



AUTHORIZED FEDERAL SUPPLY SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

Headquartered in Leesburg, Virginia, Custom Software Systems, Inc. (CSS) is a woman-owned and HUBZone-certified small business. Built on a foundation of trusted client partnerships, CSS has fostered a “stakeholder-centric”, yet disciplined approach to IT solutions development. This ensures our ability to consistently deliver on time and within budget and to meet or exceed our customers' expectations. CSS has been specializing in developing and implementing Custom Software Solutions and Support Services which deliver high value to our customers since 1990. Our skilled team of consultants helps our clients/partners integrate technology that fits their business needs. We provide our clients with a full array of services, including those falling into the following:

Special Item No. 132-51 Information Technology 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

CSS was founded on a set of guiding principles that include good old fashioned hard work, ethics, teamwork, and innovation. We establish relationships with our customers that are based on direct and honest communication and perseverance to get the job done which in turn fosters respect and trust. We expect our associates, at every level, to conduct themselves with integrity, honesty and strong ethics in all relationships with customers and employees.



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Contract Number: GS-35F-0468Y

Period Covered by Contract: June 21, 2017 through June 20, 2022
Modification #3

General Services Administration

Federal Supply Service

Pricelist current through Modification #45

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



Table of Contents

CUSTOMER INFORMATION.....	3
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51).....	6
DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING.....	9
Labor Category Descriptions	11



CUSTOMER INFORMATION

1a. Table of awarded special item number with appropriate cross-reference to item descriptions and awarded prices.

SIN	Labor Category	PRICE OFFERED TO GSA (including IFF)
132-51	Business Process Consultant – Level IV	\$163.77
132-51	Technical Writer, Level II	\$76.87
132-51	Subject Matter Expert – Level V	\$202.85
132-51	Subject Matter Expert – Level IV	\$176.17
132-51	Systems Architect, Level IV	\$148.65
132-51	Senior Task Order Manager/Technical Lead	\$118.04
132-51	Application Systems Analyst, Principal	\$134.67
132-51	Internet Technology Specialist, Senior	\$103.92
132-51	Data Warehouse/Mining Specialist	\$120.59
132-51	Database Administrator, Principal	\$133.41
132-51	Database Administrator, Associate	\$107.75

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

132-51	Technical Writer, Level II	\$76.87
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1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. Descriptions provided under Terms and Conditions.

2. Maximum order. Special Item Number 132-51 - \$500,000

Minimum order. \$100.00



Geographic coverage (delivery area). CONUS

Point(s) of production (city, county, and State or foreign country). N/A

Discount from list prices or statement of net price. 3-10% from list price

Quantity discounts.

- 1% on orders of \$500,000-\$999,999
- 2% on orders of \$1,000,000 +

Prompt payment terms. Note: Prompt payment terms must be followed by the statement "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions." 1% in Net 30 Days.

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.

Purchase cards are accepted at or below the micro-purchase threshold.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.

Purchase cards are accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin). None.

11a. Time of delivery. Upon agreement between ordering activity and Contractor.

11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery. Customer may contact the Contractor for expedited delivery.

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery. Customer may contact the Contractor for rates for overnight and 2-day delivery.

11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery. Customer may contact the Contractor to effect a faster delivery.

12. F.O.B. point. N/A

13a. Ordering address.

17 Loudoun Street SE, Leesburg, VA 20175 Attn: Lisa Cusack

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address:

17 Loudoun Street SE, Leesburg, VA 20175 Attn: Lisa Cusack

15. Warranty provision. N/A

16. Export packing charges, if applicable. N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). N/A

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 indicating date of parts price lists and any discounts from list prices. 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. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.
- Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): www.customsoftwaresystems.com
- The EIT standard can be found at: www.Section508.gov/.
- 25. Data Universal Number System (DUNS) number. 783476930
 - 26. Notification regarding registration in Central Contractor Registration (CCR) database. 55ZF8



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.

DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

FPDS Code D301 - IT Facility Operation and Maintenance

Using ITIL (Information Technology Infrastructure Library) defined best practices CSS performs IT Facility Operations and Maintenance including:

- Event Management – the constant monitoring of configuration items (CI's) and services, filtering and categorizing events to be able to make appropriate decision and to verify service level agreements (SLA's) are being met
- Incident Management – our primary objective is to return the impacted IT service to the users as quickly as possible and verifying SLA's have been met
- Request Fulfillment – fulfill service requests which are generally requests for changes or information
- Access Management – granting authorized users the right to use a service, while preventing access to non-authorized users executing policies as defined in Information Security Management
- Problem Management – manage the life-cycle of problems with the end goal to prevent incidents from happening and to minimize the impact of incidents which cannot be prevented. We use proactive problem management analyzing incident records and data collected by other IT management and monitoring processes to identify trends or significant problems
- IT Operations Control – monitor the IT services and underlying infrastructure, including job scheduling, backup and restore activities, print and output management and routine maintenance
- Applications management – creating and setting up required hardware, services and accesses for applications to run on, verifying that applications are up and running and available including the availability and performance of the devices the applications require to execute on, retiring devices as services and accesses at end of life of an application
- Technical Management – provide technical expertise and support to manage the IT Infrastructure

FPDS Code D302 - IT Systems Development Services

CSS provides applications and system software design, development, testing, implementation, conversion, and maintenance. This includes, but is not limited to data architecture and database design, administration and support, distributed and open system reengineering using client-server technologies, networking and network management and user interface design and human factors engineering and re-engineering.

FPDS Code D306 - IT Systems Analysis Services

CSS provides systems analysis including customer needs assessments, requirements definition and mapping, risk analysis, rapid prototyping life cycle planning and proof of concepts, and security system design and compliance analysis. This includes enterprise information systems analysis and design and technology architecture consulting.

FPDS Code D307 - Automated Information Systems Design and Integration Services

CSS provides systems design, development, reengineering, implementation, installation, testing, independent verification and validation (IV&V), quality assurance (QA) and configuration management. We have experience utilizing automated tools such as Extract Transform and Load (ETL) tools (for data conversion and data migration), automated testing tools for performance and stress testing as well as regression testing. In addition we have expertise I utilizing systems design tools with auto code generating technologies.

FPDS Code D308 - Programming Services:

CSS provides application development/programming support including open systems using client-server technologies and object-oriented tools, and programming in languages/applications such as Oracle, C, C++, Java, .NET, C#, Visual Basic, and others. CSS provides services supporting UNIX, Linux and Windows environments. These include data



architecture, database design, administration and support, distributed and open system reengineering using client-server technologies, networking and network management and user interface design and human factors engineering.

FPDS Code D310 - IT Backup and Security Services

Services include analysis and recommendations on disaster recovery, backup and security procedures. Analysis includes database, websites, hardware, server environments and Internet. IT Backup and Security Services includes:

- Design and implementation of a secure architecture
- Web Server Security Analysis
- Database Security Analysis
- Web System Analysis
- Security Policy Definition and Enforcement Review
- Shared Data Environment
- Release Policy Definition and Management

FPDS Code D311 - IT Data Conversion Services

CSS provides Data Conversion services including migration and conversion from legacy systems to upgraded platforms, from one database platform to another (i.e., DB2 to Oracle, Oracle to SQL Server, SQL server to Oracle, etc.). We have expertise using the latest Extract Transform and Load (ETL) and/or Extract Load and Transform (ELT) tools. We verify existing data business rules, defining new rules as required, documenting and implementing into the rules based engine for correct data conversion.

FPDS Code D316 - IT Network Management Services

CSS provides the experienced personnel to supply services required to manage your IT Network. We provide expertise in network management system components to assist with:

- Network device discovery - identifying what devices are present on a network.
- Network device monitoring - monitoring at the device level to determine the health of network components and the extent to which their performance matches capacity plans and intra-enterprise service-level agreements (SLAs).
- Network performance analysis - tracking performance indicators such as bandwidth utilization, packet loss, latency, availability and uptime of routers, switches and other Simple Network Management Protocol (SNMP)-enabled devices.
- Intelligent notifications - configurable alerts that will respond to specific network scenarios by paging, emailing, calling or texting a network administrator.

FPDS Code D399 - Other Information Technology Services, Not Elsewhere Classified

Provide documentation and training support specialists, equipment and services for tasking as required, including, training classes, plan, materials, instructors, documentation for equipment and systems, configuration management support services, application and enterprise analysis support, security systems and identity management systems support and disaster recovery (DR) support.

