>
<tr>
<td>IT Consultant III</td>
<td>$211.33</td>
</tr>
<tr>
<td>Subject Matter Expert IV</td>
<td>$195.30</td>
</tr>
<tr>
<td>Subject Matter Expert III</td>
<td>$187.57</td>
</tr>
<tr>
<td>Subject Matter Expert II</td>
<td>$165.54</td>
</tr>
<tr>
<td>Subject Matter Expert I</td>
<td>$146.48</td>
</tr>
<tr>
<td>Integrated Systems Engineer II</td>
<td>$135.81</td>
</tr>
<tr>
<td>Integrated Systems Engineer I</td>
<td>$129.17</td>
</tr>
<tr>
<td>Web Developer Architect</td>
<td>$88.16</td>
</tr>
<tr>
<td>Senior Web Developer</td>
<td>$102.37</td>
</tr>
<tr>
<td>Information Management Specialist III</td>
<td>$133.16</td>
</tr>
</tbody>
</table>