AUTHORISED FEDERAL ACQUISITION SERVICE
Multiple Award Schedule
INFORMATION TECHNOLOGY – IT Services
INFORMATION TECHNOLOGY Professional Services

Special Item No. 54151S Information Technology (IT) Professional Services
SIN 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

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.

SIMIN Solutions, Inc.
5993 Maxtown Road, Westerville, OH 43082
614-946-4140
sharukhd@gmail.com

Contract Number: GS-35F-0475U

General Services Administration
Federal Acquisition Service

Pricelist current through last Modification, dated: **February 16, 2021**

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service’s Home Page via the Internet at [http://www.fss.gsa.gov/](http://www.fss.gsa.gov/)
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INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation
SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

[ ] The Geographic Scope of Contract will be domestic and overseas delivery.
[ ] The Geographic Scope of Contract will be overseas delivery only.
[ X ] The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR’S ORDERING ADDRESS AND PAYMENT INFORMATION:

Ordering Address

SIMIN Solutions, Inc.
Attn: Sharukh H. Daruwalla
5993 Maxtown Road
Westerville, OH 43082

Payment Address

SIMIN Solutions, Inc.
Attn: Sharukh H. Daruwalla
5993 Maxtown Road
Westerville, OH 43082

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

614-946-4140
3. **LIABILITY FOR INJURY OR DAMAGE**

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. **STATICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:**

   Block 9: G. Order/Modification Under Federal Schedule
   Block 16: Data Universal Numbering System (DUNS) Number: **119278245**
   Block 30: Type of Contractor – **B. Other Small Business**
   Block 31: Woman-Owned Small Business - **No**

4a. CAGE Code: **4ZCK5**
4b. Contractor has registered with the Central Contractor Registration Database.

5. **FOB DESTINATION**

6. **DELIVERY SCHEDULE**

   a. **TIME OF DELIVERY**: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<table>
<thead>
<tr>
<th>SPECIAL ITEM NUMBER</th>
<th>DELIVERY TIME (Days ARO)</th>
</tr>
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<tbody>
<tr>
<td>54151S</td>
<td>7 Days</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Expedited 2 Days</td>
</tr>
</tbody>
</table>

   b. **URGENT REQUIREMENTS**: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. **DISCOUNTS**: **None**, all pricing listed on page 11 is inclusive of any discounts.

   a. Prompt Payment - **None**
   c. Dollar Volume - **None**
   d. Government Educational Institutions/Government Educational Institutions – **as listed on page 11**.
   e. Other - **None**

8. **TRADE AGREEMENTS ACT OF 1979, as amended**:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. **STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING**: N/A

10. **Small Requirements**: The minimum dollar value of orders to be issued is **$100**.
11. **MAXIMUM ORDER** (All dollar amounts are exclusive of any discount for prompt payment.)
   a. The Maximum Order value for the following Special Item Numbers (SINs) is $500,000:
      Special Item Number 54151S - Information Technology (IT) Professional Services

12. **ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. **CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)**

   (a) **Security Clearances:** The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

   (b) **Travel:** The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub. L., 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

   NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

   (c) **Certifications, Licenses and Accreditations:** As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

   (d) **Insurance:** As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

   (e) **Personnel:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

   (f) **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor’s participation in such order may be restricted in accordance with FAR Part 9.5.

   (g) **Documentation/Standards:** The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency’s order.

   (h) **Data/Deliverable Requirements:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency’s order.

   (i) **Government-Furnished Property:** As specified by the agency’s order, the Government may provide property, equipment, materials or resources as necessary.

   (j) **Availability of Funds:** Many Government agencies’ operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government’s obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
14. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity’s convenience, and (m) Termination for Cause (See C.1.)

15. GSA ADVANTAGE!
GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- Manufacturer;
- Manufacturer's Part Number; and
- Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is http://www.fss.gsa.gov/.

16. PURCHASE OF OPEN MARKET ITEMS
NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, only if:

- All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- All clauses applicable to items not on the Federal Supply Schedule are included in the order.

17. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS
a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- Time of delivery/installation quotations for individual orders;
- Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
- Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)

1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services and Special Item Number 54151S Electronic Commerce Services apply exclusively to IT/EC 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
   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 in accordance with this clause.
   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/EC 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

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour 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 (Deviation – May 2003) 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/EC Services.

9. INDEPENDENT CONTRACTOR

All IT/EC 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/EC 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 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) 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 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) 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. GSA Labor Categories and Pricing

SIMIN Solutions provides the following INFORMATION TECHNOLOGY – IT Services and INFORMATION TECHNOLOGY Professional Services

