



AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE & 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 D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D316	IT Network Management Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

Technology and Telecommunications Consultants, Inc.

939 Liberty Street
Arlington, VA 22205
Tel: 888-885-3433
Fax: 888-610-3035
www.ttcin.com

Contract Number: **GS-35F-0464Y**
Period Covered by Contract: **June 19, 2012 through June 18, 2017**

General Services Administration
Federal Acquisition Service

Pricelist current through Modification #**PS-0010**, dated **July 7, 2015**.

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsadvantage.gov>).

CUSTOMER INFORMATION:

1. Awarded Special Item Number(s):

SIN	Description
132-51	Information Technology Services

- 1b.** Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract are provided beginning on page 8.
- 1c.** Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 10.
- 2. Maximum Order:** \$500,000
- 3. Minimum Order:** \$100
- 4. Geographic Coverage:** Domestic
- 5. Point of Production:** N/A
- 6. Prices Shown Herein are Net** (discount deducted)
- 7. Quantity Discount:** None
- 8. Prompt Payment Terms:** Net 30
- 9. Government Purchase Cards** Will Accept
- 10. Foreign Items:** None
- 11. Time of Delivery:** Technology and Telecommunications Consultants, Inc. shall deliver or perform services in accordance with the terms negotiated in an agency's order.
- 11b. Expedited Delivery:** Consult with Contractor
- 11c. Overnight/2-Day Delivery:** Consult with Contractor
- 11d. Urgent Requirements:** Consult with Contractor
- 12. FOB Point:** Destination
- 13. Ordering Address:** Technology and Telecommunications Consultants, Inc.
Attn: Frank Vella/GSA Orders
2001 Jefferson Davis Highway, Suite 406
Arlington, VA 22202

14. **Payment Address:** Technology and Telecommunications Consultants, Inc.
Attn: Frank Vella/GSA Orders
2001 Jefferson Davis Highway, Suite 406
Arlington, VA 22202
15. **Warranty Provisions:** Contractor's Standard Warranty
16. **Export Packing charges:** Not applicable
17. **Terms and conditions of Government Purchase Card Acceptance:** Contact Technology and Telecommunications Consultants, Inc. for terms and conditions of Government Purchase Card acceptance.
18. **Terms and conditions of rental, maintenance, and repair:** Not applicable
19. **Terms and conditions of installation:** Not applicable
- 20b. **Terms and conditions of repair parts:** Not applicable
- 20b. **Terms and conditions for any other services:** Not applicable
20. **List of service and distribution points:** Not applicable
21. **List of participating dealers:** Not applicable
22. **Preventive maintenance:** Not applicable
- 24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:**
Not applicable
- 24b. Contact Technology and Telecommunications Consultants, Inc. for Section 508 compliance information. The EIT standards can be found at: <http://www.section508.gov>
25. **DUNS Number:** 780816406
26. Technology and Telecommunications Consultants, Inc. is registered in the System for Award Management (SAM) database.

**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



GSA RATES for SIN 132-51

On-Site	
Labor Category	Hourly Rate
Application Engineer, Intermediate	\$76.17
Business Analyst, Senior	\$112.79
Database Administrator	\$70.81
Help Desk Specialist	\$38.55
Help Desk Specialist, Senior	\$41.91
Information Assurance Manager	\$86.06
Information Technology Systems Specialist	\$103.80
Information Technology Lead	\$83.07
Information Technology Subject Matter Expert	\$126.67
Knowledge Management Subject Manager Expert	\$71.49
Network Engineer	\$53.48
Network Manager	\$69.78
Programmer	\$112.79
Project Manager	\$126.67
Project Specialist	\$115.66
SharePoint Specialist	\$50.18
SharePoint Trainer	\$50.18
IT Subject Matter Specialist	\$131.00
IT Systems Security	\$120.62
System Administration JR	\$68.56
Web Designer	\$73.49



