On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage! a menu-driven database system. The INTERNET address for GSA Advantage! is http://www.gsaadvantage.gov

Schedule Title: MAS – Multiple Award Schedule

FPDS Code D301 IT Facility Operations 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

Contract Number: GS-35F-0476V

Period Covered by Contract: 05/29/2014 – 05/28/2024

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

Contractor: Ohm Systems, Inc.
955 Horsham Road, Suite 205
Horsham, PA 19044
Tel: (215) 309-6233
Fax: (215) 675-2767

Email: info@ohmsysinc.com
Website: http: www.ohmsysinc.com

Business Size: Small Business

Pricelist current through Modification # PO-0024, dated 02/08/2021
General Services Administration
Federal Acquisition Service

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/
# TABLE OF CONTENTS

1. GEOGRAPHIC SCOPE OF CONTRACT ................................................................. 5  
2. CONTRACTOR’S ORDERING ADDRESS AND PAYMENT INFORMATION ............. 5  
3. LIABILITY FOR INJURY OR DAMAGE ............................................................... 6  
4. FOB DESTINATION ..................................................................................... 6  
5. DELIVERY SCHEDULE ............................................................................. 6  
6. DISCOUNTS .............................................................................................. 7  
7. TRADE AGREEMENTS ACT OF 1979, as amended: ........................................... 7  
8. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING .............. 7  
9. SMALL REQUIREMENTS ........................................................................ 7  
10. MAXIMUM ORDER ................................................................................ 7  
11. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS ...... 7  
12. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS ...... 7  
13. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003) .......... 8  
14. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES ..................... 9  
15. GSA ADVANTAGE! ................................................................................ 9  
16. PURCHASE OF OPEN MARKET ITEMS ................................................... 9  
17. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS .......... 10  
18. OVERSEAS ACTIVITIES ......................................................................... 10  
19. BLANKET PURCHASE AGREEMENTS (BPAs) ............................................. 10  
20. CONTRACTOR TEAM ARRANGEMENTS ............................................... 10  
21. SECTION 508 COMPLIANCE .................................................................... 11  
22. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES ......... 11  
23. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5) .......... 11  
24. SOFTWARE INTEROPERABILITY .................................................................. 12  
25. ADVANCE PAYMENTS ........................................................................... 12  

# TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)...... 13  
1. SCOPE .................................................................................................... 13  
2. PERFORMANCE INCENTIVES .................................................................... 13  
3. ORDER .................................................................................................... 13  
4. PERFORMANCE OF SERVICES ............................................................... 13  
5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989) ..................................... 14  
6. INSPECTION OF SERVICES .................................................................... 14  
7. RESPONSIBILITIES OF THE CONTRACTOR ............................................ 14
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>8. RESPONSIBILITIES OF THE ORDERING ACTIVITY</td>
<td>15</td>
</tr>
<tr>
<td>9. INDEPENDENT CONTRACTOR</td>
<td>15</td>
</tr>
<tr>
<td>10. ORGANIZATIONAL CONFLICTS OF INTEREST</td>
<td>15</td>
</tr>
<tr>
<td>11. INVOICES</td>
<td>15</td>
</tr>
<tr>
<td>12. PAYMENTS</td>
<td>15</td>
</tr>
<tr>
<td>13. RESUMES</td>
<td>16</td>
</tr>
<tr>
<td>14. INCIDENTAL SUPPORT COSTS</td>
<td>16</td>
</tr>
<tr>
<td>15. APPROVAL OF SUBCONTRACTS</td>
<td>16</td>
</tr>
<tr>
<td>16. DESCRIPTION OF IT/EC SERVICES AND PRICING</td>
<td>17</td>
</tr>
</tbody>
</table>

**USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS**

**BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE**

**BLANKET PURCHASE AGREEMENT**

**BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENT”**
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) contains 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.

   For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION

   Ohm Systems, Inc.
   955 Horsham Road
   Suite 205
   Horsham, PA 19044

   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:

**TEL: (215) 675-2766, Ext. 110**

When Authorized Dealers are allowed by the Contractor to bill ordering activities and accept payment, the order and/or payment must be in the name of the Contractor, in care of the Authorized Dealer.