<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>GSA Price + IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>IT Project Manager</td>
<td>$110.47</td>
</tr>
<tr>
<td>54151S</td>
<td>Senior IT Project Manager</td>
<td>$129.08</td>
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<tr>
<td>54151S</td>
<td>Enterprise IT Project Manager</td>
<td>$183.88</td>
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<tr>
<td>54151S</td>
<td>IT Business Analyst</td>
<td>$66.20</td>
</tr>
<tr>
<td>54151S</td>
<td>Senior IT Business Analyst</td>
<td>$88.26</td>
</tr>
<tr>
<td>54151S</td>
<td>Enterprise IT Business Analyst</td>
<td>$110.33</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Programmer / Developer</td>
<td>$69.87</td>
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<tr>
<td>54151S</td>
<td>Senior IT Programmer</td>
<td>$80.91</td>
</tr>
<tr>
<td>54151S</td>
<td>Enterprise IT Programmer</td>
<td>$95.62</td>
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<tr>
<td>54151S</td>
<td>IT Consultant</td>
<td>$125.04</td>
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<td>54151S</td>
<td>Senior IT Consultant</td>
<td>$147.10</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Enterprise Portfolio Manager</td>
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</tr>
<tr>
<td>54151S</td>
<td>IT System Architect</td>
<td>$84.58</td>
</tr>
<tr>
<td>54151S</td>
<td>IT System Programmer</td>
<td>$69.33</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Senior System Architect</td>
<td>$81.28</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Enterprise Architect</td>
<td>$114.01</td>
</tr>
<tr>
<td>54151S</td>
<td>Enterprise IT Program Manager</td>
<td>$136.29</td>
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<tr>
<td>54151S</td>
<td>IT Product Specialist</td>
<td>$73.55</td>
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<tr>
<td>54151S</td>
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<tr>
<td>54151S</td>
<td>IT Technical Specialist</td>
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<tr>
<td>54151S</td>
<td>IT Senior Technical Specialist</td>
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<td>54151S</td>
<td>IT Systems Analyst</td>
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<td>IT Senior Systems Analyst</td>
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</tr>
<tr>
<td>54151S</td>
<td>IT Network Administrator</td>
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<tr>
<td>54151S</td>
<td>IT Database Administrator</td>
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<td>IT Data Warehouse / BI Analyst</td>
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<td>54151S</td>
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<td>IT Subject Matter Expert</td>
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<td>IT Client Services (Help Desk) Analyst</td>
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<td>IT Client Services (Help Desk) Lead</td>
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<td>IT Organizational Change Management Analyst</td>
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<td>54151S</td>
<td>IT Technical Writer</td>
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<td>IT Senior Technical Writer</td>
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GSA IT Schedule - Labor Category Description

➢ IT Project Manager
The IT Project Manager has a bachelor’s degree in Information Technology and/or Computer Science industry discipline with three or more years’ experience in managing projects with budgets in excess of $1 million. Experience may include Project Management Professional (PMP) Certification.

- Creates and executes project work schedules and revises as appropriate to meet changing needs and requirements
- Identifies resources needed and assigns individual responsibilities
- Manages day-to-day operational aspects of a project and scope
- Leads the requirements, design, testing, planning and implementation of projects
- Reviews deliverables prepared by team before passing to customer
- Effectively applies Project Management Institute (PMI) methodology and enforces project standards
- Prepares for engagement reviews and quality assurance procedures
- Prepares risk assessment documentation for customer
- Ensures project documents are complete, current, and stored appropriately
- Tracks and reports team hours and expenses on a weekly basis
- Manages and tracks the budget throughout the lifecycle of the project
- Determines appropriate revenue recognition, ensures timely and accurate invoicing, and monitors receivables for project
- Analyzes project profitability, revenue, margins, bill rates and utilization
- Resolves and/or escalates issues in a timely fashion
- Understands how to communicate difficult/sensitive information tactfully
- Approves team members’ time and expense reports in a conscientious and timely manner.
- Reviews the status reports of team members and addresses issues as appropriate.
- Complies with and helps to enforce standard policies and procedures

➢ Senior IT Project Manager
The Senior IT Project Manager has a bachelor’s degree in Information Technology and/or Computer Science Industry discipline with five or more years’ experience in managing large projects with budgets in excess of $5 million, involving multiple project resources and clients. Experience may include Project Management Professional (PMP) Certification.

- Manages the day-to-day operational and tactical aspects of multiple or large scale projects
- Oversees project managers working on client engagements within enterprise program
- Reviews Statement of Works (SOW) across multiple projects within the enterprise program
- Reviews high-level deliverables across projects within the enterprise program
- Implements engagement review and quality assurance procedures in accordance with Project Management Institute (PMI) methodology to ensure successful execution throughout the lifecycle of the projects
- Manages scope, schedule and mitigates risk across projects
- Serves as key participant in team and client meetings
- Effectively communicates relevant project/practice information to superiors and enterprise related key stakeholders
- Tactfully communicates sensitive information
- Handles difficult personnel situations directly, using appropriate discretion, Sponsor’s advice, and respect for the individuals
- Possesses a thorough understanding of customer’s project alignment, and offer technical preferences, and technical direction
- Anticipates clients needs and proposes alternative business solutions
- Continue seeks to capitalize upon opportunities to increase customer satisfaction and relationships.

➢ **Enterprise IT Project Manager**
The Enterprise IT Project Manager has a master’s degree in a technical discipline with five or more years’ experience in Information Technology and/or Computer Science Industry. Experience includes three years or more of Enterprise Project Management experience

- Directs the development of short-range, intermediate-range and long-range planning related to customer’s business needs
- Develops, manages and leads program’s staff in periodically reviewing and revising organization vision, mission, values, goals, and objectives
- Sets objectives and priorities based on customer’s business needs and goals
- Develops strategies and work plans for accomplishing goals
- Coordinates and assumes accountability for the acquisition and use of enterprise program’s resources at various levels; financial, personal services, hardware equipment and software
- Anticipates, identifies and responds to problems and issues related to program functions
- Organizes tasks in logical sequences and identifies required resources
- Investigates new methodologies and technologies that may impact the effectiveness of enterprise program’s functions
- Represents the enterprise and its mission throughout the program in matters of policy development and implementation, inter-institutional relationships and inter-program administration
- Coordinates centralized decision-making processes, including those related to identification and solution of enterprise program’s problems, acquisition and use of technology, space utilization, and program evolution
- Acquires and maintains a body of knowledge and expertise in project and portfolio management

➢ **IT Business Analyst**
As a BA you would analyze the issues or problems faced by the business or project and define solutions to resolve and improve the process. BA is expected to possess sound technical knowledge and strong communication skills to improve and bring about changes in the processes.