GSA RATES for SIN 132-51

Off-Site	
Labor Category	Hourly Rate
Business Analyst, Senior	\$121.62
Information Technology Subject Matter Expert	\$136.59
Programmer	\$121.62
Project Manager	\$136.59
Applications Developer	\$124.69
Business Analyst. JR	\$70.35
Business Process Reengineering Specialist	\$164.58
Database Developer	\$169.57
Graphics Specialist	\$67.47
Help Desk Support Services Specialist – Senior	\$70.23
Information Assurance/Information Security Specialist	\$184.53
Information Systems Training Specialist – Senior	\$87.85
Intermediate SharePoint Developer	\$90.03
Junior Developer/Help Desk Specialist	\$68.19
Quality Assurance Analyst/Tester	\$109.13
Senior Program Manager	\$194.51
Senior SharePoint Developer	\$108.76
SharePoint Architect	\$114.77
Software Developer – Senior	\$112.02
Software Systems Engineer – Senior	\$118.81
Sr. Applications Engineer	\$184.53
Sr. Database Administrator	\$174.56
System Specialist	\$145.63
Trainer	\$85.29
Web Architect	\$174.62
Web Project Manager	\$105.53

Labor Category Descriptions

Labor Category	Principal Duties and Responsibilities	Job Specifications
Application Engineer, Intermediate	Aids in the design and development of equipment and systems, and redesign of existing systems to fulfill the needs of customers. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.	May require a bachelor's degree in area of specialty and 4 years of experience in the field or in a related area. Equivalent: Higher degree with less experience or lower degree with more experience.
Business Analyst, Sr.	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. May write manuals for users to describe installation and operating procedures. Possesses a working knowledge of relational databases and client-server concepts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.	Requires a bachelor's degree in a related area and at least 5 years of experience in the field or in a related area. Equivalent: Higher degree with less experience or lower degree with more experience.
Database Administrator	Develops, implements, administers, and maintains policies and procedures for ensuring the security and integrity of the company database. Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a manager.	May require a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area. Equivalent: Higher degree with less experience or lower degree with more experience.

Labor Category	Principal Duties and Responsibilities	Job Specifications
Help Desk Specialist	Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Typically reports to a supervisor or manager.	Require an associate's degree in a related area and 1 year of experience in the field or in a related area. Equivalent: Higher degree with less experience.
Help Desk Specialist, Sr.	Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a supervisor or manager. A wide degree of creativity and latitude is expected.	Require an associate's degree in a related area and 3-5 years of experience in the field or in a related area. Equivalent: Higher degree with less experience.
Information Assurance Manager	Establishes, plans, and administers the overall policies, goals and procedures for the information security function. Initiates, implements and develops information security and disaster discovery programs in accordance with organizational information security standards. Performs and evaluates information risk on a regular time schedule and promotes information security awareness within the organization. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor.	Requires a bachelor's degree in a related area with at least 5 years of experience in the field. Equivalent: Higher degree with less experience or lower degree with more experience.

Labor Category	Principal Duties and Responsibilities	Job Specifications
Information Technology Systems Specialist	Expert in single or multiple technical disciplines. Provides Expert guidance and insight into specific systems technologies and their application and independently performs a variety of system design and/or integration tasks where specific subject matter expertise is necessary. Plans and performs research, design assessment, development, integration and other assignments in specific technical areas. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor.	Requires a bachelor's degree in a related area with at least 6 years of experience in the field. Equivalent: Higher degree with less experience or lower degree with more experience.
Information Technology Lead	Implements and maintains policies and goals that support the organization's IT needs. Ensures proper functioning of the information processing system and oversees necessary upgrades. Helps business operations groups utilize information systems to improve their efficiency. Ensures computer equipment, hardware, and software are updated to meet organizational needs. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor.	Requires a bachelor's degree and at least 4 years of experience in the field or in a related area. Equivalent: Higher degree with less experience or lower degree with more experience.
Information Technology Subject Matter Expert	Expert in single or multiple technical disciplines. Provides Expert guidance and insight into specific technologies and their application and independently performs a variety of Information Technology design and/or integration tasks where specific subject matter expertise is necessary. Plans and performs research, design assessment, development, integration and other assignments in specific technical areas. Leads and directs the work of others. A wide degree of creativity and latitude is expected.	Requires a bachelor's degree in a related area with at least 10 years of experience in the field. Equivalent: Higher degree with less experience or lower degree with more experience.
Knowledge Management Subject Matter Expert	Expert Information Technology knowledge management. Provides Expert guidance and insight into specific knowledge management technologies and their application and performs a variety of knowledge management design and/or integration tasks where specific expertise is necessary. Plans and performs research, design assessment, development, integration and other assignments in specific technical areas. Leads and directs the work of others. A wide degree of creativity and latitude is expected.	Requires a bachelor's degree in a related area with at least 5 years of experience in the field. Equivalent: Higher degree with less experience or lower degree with more experience.