SIN	Labor Category	PRICE OFFERED TO GSA (including IFF)
132-51	Senior Task Order Manager/Technical Lead	\$118.04
132-51	Application Systems Analyst, Principal	\$134.67
132-51	Internet Technology Specialist, Senior	\$103.92
132-51	Data Warehouse/Mining Specialist	\$120.59
132-51	Database Administrator, Principal	\$133.41
132-51	Database Administrator, Associate	\$107.75
132-51	Business Process Consultant – Level IV	\$163.77
132-51	Technical Writer, Level II	\$ 76.87
132-51	Subject Matter Expert – Level V	\$202.85
132-51	Subject Matter Expert – Level IV	\$176.17
132-51	Systems Architect, Level IV	\$148.65

Labor Category Descriptions

Senior Task Order Manager/Technical Lead

Oversees a significantly large and/or highly complex tasks from a combined program management and technical lead/expert basis, and represents the highest (senior) level of skill, experience, and responsibility for these functions. Responsible for assembling the task team, assigning individual responsibilities, identifying appropriate resources needed, and developing the schedule to ensure the timely completion of the task's milestones and final acceptance. Must be familiar with the systems scope and project objectives, as well as the role and function of each team member, in order to effectively coordinate the activities of the team. Monitors each assigned task, implements and assures adherence to task level quality and methodology standards, and keeps upper management abreast of all problems and accomplishments. Anticipates problems and works to mitigate the anticipated problems. As a technical leader, provides competent leadership and highly specialized and technical guidance to complex software engineering challenges. Has detailed specialized experience in recent or rare technologies. Simultaneously plans, manages, and provides technical oversight for systems analysis and software development activities, including, but not limited to, analysis and design; software development cost and schedule estimation; use of accepted software engineering practices, design techniques, and tools; and review of legacy systems. Directs completion of tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates, and formulates and enforces work standards. Has experience in managing multiple tasks and coordinates with upper management to ensure problem resolution and



customer satisfaction. Has extensive experience in project management and specific software engineering. As a subject matter expert (SME), resolves unique and unyielding systems problems using new technology. Interacts with client management personnel. Prepares activity and progress reports regarding all assigned tasks. Reports in writing and orally to company and client representatives.

Minimum Education: BS/BA

Minimum related experience: 12 years

Applications Systems Analyst, Principal

Provides competent leadership, and highly specialized and technical guidance, to complex software engineering challenges. Has detailed specialized experience in recent or rare technologies. Simultaneously plans, manages, and provides technical oversight for systems analysis and software development activities, including, but not limited to, analysis and design; software development cost and schedule estimation; use of accepted software engineering practices, design techniques, and tools; and review of legacy systems. Directs completion of tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates, and formulates and enforces work standards. Coordinates with upper management to ensure problem resolution and customer satisfaction. Has extensive experience in project management and specific software engineering disciplines.

Minimum Education: BS/BA

Minimum related experience: 12 years

Internet Technology Specialist, Senior

Provides highly technical and specialized guidance, and solutions to, complex Internet technology challenges, based on a higher level of demonstrated experience than the Internet Technology Specialist. Provides direction to junior Internet Technology Specialists. Provides independent services and leadership in specialized technology area. Provides expert advice and assistance in state-of-the-art Internet software/hardware solutions involving hardware of various capabilities, multiple hardware/software platforms, database management systems, specialized software, data communications facilities and protocols, fourth generation technologies, and complex software tools or packages. Performs analyses and studies, enhances or implements system software solutions, performs test and acceptance phases. Has experience in data-driven Web applications and integrating components and technologies that comprise current and future Web product deployment. Requires database, deployment, integration, and optimization skills. Must understand traditional methods of Web development. Must be comfortable conducting presentations for user conferences, communicating and outlining the overall goals of the application development process to senior management, along with providing technical solutions to meet goals.

Minimum Education: BS/BA

Minimum related experience: 8 years

Data Warehouse/Mining Specialist

Designs, implements and supports data warehousing. Implements business rules via stored procedures, middleware, or other technologies. Defines user interfaces and functional specifications. Responsible for verifying accuracy of data, and the maintenance and support of the data warehouse. Experienced in database design, particularly in the integration of multiple data sources into a single repository. Experienced in applying data analysis and statistical techniques on large data sets, to develop predictive models that address and targeted problems. Experienced in utilizing data that is multichannel (web, email, direct mail and call center) in origin and application. Ability to perform sophisticated statistical analysis and also interpret the data and communicate results to technical and non-technical audiences.