**Responsibilities:**
- Analyze the issues, problems or areas of improvement in business or projects.
- Develop solutions to resolve the issues.
- Execute plans for testing and implementation of the solutions.
- Identify costs and business savings.
- Provide support to the Senior BA.

**Qualifications:**
- Bachelor’s Degree in Computer Science, Information Technology or related field.
- Excellent communication skills.
- Strong interpersonal skills.
- Sound knowledge of technologies.
- Highly analytical.
➢ **Senior IT Business Analyst**
As a mid-level BA, you will solicit, understand, and document the customer's business requirements. You will be responsible to develop process flows based on customer’s requirements. You have to work closely with developers and other BA’s to create functional specifications to meet these requirements.

**Responsibilities:**
- All the responsibilities of the BA plus;
- Interact with the clients to understand their business requirements.
- Develop workflow, define business rules based on customer’s requirements.
- Work with Development, QA and support teams.
- Work with other BA’s to identify risks, issues and for the process improvement.
- Develop training materials and assist the team with troubleshooting the problems.
- Manage multiple tasks and adhere to deadlines.

**Qualifications:**
- Bachelor’s Degree in Computer Science, Information Technology or related field.
- 3+ years of experience as BA with good understanding of MS Visio.
- Strong analytical skills and understanding of business process and techniques.
- Consultative and advisory skills.

➢ **Enterprise IT Business Analyst**
Senior Business Analyst is expected to strategically analyze the challenges faced by customer in a more complex and high-profile projects. A senior BA works closely with the management to develop and execute solutions and process improvement. Senior BA will work with the IT team to determine the requirements for projects, testing and other validation.

**Responsibilities:**
- All the responsibilities of Senior BA plus;
- Develop strategies for the process improvement and provide solutions to the issues.
- Provide technical recommendations and help the teams implement the requirements and for the successful delivery of the project based on client’s requirements.
- Ensure smooth transition from Project to Support with necessary documentation.
- Record all process flow and provide training when needed.
- Demonstrate knowledge in business processes and technologies.

**Qualifications:**
- All the qualifications of the Senior BA plus;
- Good problem solving and risk management skills.
- Ability to handle multiple complex projects simultaneously.
- Impeccable communication skills.
- 6+ years of experience as a BA.
- Exhibit good leadership skills.

➢ **IT Programmer/ Developer**
As a Junior Programmer you will assist in the design, development, implementation and maintenance of the applications developed for the clients. You will be responsible for verifying the accuracy and validity of programs by preparing sample data and testing.
**Responsibilities:**
- Assist in the analysis and design phase of the project.
- Write codes for the applications to be developed.
- Verify the operation of the program by performing trial runs.
- Document the control language and thereby provide the basic user manual for the end users.
- Once the application is ready provide training as may be required.
- Responsible for the maintenance and upgrade of the application built.

**Qualifications:**
- Bachelor’s Degree in related field.
- Analytical thinking to interpret and convert designs.
- Sound technical knowledge.
- Problem – solving skills.
- Excellent communication skills

- **Senior IT Programmer**
Senior Programmer is responsible for the development and maintenance of databases and software applications. Senior Programmer will analyze the client needs and develop software applications based on that. You will oversee a team of programmers and guide them.

**Responsibilities:**
- All the responsibilities of the programmer plus;
- Analyze the client requirements and develop and maintain databases and software applications accordingly.
- Develop application code and modules and conduct tests to modify where required.
- Manage a team of programmers and guide them to accomplish desired results.
- Interact with clients and troubleshoot problems and issues.

**Qualifications:**
- All the qualifications of the programmer plus;
- Ability to analyze paying attention to detail.
- Projects Excellent leadership qualities.

- **Enterprise IT Programmer**
An Enterprise Programmer is responsible to review, analyze and modify the programming systems. This includes encoding, testing and debugging. You will design applications and modules to improve the system efficiency.

**Responsibilities:**
- All the responsibilities of Senior Programmer plus;
- Review, analyze and modify the programming systems.
- Conduct tests to fix issues.
- Communicate with consulting resources and technology resources to ensure effective support for current operations.
- Provide strategic suggestions to the management team.

**Qualifications:**
- Bachelor's degree. All the qualifications of Senior Programmer plus;
- Sound technical knowledge.
- Analytical thinking and problem- solving skills.
➢ **IT Consultant**

On your role as IT consultant, you will work in partnership with clients and advise them on their IT needs required for their business. You are expected to provide the clients with strategic guidance related to IT infrastructure to enable various business processes.

**Responsibilities:**
- Communicate and work closely with clients, understand their business requirements.
- Provide strategic advice related to IT to meet their goals.
- Design and install IT systems, run trials and fix any issues that may arise.
- Compile and document reports on progress.
- Organize and provide training to users and other consultants.
- Identify potential clients and be involved in sales and support.