### 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: **11-749-9835**
- **Block 30:** Type of Contractor - **Small Disadvantaged Business**
  - A. Small Disadvantaged Business
  - B. Other Small Business
  - C. Large Business
  - G. Other Nonprofit Organization
  - L. Foreign Contractor

- **Block 31:** Woman-Owned Small Business - **No**
- **Block 36:** Contractor's Taxpayer Identification Number (TIN): **23-2977769**
  - 4a. CAGE Code: **3E3M7**
  - 4b. Contractor has registered with the Central Contractor Registration Database.

### 5. FOB DESTINATION

N/A

### 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>
</thead>
<tbody>
<tr>
<td>132-51</td>
<td>Upon agreement between Ohm Systems, Inc., and the ordering entity</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**

Prices shown are NET Prices; Basic Discounts have been deducted.

a. Prompt Payment: 0% - ____ days from receipt of invoice or date of acceptance, whichever is later.
b. Quantity: 1% if over $1.00M
c. Dollar Volume: 1% of total dollar volume if the order is over $1M dollar volume
d. Government Educational Institutions: Same discounts as all other Government customers
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**

10. **SMALL REQUIREMENTS**

The minimum dollar value of orders to be issued is $100.00.

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 132-34 – Maintenance of Software
   - Special Item Number 132-51 - Information Technology (IT) Professional Services

12. **ORDERING PROCEEDURES 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. **FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS**

REQUIREMENTS: ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 **FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS)**

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with
the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STD)

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDs) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDs should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L’Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202) 619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301) 975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

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. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

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.

k) **Overtime:** For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. **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 52.212-4)

16. **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:

1. Manufacturer;
2. Manufacturer's Part Number; and
3. 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/.

17. **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-

1. 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));

(2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;

(3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and

(4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. 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:

(1) Time of delivery/installation quotations for individual orders;

(2) 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.

(3) 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.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Not Offered

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. 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).

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74; Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION
The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of $2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds $2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

23. **SECTION 508 COMPLIANCE**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

[www.ohmsysinc.com](http://www.ohmsysinc.com)

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

24. **PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES**

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order—

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from _______ dated _______. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. **INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)**

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or
(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item’s interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at http://www.core.gov.

27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)
1. **SCOPE**
   
a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT 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 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—
   i. The offeror;
   ii. Subcontractors; and/or
   iii. 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/EC SERVICES AND PRICING

