



**GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY 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>

**SCHEDULE TITLE: GENERAL PURPOSE COMMERCIAL INFORMATION  
TECHNOLOGY EQUIPMENT, SOFTWARE, AND SERVICES**

**FSC GROUP: 70**

**CONTRACT NUMBER: GS-35F-0456V**

**CONTRACT PERIOD: May 18, 2009 – May 17, 2019**

**Integral Consulting Services, Inc.**

**704 Quince Orchard Road Suite 290**

**Gaithersburg, MD 20878**

**Phone: 301-990-0880**

**Fax: 301-990-3037**

**Website: [www.e2integral.com](http://www.e2integral.com)**

**CONTRACTOR'S ADMINISTRATION SOURCE: [gsa70@e2integral.com](mailto:gsa70@e2integral.com)**

General Services Administration Management  
Services Center Acquisition Division Modification:  
#008, dated March 21, 2014

Business Size: **Small Disadvantaged Business**

DUNS: 018193669

For more information on ordering from Federal Supply Schedules click on the FSS  
Schedules button at <http://www.fss.gsa.gov>.

CUSTOMER INFORMATION:

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

**SIN**

**DESCRIPTION**

132-51

Information Technology Professional Services

1b. **DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICE FOR EACH SIN:**  
(Government hourly rate to include IFF)

<b>Job Title</b>	<b>Hourly Rate w/IFF effective 5/18/2016</b>
Administrative Specialists II	\$52.39
Application Developer II	\$71.54
Application Developer III	\$86.71
Application Developer IV	\$105.21
Applications Engineer II	\$88.60
Applications Engineer III	\$97.64
Applications Engineer IV	\$121.08
Architecture Specialist III	\$130.10
Architecture Specialist IV	\$145.76
Business Process Engineering Specialist III	\$137.77
Business Process Engineering Specialist IV	\$158.53
Network Engineer III	\$87.77
Network Engineer IV	\$105.21
Database Specialist III	\$92.58
Database Specialist IV	\$107.59
Deployment Engineer	\$86.25
IT Security Specialist III	\$102.53
IT Security Specialist IV	\$119.80
Project Control Specialist III	\$86.02
Program Manager III	\$137.02
Program Manager IV	\$156.39
Project Manager III	\$117.51
Project Manager IV	\$131.61
Quality Assurance Specialist II	\$73.63
Quality Assurance Specialist III	\$92.58
Requirements Analyst III	\$92.58
Requirements Analyst IV	\$105.21
Subject Matter Expert II	\$131.50
Subject Matter Expert III	\$164.43
Systems Administrator II	\$78.90
Systems Administrator III	\$90.49
Systems Administrator IV	\$102.01
Systems Engineer III	\$95.66
Systems Engineer IV	\$116.83
Test Engineer IV	\$100.98
Web Designer III	\$88.80
Web Designer IV	\$105.79

2. **MAXIMUM ORDER\*:** \$500,000 per SIN/per Order

If the "best value" selection places your order over this 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 contractor 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:** \$100.00

4. **GEOGRAPHIC COVERAGE:** Domestic Delivery to the Continental 48 US States, Washington, DC, Alaska, Hawaii, and Puerto Rico

5. **POINT(S) OF PRODUCTION:** 704 Quince Orchard Road Suite 290  
Gaithersburg, MD 20878

6. **DISCOUNT FROM LIST PRICES:** Net GSA pricing is listed in the attached Pricelist

7. **QUANTITY/VOLUME DISCOUNT(S):** None

8. **PROMPT PAYMENT TERMS:** 0% net 30

9a. Government Purchase Cards *are accepted* at or below the micro-purchase threshold.

9b. Government Purchase Cards *are not accepted* above the micro-purchase threshold.

10. **FOREIGN ITEMS:** None

11a. **TIME OF DELIVERY:** To be negotiated at the task order level

11b. **EXPEDITED DELIVERY:** To be negotiated at the task order level

11c. **OVERNIGHT AND 2-DAY DELIVERY:** To be negotiated at the task order level

11d. **URGENT REQUIRMENTS:** Customer are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. **FOB POINT:** DESTINATION

\*Note: All travel required in the performance of this contract and orders placed hereunder must comply with the Federal Travel Regulations (FTR) or Joint Travel Regulations (JTR), 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. The contractor shall not add the Industrial Funding Fee onto travel costs.