Labor Category	Principal Duties and Responsibilities	Job Specifications
Network Engineer	Assists in the development and maintenance of network communications. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on experience, and judgment to perform the functions of the job. Works under general supervision. Typically reports to a supervisor.	Requires a bachelor's degree in area of specialty and 0-2 years of experience in the field or in a related area. Equivalent: Lower degree with more experience.
Network Manager	Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.	Requires a bachelor's degree in area of specialty and 0-2 years of experience in the field or in a related area. Equivalent: Lower degree with more experience.
Programmer	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to a project lead or manager. A wide degree of creativity and latitude is expected.	Requires a bachelor's degree with 5 years of experience in the field or in a related area. Equivalent: Higher degree with less experience or lower degree with more experience.

Labor Category	Principal Duties and Responsibilities	Job Specifications
Project Manager	Responsible for the coordination and completion of projects within the information technology department. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Builds and maintains working relationships with team members, vendors, and other departments involved in the projects. Prepares reports for upper management regarding status of project. Familiar with a variety of the field's concepts, practices, and procedures. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	Requires a bachelor's degree and 8 years of experience in the field or in a related area. Equivalent: Higher degree with less experience or lower degree with more experience.
Project Specialist	Responsible for the coordination and completion of projects within the information technology department. Oversees aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Builds and maintains working relationships with team members, vendors, and other departments involved in the projects. Prepares reports for upper management regarding status of project. Familiar with a variety of the field's concepts, practices, and procedures. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	Requires a bachelor's degree and 4-6 years of experience in the field or in a related area. Equivalent: Higher degree with less experience or lower degree with more experience.
SharePoint Specialist	Specialist in Microsoft SharePoint. Provides guidance and insight into SharePoint and its application. Assists with design and/or integration tasks where specific SharePoint knowledge is necessary. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Typically reports to a supervisor or manager.	Requires a bachelor's degree and 0-2 years of experience in the field or in a related area. Equivalent: Lower degree with more experience.

Labor Category	Principal Duties and Responsibilities	Job Specifications
SharePoint Trainer	Develops and revises Microsoft SharePoint courses and prepares appropriate SharePoint training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal SharePoint classroom courses, workshops and seminars. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Typically reports to a supervisor or manager.	Requires a bachelor's degree and 0-2 years of experience in the field or in a related area. Equivalent: Lower degree with more experience.
Application Engineer, Intermediate	Aids in the design and development of equipment and systems, and redesign of existing systems to fulfill the needs of customers. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.	May require a bachelor's degree in area of specialty and 4 years of experience in the field or in a related area. Equivalent: Higher degree with less experience or lower degree with more experience.
IT Subject Matter Specialist	Provides extremely high-level subject matter proficiency for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require expert level knowledge of the subject matter for effective implementation. Typically reports to a manager.	Bachelor's Degree in area of specialty and 8 years of experience in the field or in a related area.
IT Systems Security	Protects system by defining access privileges, control structures, and resources. Recognizes problems by identifying abnormalities; reporting violations. Implements security improvements by assessing current situation; evaluating trends; anticipating requirements. Determines security violations and inefficiencies by conducting periodic audits. Upgrades system by implementing and maintaining security controls. Keeps users informed by preparing performance reports; communicating system status. Maintains quality service by following organization standards. Maintains technical knowledge by attending educational workshops; reviewing publications. Contributes to team effort by accomplishing related results as needed. Typically reports to a manager.	Bachelor's Degree in area of specialty and 5 years of experience in the field or in a related area.