**Qualifications:**
- Bachelor’s degree in related field.
- Analytical thought process with sound knowledge of technology.
- Must be creative and come up with innovative solutions.
- Ability to maintain excellent client relationship.
- Impeccable communication, interpersonal and presentation skills.
- Ability to multitask and prioritize.

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➢ **Senior IT Consultant**

As a Senior IT Consultant, you would primarily deal with problem solving and would be expected to come up with ideas to improve existing processes. You should be able to work independently and lead specific project initiatives. You will also act as the subject expert on consulting projects.

**Responsibilities:**
- All the responsibilities of an IT Consultant plus;
- Responsible to provide both Onsite and remote support to clients.
- Required to travel to client location.
- Coordinate with other consultants and vendors for the implementation of IT solutions.
- Recruit, train and supervise new hires.

**Qualifications:**
- All the qualifications of an IT Consultant plus;
- 5 + years of experience as an IT Consultant.
- Should be extremely customer focused.
- Strong work ethics and abundance of positive attitude.
- Relevant certifications preferred.

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➢ **IT Enterprise Portfolio Manager**

Report to organization leaders and high level management, responsible to oversee organizational portfolio of IT projects. You are expected to establish and maintain best practices to ensure enterprise wide projects are delivered on time and budget: lead all aspects of reporting to management, maintain enterprises communication, manage team leaders and other consultants, build and maintain work relationship. Establish and maintain best practices to ensure the projects are delivered on time and budget.
Responsibilities:
- Manage one or more IT project portfolios.
- Plan strategically and implement methods to improve project execution efficiency and project reporting.
- Collaborate with the executive leader and stakeholders to make decisions.
- Prepare budgets, forecasts and re-forecasts for the projects within the portfolio.
- Measure, rank and prioritize projects.
- Supervise and manage employees involved in various projects within the portfolio.
- Manage relationships with clients.

Qualifications:
- Master's degree in related field.
- 7+ years of experience managing IT projects.
- PMP Certification preferred.
- Ability to balance and lead the prioritization of new project efforts.
- Strong management skills.
- Strong communication and presentation skills.

➢ IT Systems Architect
As a Systems Architect, you are responsible for designing, configuration, operation and maintenance of networking and computer systems. This includes the hardware and software programs, web portals, internet, intranet connections, firewalls and servers. You are expected to be highly knowledgeable in this area since you are tasked with the overall design and maintenance of company’s IT system.

Responsibilities:
- Design, develop and deploy the overall system.
- Perform strategic planning both short term and long term for the designing and maintenance of systems and software.
- Review new/existing system designs and make recommendations for the improvement.
- Perform tests to assess and upgrade and modify where required.
- Supervise and mentor junior engineers.

Qualifications:
- Bachelor’s degree in related field.
- Experience w/system architecture plans, system & network creation & development.
- Abreast with new industry trend and technology.
- Analytical, conceptual and troubleshooting abilities.
- Very good communication skills both oral and written.

➢ IT System Programmer
The IT System Programmer will have a Bachelor’s degree in Information Technology and/or Computer Science industry discipline plus two to four years system programming related experience.
- Ability to develop software based on the description of business logic
- Perform testing, documentation and support of the newly developed application
- Solve issues; test and implement patches in User Acceptance Testing and Production Environment
- Participate in code review sessions
- Involve in creating coding standards documentation
- Design and develop the entity relationship diagrams and other objects; tables, stored procedures, views for Enterprise Email Service using SQL Server tools.
- Explore Enterprise Library Application Blocks, to use for Data Access Layer
- Develop n-tier objects such as Business, Data Access and Application layers
➢ **IT Senior System Architect**
An IT Senior System Architect’s primary responsibility is to help gather and confirm business strategy is aligned with systems architecture and goals. You will be expected to assist in creating an overview of assets, IT processes, business development strategies and other internal functions to establish and implement changes that will increase our sustainability and prepare us for future expansion.

**Responsibilities:**
- All the responsibilities of IT Systems Architect plus;
- Assist with design and architecture models to reflect strategies and goals.
- Work closely with IT management to understand organization's strategy, processes and IT assets.
- Collaborate with network architects and developers to strengthen security to prevent unauthorized access to business-critical data.
- Help identify potential implementation risks and come up with solutions.
- Evaluate system engineering, talent recruiting and accounting models for discrepancies.

**Qualifications:**
- All the qualifications of IT Systems Architect plus;
- 3+ years of experience in corporate planning or strategic development.
- MBA preferred.
- Solid knowledge of IT governance and operation.
- Strong Management skills.

➢ **IT Enterprise Architect**
An IT Enterprise Architect’s primary responsibility is to ensure the client’s business strategy uses appropriate and proper technology systems architecture to achieve its goals. You will be expected to create an overview of assets, IT processes, business development strategies and other internal functions to establish and implement changes that will increase our sustainability and prepare us for future expansion.

**Responsibilities:**
- All the responsibilities of IT Senior Systems Architect plus;
- Design and create architecture models to reflect strategies and goals.
- Work closely with top management and stake holders to understand organization's strategy, processes and IT assets.
- Collaborate with network architects and developers to strengthen security to prevent unauthorized access to business-critical data.
- Locate ways to reduce costs in IT and business leadership.
- Identify potential implementation risks and come up with solutions.
- Evaluate system engineering, talent recruiting and accounting models for discrepancies.