**13a. ORDERING ADDRESS:**

Integral Consulting Services, Inc.  
Attn: GSA Purchasing  
704 Quince Orchard Road Suite 290  
Gaithersburg, MD 20878  
Phone: 301-990-0880  
Fax: 301-990-3037

**13b. 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:**

Integral Consulting Services, Inc.  
Attn: GSA Purchasing  
704 Quince Orchard Road Suite 290  
Gaithersburg, MD 20878  
Phone: 301-990-0880  
Fax: 301-990-3037

**15. WARRANTY PROVISION:** Customer should contact contractor for a copy of the warranty.

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

**17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** Accepted at OR below the micro-purchase threshold

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

**19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A

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

**20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):**  
N/A

**21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A

**22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A

**23. PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A

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

**24b. Section 508 Compliance for EIT: Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services on this contract at <http://www.e2zintegral.com>**

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

**25. DUNS NUMBER:** 018193669

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

**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. RESUMES**

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

#### 14. INCIDENTAL SUPPORT COSTS

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

#### 15. APPROVAL OF SUBCONTRACTS

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

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

- 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.
- 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.

Level	Education & Experience Levels			Equivalent Education and Experience	
	Education	and	Experience	Acquired Degree	Minimum Experience
I	High School diploma or GED certification	and	1 year	Less than High School/GED	2 years
II	Associate's Degree or higher	and	2 years	High School/GED	7 years
III	Bachelor's Degree or higher	and	5 years	High School/GED	11 years
				Associate	7 years
				Master	3 years
				Doctorate	1 year
IV	Master's Degree or higher	and	6 years	High School/GED	15 years
				Associate	10 years
				Bachelor	8 years
				Doctorate	4 years

**Job Title:** Administrative Specialists

**Functionality Responsibility:** Provides administrative support of office operations. Provides assistance with maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. Supports the development of reports, and presentations. Performs analysis, development and review of program or functional areas, as required.

**Minimum Education:** Levels II

**Job Title:** Application Developer

**Functionality Responsibility** Analyzes functional applications and design specifications for functional activities. Develops codes, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Works with the technical staff to understand problems had with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements. Develops block diagrams and logic flowcharts. Prepares required documentation.

**Minimum Education:** Levels II, III, and IV

**Job Title:** Applications Engineer

**Functionality Responsibility** Provides analysis and design of enterprise systems. Handles service requirements; works closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, and sampling. Assists in design, coding, benchmark testing, debugging and documentation of programs using formal specifications, data flow diagrams, other accepted design techniques and Computer-Aided Software Engineering (CASE)

tools. Estimates software development costs and schedule. Formulates and defines specifications for software applications or modifies and maintains existing applications using engineering releases and utilities from the manufacturer.

**Minimum Education:** Levels II, III, and IV

**Job Title:** Architecture Specialist

**Functionality Responsibility** 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 architectures (SOA, FEA, etc.), and profiles of standards as they apply to the implementation and specific to the solution for the platform, integration with other systems, and the external interfaces. Ensures that the common operating environment is compliant. Evaluates analytically and systematically problems of work flows, organization and planning and develops appropriate corrective action. Documents architectures in accordance to the FEA, SOA and other standards.

**Minimum Education:** Levels III and IV

**Job Title:** Business Process Engineering Specialist

**Functionality Responsibility** Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Should apply as appropriate, activity data modeling, transaction flow analysis, and internal control and risk analysis, modern business methods and applies performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with standard principles, cost savings, and system architecture objectives.

**Minimum Education:** Levels III and IV

**Job Title:** Network Engineer

**Functionality Responsibility** Provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders. Also, provides in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts and telecommunications enhancement design for medium and large-scale telecommunication infrastructures. Provides interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management.

**Minimum Education:** Levels III and IV

**Job Title:** Database Specialist

**Functionality Responsibility** Designs, implements and maintains complex databases, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Maintains database dictionaries, monitors standards and procedures and integration of systems through database design.

**Minimum Education:** Levels III and IV

**Job Title:** Deployment Engineer

**Functionality Responsibility** Conducts site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Follows engineering plans and site installation Technical Design Packages. Develops installation schedules. Provides installation support. Assists in the preparation of drawing and documenting configuration changes at each site. Prepares site installation and test reports.

**Minimum Education:** Levels III

**Job Title:** IT Security Specialist

**Functionality Responsibility** Provides technical support to design, develop, engineer and implement solutions to security requirements. Responsible for the implementation and development of the IT security. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs. Performs risk analyses which also includes risk assessment. Provide support to plan, coordinate, and implement the organization's information security. Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet/EC technology.