Labor Category	Principal Duties and Responsibilities	Job Specifications
System Administration JR	Responsible for activities related to system administration. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Support for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system. Typically reports to a supervisor or manager.	Bachelor's Degree in area of specialty and 2 years of experience in the field or in a related area.
Web Designer	Designs and builds web pages 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 online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Typically reports to a supervisor or manager.	Bachelor's Degree in area of specialty and 4 years of experience in the field or in a related area.
Web Technical Administrator	Responsible for achieving overall technical integrity of organization's website. Maintains and upgrades hardware and software including website technical architecture related to hardware and telecommunication connectivity. Administers e-mail, chat and FTP services. Communicates router configuration changes and troubleshoots system errors and bugs. Maintains servers, creates monitoring reports and logs, and ensures functionality of links. Creates tools to ease production process. Automates routine procedures. Works on system-level services to ensure proper patch levels on applications and operating systems. Monitors database integrity. Monitors site for acceptable performance and user accessibility. Establishes backups and monitors site security. Typically requires experience in systems technologies. Typically reports to a supervisor or manager.	Bachelor's Degree in area of specialty and 4 years of experience in the field or in a related area.

Labor Category	Principal Duties and Responsibilities	Job Specifications
Applications Developer	<p>Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Participates in development of software user manuals. Typically reports to a supervisor or manager.</p>	<p>Bachelor's Degree in area of specialty and 4 years of experience in the field or in a related area.</p>
Business Analyst. JR	<p>Serves as resource associated with business requirements and implementation of those requirements. Documents detailed requirements, analyzes business needs, and validates solutions with the client. Coordinate implementation of details requirements through product development and other functions to support the project team. Monitors other business analysts in software development methods and processes and implementation of those methods. Evaluates development projects and assists in tailoring the development process to meet the project needs. Typically reports to a supervisor or manager.</p>	<p>Bachelor's Degree in area of specialty and 2 years of experience in the field or in a related area.</p>
Business Process Reengineering Specialist	<p>Analyzes process and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. Typically reports to a supervisor or manager.</p>	<p>Bachelor's Degree in area of specialty and 4 years of experience in the field or in a related area.</p>
Database Developer	<p>Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Typically reports to a supervisor or manager.</p>	<p>Bachelor's Degree in area of specialty and 4 years of experience in the field or in a related area.</p>

Labor Category	Principal Duties and Responsibilities	Job Specifications
Graphics Specialist	Produces graphic art and visual materials for promotions, advertisements, films, presentations, packaging and informative and instructional material through a variety of media outlets such as websites and CD-ROMs. Generates, manipulates, and integrates graphic images, animations, sound, text and video generated with automated tools into consolidated and seamless multimedia programs. Typically reports to a supervisor or manager.	Bachelor's Degree in area of specialty and 4 years of experience in the field or in a related area.
Help Desk Support Services Specialist – Senior	Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Typically reports to a supervisor or manager.	Bachelor's Degree in area of specialty and 4 years of experience in the field or in a related area.