**Qualifications:**
- All the qualifications of IT Senior Systems Architect plus;
- 5+ years of experience in corporate planning or strategic development.
- MBA preferred.
- Immense knowledge of IT governance and operation.
- Excellent Management skills.
➢ **Enterprise IT Program Manager**

The Enterprise IT Program Manager will have a Bachelor’s degree in computer science, management, business, or related field; 5+ years’ previous experience in program management, project management, administration, or related field; A PMP certification, Proficient computer skills, experience with Microsoft Office Suite; working knowledge of program/project management software (e.g. MS Project); Knowledgeable in program management methodology and techniques; performance evaluation and change management principles; portfolio and project budgets; Strong communication skills; demonstrated ability to manager effectively and multi-task.

- Strategize, set goals and objectives
- Assign project managers to projects
- Program budgets
- Set program controls, governance, and standards
- Oversee multiple projects throughout project life-cycle
- Manage multiple projects
- Set timelines and due dates
- Coordinate resources
- Review and approve program documentation
- Lead status meeting
- As needed help resolve problems and issues
- Track and report program progress objectives, goals, and progress to program directors, executives, upper management, and stakeholders
- Evaluate and supervise multiple projects
- Lead and mentor team members
- Present progress and budget reports
- Assist project managers when needed

➢ **IT Product Specialist**

An IT Product Specialist is responsible to monitor all aspects of a product lifecycle, including long and short-term development and marketing. As an IT Product specialist, you must stay abreast of trends in the marketplace to ensure the product’s competitive position.

**Responsibilities:**

- Responsible for oversight, maintenance and operations of the Business Systems.
- Monitor and maintain network administration, including the review of system logs, antivirus deployment.
- To assist with the design, testing, installation and implementation of new technologies.
- Interface with clients and project managers and determine the future of the product.
- Participate in IT projects to ensure that Site Support is operationally ready for changes.
- Perform root cause investigations and troubleshoot local server related issues.
- Communicate and manage vendors.

**Qualifications:**

- Bachelor’s degree in related field.
- 2 + years of experience in the field of technology.
- Ability to handle multiple tasks.
- Familiar with various technology initiatives, networking and security.
- Strong problem-solving skills.
- Integrity to maintain and protect confidential information.
- Excellent communication skills.
➢ **IT Senior Product Specialist**
As a Senior IT Product Specialist, you are required to provide technical support and manage the business system. You will serve as the escalation point for more complex problems that require technical knowledge and good understanding of the business requirements.

**Responsibilities:**
- All the responsibilities of an IT Product Specialist plus;
- Manage technical issues by diagnosing, verifying and resolving the issues.
- Supports Multiple products/applications including daily maintenance and operations.
- Perform infrastructure support.
- Prepare & provide management reports that measure effectiveness of technical support.

**Qualifications:**
- All the qualifications of IT Product Specialist plus;
- 3+ years of experience as IT Product Specialist.
- Certifications pertaining to the role are preferred.
- Strong debugging and troubleshooting skills.

➢ **IT Technical Specialist**
As an IT Technical Specialist, you would provide your expertise consultancy in technology. You will coordinate with the external vendors and contractors about IT-related infrastructure and development. You would also closely work with network analysts to monitor, diagnose and fix technical issues related to computer networking operations.

**Responsibilities:**
- Analyze, design, operate or maintain technology products.
- Provide technical support to customers and staff members from other departments.
- Troubleshoot technical products, programs and applications used and resolve them.
- Analyze ways to increase productivity thereby reducing costs.
- Document operating instructions for user reference.
- Research on new technology and stay current with new technology and development.
- Provide training to customers and staff members on new applications.

**Qualifications:**
- Bachelor’s degree in related field.
- Certifications are an added plus.
- Analyzing and problem-solving skills.
- Highly customer focused.
- Sound technical and programming skills.
- Excellent communication, organizational and research skills.

➢ **IT Senior Technical Specialist**
In this role you will provide analytical and specific technical expertise (e.g.: networking, telecommunications, Architecture) to design, create, debug and implement solutions within the company’s strategic plan. You are expected to keep abreast with the technological advances and facilitate the organization to benefit from the same. As an IT Senior Technical Specialist, you will provide expert level analysis and design, develop and implement technical infrastructure and strategy. You will be responsible for the effective management of technological resources and properties and provide technical support to the organization.
Responsibilities:
- All the responsibilities of an IT Technical Specialist plus;
- Maintain a disaster recovery plan for critical systems.
- Lead or participate with other analysts on projects of a complex nature.
- Stay updated on industry best practices and make technical recommendations.

Qualifications:
- All the qualification of an IT Technical Specialist plus;
- Min of 5 years’ technical support experience.
- Assertive and detail oriented.
- Creative thinking to come up with innovative solutions.
- Experience leading projects with multiple resource groups.
- Strong leadership qualities.

➢ IT System Analyst
The IT System Analyst will have a Bachelor’s degree in Information Technology and/or Computer Science industry discipline plus five years system analyst related experience.
- Analyze and/or design new systems, enhancements to existing systems
- Determine source data (input), processing requirements (output), output formats, timing and cost estimates
- Verify that system or network meets performance criteria
- Design, implement, and document procedures
- Design, debug, test, and document moderately complex application systems.
- Prepare detailed specifications from which programs will be written.
- Install and test moderately complex software packages.
- Perform database administration functions.
- Consult on the use of moderately complex software packages.
- Advise users regarding program techniques and design.
- Maintain program libraries, user’s manuals or technical documentation.