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**Minimum Education:** Levels III and IV

**Job Title:** Database Specialist

**Functionality Responsibility** Designs, implements and maintains complex databases, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Maintains database dictionaries, monitors standards and procedures and integration of systems through database design.

**Minimum Education:** Levels III and IV

**Job Title:** Project Control Specialist

**Functionality Responsibility** Supports financial management and administrative activities, such as budgeting planning, budget execution, manpower and resource planning, and financial reporting. Performs evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues which would require a report and recommend solutions. Develops work breakdown structures, prepare charts, tables, graphs and diagrams to assist in analyzing problems.

**Minimum Education:** Levels III

**Job Title:** Program Manager

**Functionality Responsibility** Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer, the Contracting Officer's Technical Representative, government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract performance and shall not serve in any other capacity under this contract.

**Minimum Education:** Levels III and IV

**Job Title:** Project Manager

**Functionality Responsibility** Serves as the project manager for a delivery order (or a group of delivery orders affecting the same migratory or target system) and shall assist the Program manager in working with the Government Contracting Officer (CO), the Contracting Officer's Representative (COR), the Contracting Officer's Technical Representative (COTR), government management personnel, and customer agency representatives. Under the guidance of the Senior Program Manager or Program Manager, responsible for the overall management of specific delivery order and ensures that both the technical solutions and schedules in the delivery order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

**Minimum Education:** Levels III and IV

**Job Title:** Quality Assurance Specialist

**Functionality Responsibility** Develops, implements, and maintains quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in quality reviews of solutions and products.

**Minimum Education:** Levels II and III

**Job Title:** Requirements Analyst

**Functionality Responsibility** Analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required. Performs functional analysis to identify required tasks/technologies and their interrelationships. Possesses requisite knowledge and experience in requirements and integration. Act as a liaison between members of project teams in various stages of requirement and data analysis for project needs as well as work in close collaboration with the Project Managers, business users and technical teams to gather, analyze and create project documentation

**Minimum Education:** Levels III and IV

**Job Title:** Subject Matter Expert

**Functionality Responsibility** Technical subject matter experts possess unique skills and experience needed to support area on-going program development, operations, and sustainment efforts.

**Minimum Education:** Levels II and III

**Job Title:** Systems Administrator

**Functionality Responsibility** Provide support for implementation, troubleshooting and maintenance of IT systems. Manages system infrastructure and any processes related to these systems. Provide support to systems including: day-to-day operations, monitoring and problem resolution for all of the client problems. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provide problem identification, diagnosis and resolution of problems. Provide support for the dispatch system and hardware problems and remain involved in the resolution process.

**Minimum Education:** Levels II, III and IV

**Job Title:** Systems Engineer

**Functionality Responsibility** Provides identification/resolution of problems within existing systems, design/implementation of new systems, and enhancement of existing systems. Participates in analysis, design, development and fielding of applications. Responsible for understanding the needs of the customers and the realities of commercially available COTS (commercial off the shelf) products, and creating requirements that will allow implementation by the development team. Must have solid technical background with skill in telecommunications, operating systems, database/DBMS and applications are required.

**Minimum Education:** Levels III and IV

**Job Title:** Test Engineer

**Functionality Responsibility** Performs analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for moderately complex to complex software systems. Reviews user application system requirements documentation; designs, defines and documents unit and application test plans; transforms test plans into test scripts and executes those scripts. May participate in all phases of risk management assessment and software/hardware development under the direction of a Senior Test Engineer. Responsible for ensuring proper execution of test scripts and documentation of test results in test logs or defect tracking systems. Responsible for ensuring that the test designs and documentation support all applicable client, agency or industry standards, time lines and budgets. Responsible for the development of test data to be used in performing the required tests. Responsible that testing conclusions and recommendations are fully supported by test results, and those project managers are fully informed or testing status and application deviations from documented user requirements. Responsible for/or assists in the analysis of test results, documents conclusions and makes recommendations as supported by such analysis.

**Minimum Education:** Levels IV

**Job Title:** Web Designer

**Functionality Responsibility** Develop the site concept, interface design, and architecture of the website. Designs and builds web sites using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's on-line offerings. Designs the website to support the organization's strategies and goals relative to external communications. Implements and debugs software code for components of the website. Responsible for interface implementation.

**Minimum Education:** Levels III and IV