<table>
<thead>
<tr>
<th>Nbr.</th>
<th>Labor Category</th>
<th>Description</th>
<th>Rate/Hr. (On-Site w/IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>IT-GSA-01</td>
<td>Programmer Analyst</td>
<td>$53.38</td>
</tr>
<tr>
<td>2</td>
<td>IT-GSA-02</td>
<td>Sr. Programmer Analyst</td>
<td>$71.52</td>
</tr>
<tr>
<td>3</td>
<td>IT-GSA-03</td>
<td>Software Engineer</td>
<td>$66.18</td>
</tr>
<tr>
<td>4</td>
<td>IT-GSA-04</td>
<td>Sr. Software Engineer</td>
<td>$71.52</td>
</tr>
<tr>
<td>5</td>
<td>IT-GSA-05</td>
<td>Systems Engineer</td>
<td>$64.05</td>
</tr>
<tr>
<td>6</td>
<td>IT-GSA-06</td>
<td>QA/Test Engineer</td>
<td>$80.06</td>
</tr>
<tr>
<td>7</td>
<td>IT-GSA-07</td>
<td>Sr. QA/Test Engineer</td>
<td>$41.63</td>
</tr>
<tr>
<td>8</td>
<td>IT-GSA-08</td>
<td>Database Administrator</td>
<td>$53.38</td>
</tr>
<tr>
<td>9</td>
<td>IT-GSA-09</td>
<td>Sr. Database Administrator</td>
<td>$74.73</td>
</tr>
<tr>
<td>10</td>
<td>IT-GSA-10</td>
<td>Database Developer</td>
<td>$76.86</td>
</tr>
<tr>
<td>11</td>
<td>IT-GSA-11</td>
<td>Network Administrator</td>
<td>$52.30</td>
</tr>
<tr>
<td>12</td>
<td>IT-GSA-12</td>
<td>Sr. Network Administrator</td>
<td>$55.51</td>
</tr>
<tr>
<td>13</td>
<td>IT-GSA-13</td>
<td>System Administrator</td>
<td>$69.39</td>
</tr>
<tr>
<td>14</td>
<td>IT-GSA-14</td>
<td>Help Desk Support Engineer</td>
<td>$51.24</td>
</tr>
<tr>
<td>15</td>
<td>IT-GSA-15</td>
<td>Web Developer</td>
<td>$37.36</td>
</tr>
<tr>
<td>16</td>
<td>IT-GSA-16</td>
<td>Business Analyst</td>
<td>$46.97</td>
</tr>
<tr>
<td>17</td>
<td>IT-GSA-17</td>
<td>Sr. Business Analyst</td>
<td>$41.63</td>
</tr>
<tr>
<td>18</td>
<td>IT-GSA-18</td>
<td>Sr. Business Subject Matter Expert</td>
<td>$69.39</td>
</tr>
<tr>
<td>19</td>
<td>IT-GSA-19</td>
<td>Project Manager</td>
<td>$101.42</td>
</tr>
<tr>
<td>20</td>
<td>IT-GSA-20</td>
<td>Technical Writer**</td>
<td>$35.23</td>
</tr>
<tr>
<td>21</td>
<td>IT-GSA-21</td>
<td>Technical Recruiter</td>
<td>$39.33</td>
</tr>
<tr>
<td>22</td>
<td>IT-GSA-22</td>
<td>Storage SME</td>
<td>$79.29</td>
</tr>
<tr>
<td>23</td>
<td>IT-GSA-23</td>
<td>Systems Programmer</td>
<td>$74.33</td>
</tr>
<tr>
<td>24</td>
<td>IT-GSA-24</td>
<td>Sr. IT Consultant</td>
<td>$163.53</td>
</tr>
<tr>
<td>25</td>
<td>IT-GSA-25</td>
<td>Mainframe Systems Consultant</td>
<td>$69.38</td>
</tr>
<tr>
<td>26</td>
<td>IT-GSA-26</td>
<td>Sr. Configuration Specialist</td>
<td>$101.09</td>
</tr>
<tr>
<td>27</td>
<td>IT-GSA-27</td>
<td>Principal Architect</td>
<td>$185.02</td>
</tr>
<tr>
<td>28</td>
<td>IT-GSA-28</td>
<td>Desktop Engineer</td>
<td>$63.43</td>
</tr>
<tr>
<td>29</td>
<td>IT-GSA-29</td>
<td>Application Developer</td>
<td>$113.97</td>
</tr>
<tr>
<td>30</td>
<td>IT-GSA-30</td>
<td>Sr. Application Developer</td>
<td>$153.62</td>
</tr>
<tr>
<td>31</td>
<td>IT-GSA-31</td>
<td>Sr. Lead Application Developer</td>
<td>$225.83</td>
</tr>
<tr>
<td></td>
<td>IT-GSA-32</td>
<td>Systems Analyst</td>
<td>$101.09</td>
</tr>
<tr>
<td>---</td>
<td>-----------</td>