➢ IT Senior System Analyst
The IT Senior System Analyst will have a Bachelor’s degree in Information Technology and/or Computer Science industry discipline plus five years system analyst related experience.
- Work with users in designing moderately complex application systems or portions of complex systems
- Prepare cost/benefit analysis of alternative solutions
- Specify alternate program design approaches
- Install or maintain complex applications systems or complex software packages, which require knowledge of interfaces and of the impact on users
- Install and maintain operating systems software in a medium or large computing or networking organization; operating systems, database software, communication/network software, and utility software.
**IT Network Administrator**
The IT Network Administrator will have Bachelor’s degree in Information Technology and/or Computer Science industry discipline plus five years network administration related experience.

- Designs, configures and sets up the infrastructure for computer networks
- Prepare system flow charts that show diagrammatically how information will flow through the computer and its peripheral, or related, equipment
- Oversees computer networks to ensure that they function smoothly
- Monitors the performance of network & troubleshoots problems such as slow performance or network crashes.
- Responsible for customizing the computer network to a company's needs by connecting the necessary hardware and software to the network
- Develop, install, and maintain emergency systems to back up the main network server
- Maintain records of all users' problems and errors as well as the steps taken to solve the problems
- Control user access to the network, which includes setting up passwords for individual users and determining which files, programs, or features each person is allowed to use
- Responsible for creating secure firewalls designed to make sure no one can gain unauthorized access system.

➢ **IT Enterprise Network Administrator**
An IT Enterprise Network Administrator’s primary responsibility is to direct IT teams to ensure the security and reliability of the network systems. In this role you will take a high-level overview of Information Technology needs and design, plan and operate network based on those needs.

**Responsibilities:**
- All the responsibilities of IT Network Administrator plus;
- Design, install, configure and deploy networks both functional and others.
- Test, maintain and monitor the network performance and integrity.
- Troubleshoot any issues and improve the system performance.
- Supervise and mentor team members.

**Qualifications:**
- All the qualifications of IT Network Administrator plus;
- Extensive experience configuring hardware and software.
- In-depth understanding of communication protocols and ability to use best practices and procedures to protect and secure data.
- Strong leadership and problem-solving skills.

➢ **IT Database Administrator**
The IT Database Administrator will have a Bachelor’s degree in Information Technology and/or Computer Science industry discipline plus five years database administration related experience

- Design, write, and take care of computer database systems
- Set up and organize databases or maintain existing databases
- Write programs to perform queries to extract information as per customer’s business needs
- Ensures that users do not tamper with the information or the structure of the database
- Design programs to protect the database from computer hackers
- Create schema models from the database system that will predict the results of a product design change
- Design and implement Backup/Restore Strategies for the SQL database
- Design and Implement Business Intelligence applications using SQL Server Integration Services (SSIS), Reporting Services and Analysis Services
- Conduct normalization and de-normalization of database schemas
- Modifications on existing Stored Procedures and wrote new Stored Procedures. Produced advanced Structure Query Language (SQL) reports
- Develop and maintain database queries, stored procedures, triggers and cursors
- Implement SQL database Replications methodologies
- Develop Interactive Reports using Crystal Reports
- Preparing database project documents, installation documents and user manuals
- Prepare test plans with the help of SQA Teams and prepare unit, integration and system test environments

➢ **IT Senior Database Administrator**
As a Senior Database Administrator, your primary responsibility is to ensure that database architecture, development and maintenance are properly executed. You are also responsible for the data security and integrity in compliance with the organizational guidelines.

**Responsibilities:**
- All the responsibilities of the IT Data Administrator plus;
- Design and execute overall database architecture strategy.
- Monitor database performance, utilization and security.
- Coordinate with developers to meet project needs, specifications and documentation.

**Qualifications:**
- All the qualifications of IT Data Administrator plus;
- Experience in database operations and programming.
- Knowledge of multiple database applications.
- Experience working in database integration, data movement & database administration.

➢ **IT Security Analyst**
As an IT Security Analyst, you will plan, design and implement security systems to protect organization’s network and data. This is a crucial role and you are expected to be up-to-date with latest intelligence, hacker’s methodologies and anticipate security breaches.

**Responsibilities:**
- Monitor computer networks for possible security breaches.
- Create, test and implement network disaster recovery plans.
- Investigate security breaches and document them to assess the damage caused.
- Install security measures such as firewalls, data encryption etc.
- Research security enhancements and make recommendations.
- Train employees on network security.

**Qualifications:**
- Bachelor’s degree in related field.
- Certifications on Cyber security is an added plus.
- Experience with computer network penetration testing and techniques.
- Ability to identify and mitigate network vulnerabilities.
- Should have up-to-date knowledge of IT security trends and methods used by hackers.
➢ **IT Enterprises Security Analyst**

An IT Enterprise Security Analyst is responsible for researching, designing and implementing solutions for the security of organization’s systems. You are expected to develop roadmaps and strategies to identify threats and assess vulnerabilities and recommend risk mitigation methods.