Labor Category	Principal Duties and Responsibilities	Job Specifications
<p>Information Assurance/Information Security Specialist</p>	<p>Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure. Typically reports to a supervisor or manager.</p>	<p>Bachelor's Degree in area of specialty and 5 years of experience in the field or in a related area.</p>
<p>Information Systems Training Specialist – Senior</p>	<p>Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars. Typically reports to a manager.</p>	<p>Bachelor's Degree in area of specialty and 8 years of experience in the field or in a related area.</p>

Labor Category	Principal Duties and Responsibilities	Job Specifications
Intermediate SharePoint Developer	Develops codes, tests, and debugs new software or enhancements to existing softwareSharePoint applications. Has good understanding of business of the fundamentals of SharePoint applications. Works with technical staff to understand problems associated with SharePoint implementations and resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. May assist in development of SharePoint applications. Typically reports to a supervisor or manager.	Bachelor's Degree in area of specialty and 4 years of experience in the field or in a related area.
IT Systems Specialist	Performs analytical, technical, and administrative work in the planning, design, and installation of new and existing computer systems and/or software. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Selects appropriate off-the-shelf software and modifies to suit. May maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software. Typically reports to a supervisor or manager.	Bachelor's Degree in area of specialty and 4 years of experience in the field or in a related area.
Junior Developer/Help Desk Specialist	Test, and debug new software or enhancements to existing software. Has good understanding of business applications. Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Typically reports to a supervisor or manager.	Bachelor's Degree in area of specialty and 2 years of experience in the field or in a related area.

Labor Category	Principal Duties and Responsibilities	Job Specifications
Project Manager - Intermediate	Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems. Typically reports to a manager.	Bachelor's Degree in area of specialty and 5 years of experience in the field or in a related area.
Quality Assurance Analyst/Tester	Serves as the focal point for maintaining the quality of contract deliverables. Develops plans and guidelines for quality assurance, instructs project staff in the principles of quality management and the specifics of quality programs for projects and tasks, and works with project leadership to implement quality assurance procedures. Leads independent quality review teams for project and task deliverables and prepares reports and delivers briefings on the quality status of deliverables. Typically reports to a supervisor or manager.	Bachelor's Degree in area of specialty and 4 years of experience in the field or in a related area.
Senior Developer	Participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. May act as team leader on projects. Assists in training less experienced software development staff. Typically reports to a supervisor or manager.	Bachelor's Degree in area of specialty and 8 years of experience in the field or in a related area.

Labor Category	Principal Duties and Responsibilities	Job Specifications
Senior Program Manager	<p>Knowledgeable of overall organization, direction, and contract efforts, including schedule estimating, systems disciplines, engineering specifications, and commercial practices. Experienced in interfacing directly with government-designated representatives in conjunction with supervising of task order activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.</p>	<p>Bachelor's Degree in area of specialty and 12 years of experience in the field or in a related area.</p>
Senior SharePoint Developer	<p>Participates as high-level technical expert in design, development, coding, testing, and debugging new SharePoint software or significant enhancements to existing SharePoint software. Works with technical staff to understand problems with SharePoint software applications and develops specifications to resolve them. Participates in the development of SharePoint software user manuals. May act as team leader on projects. Assists in training less experienced software development staff. Typically reports to a manager.</p>	<p>Bachelor's Degree in area of specialty and 6 years of experience in the field or in a related area.</p>
SharePoint Architect	<p>Provide thought leadership on best practices for architectural design, understand the Microsoft SharePoint solution stack, and have a thorough understanding of enterprise application integration involving Business Process and Forms, Business Intelligence, Collaboration, CRM, Enterprise Content Management, and Portals. Lead architecture and design reviews for SharePoint projects that focus on planning, deploying, and targeting new or significant modifications of existing enterprise SharePoint implementations. Provide individual or project support for complex projects or applications, adhere to project timelines and technical deliverables within different client environments. Typically reports to a manager.</p>	<p>Bachelor's Degree in area of specialty and 10 years of experience in the field or in a related area.</p>