Minimum Education: BS/BA
Minimum related experience: 5 years

Database Administrator, Principal

Provides competent leadership, and highly specialized and technical guidance to complex challenges to Database Administration challenges. Has detailed specialized experience in recent or rare technologies. Simultaneously plans, manages, and provides technical oversight for other database administrators. Works in cross functional domain of data analyst and database administrator. Able to work in ambiguous circumstances. Requires a minimum of 12 years professional experience as a database administrator. Performs duties including the monitoring and maintenance of databases, installation of database software upgrades, monitoring of database backups, standardization and implementation of databases to improve the management of production and test environments, physical database design, performance monitoring and tuning, documentation of standards and procedures, assistance to application developers, backup and recovery and consulting. Supports users by resolving problems with applications' databases. Provides direction to junior Database Administrators. Has substantive experience in Database Administration discipline(s) and technologies described in an actual task order proposal. Coordinates with upper management to ensure problem resolution and customer satisfaction. Requires BS/BA and minimum 12 years' experience.

Minimum Education: BS/BA
Minimum related experience: 12 years

Database Administrator, Associate

Provides competent leadership, and highly specialized and technical guidance to complex challenges to Database Administration challenges. Has specialized experience in recent technologies not yet in wide demand. Capable of simultaneously planning, managing, and providing technical oversight for other database administrators. Requires a minimum of 10 years professional experience as a database administrator. Performs duties including the monitoring and maintenance of databases, installation of database software upgrades, monitoring of database backups, standardization and implementation of databases to improve the management of production and test environments, physical database design, performance monitoring and tuning, documentation of standards and procedures, assistance to application developers, backup and recovery and consulting. Supports users by resolving problems with applications' databases. Provides direction to junior Database Administrators. Has substantive experience in Database Administration discipline(s) and technologies described in an actual task order proposal. Coordinates with upper management to ensure problem resolution and customer satisfaction.

Minimum Education: BS/BA
Minimum related experience: 10 years

Business Process Consultant – Level IV

Duties: Develops business requirements and business processes re-engineering methodologies. Solves application and process related problems by creating detail process and system design specifications; and works with other areas across the business units to support a total solution approach. Communicates business requirements for reports and applications development. Facilitates collaboration within and across business units and across IT functions. Resolves problems and improves business units' technical environments.

Education: Bachelor's Degree from an accredited college or university in Business, Human Resources



Management or a related field. An MBA or MPA is preferred.

General Experience: At least eight (8) years of experience in business process re-engineering.

Specialized Experience: At least five (5) years of experience in reengineering large scale business processes.

Technical Writer – Level II

Duties: Assists in collecting and organizing information for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Assists in performing financial and administrative functions as required. Must demonstrate the ability to work independently or under only general direction.

Education: Associate's Degree in related field. A Bachelor's degree is preferred.

General Experience: A minimum of five (5) years of experience in this area.

Specialized Experience: At least two (2) years of experience in preparing and editing documents, including technical documents.

Subject Matter Expert – Level V

Duties: The area of expertise may be related to a specific discipline required by the Customer including, but not limited to: information technology, health care, education, public safety, social services, human resources, transportation, and environment. Requires expertise in the formulation of specifications and in the execution of technical initiatives in vertical areas. Defines requirements, performs analyses, and develops plans and requirements for systems.

Education: Bachelor's Degree from an accredited college or university in the specific discipline required by the Customer. A Master's Degree or Ph.D. Degree is preferred.

General Experience: At least twelve (12) years of relevant industry experience in the discipline is required.

Specialized Experience: At least ten (10) years of combined new and related older technical experience in the IT field directly related to the required area of expertise.

Subject Matter Expert – Level IV

Duties: Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex-to-complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications including, but not limited to: information technology, health care, education, public safety, social services, human resources, transportation, and environment.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred.

General Experience: Must have at least seven (7) years of experience in the IT field.



Specialized Experience: At least five (5) years of combined new and related older technical experience in the IT field directly related to the required area of expertise.

Systems Architect – Level IV

Duties: Responsible for developing business, data, systems, and infrastructure models to develop enterprise architectures. Develops plans for migrating architectures. Develops technical reference models to include hardware/software standards. Engineer's integrated hardware and software solutions to meet mission requirements.

Education: Bachelor's Degree from an accredited college or university in Computer Science, Information Systems or related field or three (3) years of equivalent experience in a related field. A Master's Degree in information technology is a plus.

General Experience: Must have at least seven (7) years of experience in the IT field. In addition, must have experience performing architecture related work on at least five (5) IT systems.

Specialized Experience: Must have experience performing a significant role in all aspects of architecture related work on at least two (2) large IT systems.