**Responsibilities:**

- All the responsibilities of IT Security Analyst plus;
- Design and implement technologies to support security systems.
- Monitor, review and report security policies and procedures.
- Assess security risks and devise plans to mitigate them.
- Assist in budgeting of organization’s security system.

**Qualifications:**

- All the qualifications of an IT Security Analyst.
- Ability to effectively plan and organize.
- Experience designing and implementing security centric solutions.
- Good communication skills.
- High level of integrity to handle confidential information.

➢ **IT Data Warehouse/BI Analyst**

Your primary responsibility as an IT Data Warehouse/BI Analyst is to collect, analyze and process information stored in data warehouses. You will also research, evaluate and recommend technology solutions to improve data storage, reporting, importing and other business concerns.

**Responsibilities:**

- Gather and process information stored in company’s database.
- Design and manage database and troubleshoot any issues that may arise.
- Communicate and understand all the business requirements of the organization.
- Research evaluate data and make recommendations to improve storage and reporting.
- Work with developers and other departments to translate data requirements into logical data models.

**Qualifications:**

- Bachelor’s degree in related field.
- Excellent analytical, research and problem-solving skills.
- Extensive knowledge of database theory and architecture.
- Knowledge of data warehousing concepts.
- Strong communication and listening skills.

➢ **IT Senior Data Warehouse/BI Specialist**

As a Senior Data Warehouse/BI specialist, you will perform technical administration duties for data warehouse development and maintenance. You will further provide technical support during warehouse design and testing.

**Responsibilities:**

- All the responsibilities of the IT Data Warehouse specialist plus;
- Responsible for data integrity extraction ensuring company information is safe & secure.
- Map data between systems, data warehouses and data marts.
- Manage a team and review designs, test plans or documentation to ensure quality.
- Act as liaison between engineers, data architects, programmers, and analysts.
Qualifications:
- All the qualifications of the IT Data Warehouse/BI Specialist plus;
- 5+ years of experience as IT Data Warehouse/BI Specialist.
- Experience with the design, development & maintenance of enterprise data systems.
- Strong technical and data modelling skills.
- Proficiency in optimizing complex queries for data retrieval and modification.

➢ **IT Quality Assurance Analyst**
As an IT Quality Assurance Analyst, you will assist in analyzing, evaluating, testing and validating IT systems and services to ensure if they meet established quality standards. You will document the issues in designated system and recommend changes and improvements for the software.

Responsibilities:
- Test software and other applications to check if they function efficiently.
- Create a test plan.
- Document the entire quality testing process.
- Provide recommendations for improvements in the software.
- Collaborate with the developers to make these changes and conduct tests all over again for checking the quality of output.
- Create training materials on how to use the software.

Qualifications:
- Bachelor’s degree in related field.
- Extensive knowledge of broad range of software applications and networks.
- Strong programming knowledge and a knack for identifying issues or problems.
- Abstract thinking and creative mindset.
- Excellent communication skills.

➢ **IT Senior Quality Assurance Analyst**
As a Senior Quality Assurance Analyst, you will develop and establish quality assurance standards for information technology services within the organization. You will be responsible to oversee the functioning of software applications of the organization.

Responsibilities:
- All the responsibilities of IT Quality Assurance Analyst plus;
- Help training support staff and mentor them.
- Work with project management team to form cohesive goals.
- Troubleshoot defects and provide recommendations to developers.
- Conduct internal audits to measure & assure adherence to quality standards.

Qualifications:
- All the qualifications of IT Quality Assurance Analyst plus;
- 3 + years of experience as Quality Assurance Analyst.
- Strong knowledge of system testing best practices and methodologies.
- Experience with statistical reporting.
- Excellent project management skills and understanding of organizational goals.
➢ **Enterprise IT Quality Assurance Analyst**
Enterprise Quality Assurance Analyst is responsible for creating and executing QA test plans. Is expected to handle multiple projects and therefore should possess strong management skills.

**Responsibilities:**
- All the responsibilities of Senior quality assurance analyst plus;
- Ensure bugs and defects are caught at the time of testing.
- Manage quality assurance of multiple projects at the same time.
- Work with management and provide recommendations for improving the quality.
- Identify risk and escalate to stakeholders appropriately.

**Qualifications:**
- All the qualifications of Senior quality assurance analyst plus;
- 5 + years of experience as Senior quality assurance analyst.
- Excellent training and presentation skills.
- Possess strong leadership qualities.

➢ **IT Testing Specialist**
An IT Testing specialist will assess the software quality by developing a test plan and conducting both manual and automated testing. You will be responsible to detect and report the bugs and glitches in the software to be fixed.

**Responsibilities:**
- Carry out testing of new software applications and review the results.
- Report and document functional defects.
- Help customer service through call escalation.
- Review and analyze system specifications.
- Assist in trouble shooting defects to ensure quality throughout the development cycle.

**Qualifications:**
- Bachelor’s degree in related field.
- Knowledge of testing software.
- Ability to pay attention to detail and assess issues.
- Analytical and problem-solving aptitude.
- Strong communication and organizational skills.

➢ **IT Subject Matter Expert**
As the name indicates, an IT Subject Matter Expert is expected to bring to the table his/her definitive source of knowledge and expertise in specific software, tools, products, methodologies, business processes and various technologies. The IT Subject Matter Expert will apply your expertise, you will direct the organization towards strategic direction.