Labor Category	Principal Duties and Responsibilities	Job Specifications
Software Developer – Senior	Participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Participates in the development of software user manuals. May act as team leader on projects. Assists in training less experienced software development staff. Typically reports to a manager.	Bachelor’s Degree in area of specialty and 8 years of experience in the field or in a related area.
Software Systems Engineer – Senior	Formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Responsible for applications dealing with the overall operating system. Competent to work at this highest technical level on all phases of software systems programming applications. May have responsibility for the evaluation of new and existing software products. May assist other systems programmers to effectively utilize the system’s technical software. Typically reports to a manager.	Bachelor’s Degree in area of specialty and 8 years of experience in the field or in a related area.
Sr. Applications Engineer	Provision, configure, deploy, and support of software applications, as well as tools and services. Develop and maintain a deep understanding of software applications. Coordinate with technical teams, business analysts, system architects on the design and implementation of software applications. Serve as technical lead. Act as the escalation point for issues arising from Customer Support and other functional areas. Quickly understand how to meet customer needs, develop solutions to those needs, and educate other personnel about how to integrate those solutions into the overall service delivery model. Work with other team members to continuously define and improve a wide spectrum of processes utilized by the customers and software systems. Gain an understanding of the functionality and technical constraints of the software applications. Communicate these to Subject Matter Experts. Collaborate closely with the Dev and QA teams to improve processes and technology supporting deployment and maintenance. Typically reports to a manager.	Bachelor’s Degree in area of specialty and 8 years of experience in the field or in a related area.

Labor Category	Principal Duties and Responsibilities	Job Specifications
Sr. Database Administrator	Participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support customer needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Perform server maintenance, backups, system performance, review system logs and disk utilization. Performs database optimizations. Typically reports to a manager.	Bachelor's Degree in area of specialty and 8 years of experience in the field or in a related area.
System Specialist	Researches, designs, and develops computer software systems in conjunction with hardware product development. Applies principles and techniques of computer science, engineering, and mathematical analysis. Analyzes software requirements to determine feasibility of design within time and cost constraints. Develops and directs software system testing procedures, programming, and documentation. Designs, codes, tests, and implements tools for operations automation.	Bachelor's Degree in area of specialty and 4 years of experience in the field or in a related area.
Trainer	Conducts computer training needs assessment by collecting information pertaining to work procedures, work flow, and reports; understanding job-specific functions and tasks. Determines system utilization requirements by researching and testing systems. Designs computer training manuals by identifying and describing information needs; using desktop publishing; submitting initial versions for review; revising and editing final copy. Conducts training classes by presenting job-specific, customer-specific, and generic software applications and personal computer classes. Evaluates training by evaluating effectiveness of training to specific job applications. Maintains technical knowledge by attending educational workshops; reviewing publications. Contributes to team effort by accomplishing related results as needed. Typically reports to a supervisor or manager.	Bachelor's Degree in area of specialty and 4 years of experience in the field or in a related area.

Labor Category	Principal Duties and Responsibilities	Job Specifications
Web Architect	Establishes state-of-the-art techniques for designing, developing, modifying and troubleshooting highly complex web systems and applications architectures; defines complex design specifications and parameters; identifies and directs resolution of complex hardware/ software interface issues; is recognized as a subject matter expert in all areas of software engineering, including emerging technologies; directs the development of systems specifications and technical documentation; may serve as project lead, either working independently in a technical role in a web related field, or providing work leadership with management or supervisory responsibility for the group. Typically reports to a manager.	Bachelor's Degree in area of specialty and 10 years of experience in the field or in a related area.
Web Project Manager	Serves as project manager of a development team responsible for planning, developing, and deploying websites including preparation of text, graphics, audio, and video for web pages. Works directly with partners and clients to determine project scope and specifications. Coordinates the work of design and development teams to implement online designs. Reviews progress, manages resources, and ensures overall quality of completed website. Typically requires experience in management and understanding of web technologies. Typically reports to a manager.	Bachelor's Degree in area of specialty and 6 years of experience in the field or in a related area.

Experience & Degree Substitution Equivalencies

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

Equivalent Degree

Associate's
Bachelor's
Master's

Experience

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