**Responsibilities:**
- Provide expert support, analysis and research into exceptionally complex technical and software related issues.
- Define business requirements and recommend technical approach by putting to use the expert knowledge on the subject.
- Oversee development, testing and implementation.
- Review user guides, manuals & other technical documents before distributing to user.
- Develop/maintain rapport with developers, project managers, end users & stakeholders.
- Conduct training sessions as may be required.
Qualifications:
- Bachelor’s degree in related field.
- Certifications in the respective subject matter.
- Six sigma certifications are preferred.
- 5+ years of experience in the area of expertise.
- Excellent communication skills.

➢ IT Client Services (Help Desk) Analyst
An IT Client services Analyst’s primary responsibility is to respond to user inquiries and assess the problems or issues with the hardware or software applications and resolve the issue. You would work closely with other IT departments and assist them where ever required.

Responsibilities:
- Handle incoming queries and help requests via email or phone.
- Resolve the technical issues as they arise.
- Escalate issues to higher level specialists that are beyond their expertise.
- Provide on call support as may be required.
- Create and maintain documentation of common issues and resolution to those issues.
- Provide training to end users.

Qualifications:
- Bachelor’s degree in the related field.
- Knowledge of computer applications and hardware.
- Excellent technical skills.
- Ability to resolve issues quickly in a fast-paced environment.
- Good written and oral communication.
- Extremely customer focused.

➢ IT Client Services (Help Desk) Lead
As an IT Client Services Lead, you will manage the tech support team and lead them to provide excellent customer service and resolve all technical issues.

Responsibilities:
- Manage a team of tech support analysts and evaluate their performance.
- Lead the team and ensure that accurate customer service is provided on a timely basis.
- Recruit, train and support help desk representatives.
- Keep record of everyday operations.
- Handle all complaints and escalations.
- Establish best practices creating a mode of operations for the team members to follow.

Qualifications:
- All the qualifications of an IT client services Analyst plus;
- Experience working in help desk.
- Good team management skills.
- Excellent interpersonal skills.
- Ability to work under pressure and apply good judgement while dealing with issues.
➢ IT Organizational Change Management Analyst
As an IT Organizational Change Management Analyst, your primary responsibility will be creating and implementing change management strategies and plans that maximize employee adoption and usage and minimize resistance. You would ensure that change initiative projects meet objectives on time and budget.

Responsibilities:
- Build workforce models using industrial engineering methods.
- Analyze existing models and provide feedback for the enhancement of model capability.
- Assist Business development team in proposals, conferences etc.
- Work with cross-functional teams to identify solutions according to requirements.
- Use business analysis/analytical tools supporting development & presentation of results.

Qualifications:
- Bachelor’s degree in related field.
- Clear understanding of how people go through change and the whole change process.
- Good root cause analysis skills.
- Ability to clearly articulate technical subjects to non-technical audiences.
- Knowledge and experience creating analytical reports.
- Excellent written and oral communication.

➢ IT Senior Organizational Change Management Lead
Your primary responsibility as an IT Senior Organizational Change Management Lead is to enable organization to achieve greater flexibility and attain competitive advantages by leveraging its human capital. You will be responsible for analyzing and allocating resource in a way to get the effective use of human capital resource.

Responsibilities:
- Apply a structured methodology and lead change management activities.
- Conduct impact analyses, assess change readiness and identify key stakeholders.
- Analyze and identify risks.
- Come up with risk mitigation tactics.
- Conduct research and make recommendations to top management.
- Support organizational design and definition of roles and responsibilities.
- Manage stakeholders.
- Ensure project milestones are met within the budget.

Qualifications:
- All the qualifications of IT Organizational Change Management Analyst plus;
- 5 + years of experience in the related field.
- Supervisory experience is required.
- Excellent active listening skills.
- Ability to establish and maintain relationship and influence others.
- Familiarity with project management approaches.
IT Technical Writer

IT Technical Writer is responsible for composing clear and coherent instruction manuals, journals and other documents relating to technical information. You will analyze and evaluate technical information and document it in a way that can be easily understood.

Responsibilities:
- Thoroughly understand audience and determine needs for technical documentation.
- Work with technical staff making the use of products easier requiring few instructions.
- Present the information or instructions in the clearest way possible.
- Analyze the current and potential content and focus on reusing them.
- Collaborate with SME’s to ensure the specialized topics are duly addressed and covered.
- Revise edit and update instructions periodically.

Qualifications:
- Bachelor’s degree in related field.
- Staying current with the technological changes and updates.
- Certifications are an added advantage.
- Must be creative and organized.
- Should be detail oriented.
- Excellent writing capabilities.

IT Senior Technical Writer

As a Senior Technical Writer, you will be responsible for the documentation of more complex high-quality technical information.

Responsibilities:
- All the responsibilities of Technical Writer plus;
- Flagging concerns and providing regular updates to leads and wider IT Team.
- Defining documentation templates.
- Outline processes for creation, maintenance & vetting of standards & best practices.
- Spearheading documentation initiatives.
- Interfacing with customers by attending meetings.

Qualifications:
- All the qualifications of IT Technical Writer plus;
- Minimum of 5yrs experience writing manuals and user instructions.
- Strong interpersonal skills.
- Ability to work independently.
BEST VALUE BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) ________________.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

<table>
<thead>
<tr>
<th>Ordering Activity</th>
<th>Date</th>
<th>Contractor</th>
<th>Date</th>
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BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.