<td>-----------------</td>
<td>---------</td>
</tr>
<tr>
<td>33</td>
<td>IT-GSA-33</td>
<td>Sr. Systems Analyst</td>
<td>$154.61</td>
</tr>
<tr>
<td>34</td>
<td>IT-GSA-34</td>
<td>IT Support Analyst I</td>
<td>$39.64</td>
</tr>
<tr>
<td>35</td>
<td>IT-GSA-35</td>
<td>IT Support Analyst II</td>
<td>$46.66</td>
</tr>
<tr>
<td>36</td>
<td>IT-GSA-36</td>
<td>IT Support Analyst III</td>
<td>$50.89</td>
</tr>
<tr>
<td>37</td>
<td>IT-GSA-37</td>
<td>IT Support Analyst IV</td>
<td>$54.51</td>
</tr>
<tr>
<td>38</td>
<td>IT-GSA-38</td>
<td>CRM/TMT Admin</td>
<td>$88.47</td>
</tr>
<tr>
<td>39</td>
<td>IT-GSA-39</td>
<td>Business Consultant VI</td>
<td>$69.70</td>
</tr>
<tr>
<td>40</td>
<td>IT-GSA-40</td>
<td>Project Consultant</td>
<td>$148.66</td>
</tr>
<tr>
<td>41</td>
<td>IT-GSA-41</td>
<td>VMware/Windows Administrator</td>
<td>$54.51</td>
</tr>
<tr>
<td>42</td>
<td>IT-GSA-42</td>
<td>VTC Specialist</td>
<td>$39.84</td>
</tr>
<tr>
<td>43</td>
<td>IT-GSA-43</td>
<td>Lead VTC Specialist</td>
<td>$49.06</td>
</tr>
<tr>
<td>44</td>
<td>IT-GSA-44</td>
<td>Program Manager I</td>
<td>$50.58</td>
</tr>
<tr>
<td>45</td>
<td>IT-GSA-45</td>
<td>Program Manager III</td>
<td>$64.09</td>
</tr>
<tr>
<td>46</td>
<td>IT-GSA-46</td>
<td>Program Coordinator</td>
<td>$45.54</td>
</tr>
<tr>
<td>47</td>
<td>IT-GSA-47</td>
<td>Programmer</td>
<td>$65.83</td>
</tr>
<tr>
<td>48</td>
<td>IT-GSA-48</td>
<td>IT Specialist Jr.</td>
<td>$29.98</td>
</tr>
<tr>
<td>49</td>
<td>IT-GSA-49</td>
<td>IT Developer/Engineer</td>
<td>$64.42</td>
</tr>
<tr>
<td>50</td>
<td>IT-GSA-50</td>
<td>Customer Service Rep II</td>
<td>$22.04</td>
</tr>
<tr>
<td>51</td>
<td>IT-GSA-51</td>
<td>Customer Service Rep III</td>
<td>$31.55</td>
</tr>
<tr>
<td>52</td>
<td>IT-GSA-52</td>
<td>Field Tech Support Rep V</td>
<td>$29.63</td>
</tr>
<tr>
<td>53</td>
<td>IT-GSA-53</td>
<td>Help Desk</td>
<td>$30.47</td>
</tr>
<tr>
<td>54</td>
<td>IT-GSA-54</td>
<td>Tier I IT Support Technician</td>
<td>$32.92</td>
</tr>
<tr>
<td>55</td>
<td>IT-GSA-55</td>
<td>Tier II IT Support Technician</td>
<td>$45.83</td>
</tr>
<tr>
<td>56</td>
<td>IT-GSA-56</td>
<td>Tier III IT Support Technician</td>
<td>$55.61</td>
</tr>
<tr>
<td>57</td>
<td>IT-GSA-57</td>
<td>IT Specialist Mid - Tier II</td>
<td>$31.55</td>
</tr>
<tr>
<td>58</td>
<td>IT-GSA-58</td>
<td>IT OPS Support Analyst III</td>
<td>$33.50</td>
</tr>
<tr>
<td>59</td>
<td>IT-GSA-59</td>
<td>IT OPS Support Analyst V</td>
<td>$36.22</td>
</tr>
<tr>
<td>60</td>
<td>IT-GSA-60</td>
<td>Integration Developer</td>
<td>$158.77</td>
</tr>
<tr>
<td>61</td>
<td>IT-GSA-61</td>
<td>Application Consultant</td>
<td>$123.89</td>
</tr>
<tr>
<td>62</td>
<td>IT-GSA-62</td>
<td>Server Engineer</td>
<td>$158.57</td>
</tr>
<tr>
<td>63</td>
<td>IT-GSA-63</td>
<td>Design Engineer</td>
<td>$107.04</td>
</tr>
<tr>
<td>64</td>
<td>IT-GSA-64</td>
<td>Mainframe Service Delivery Manager</td>
<td>$84.24</td>
</tr>
<tr>
<td>65</td>
<td>IT-GSA-65</td>
<td>CISCO Firewall Implementation Engineer</td>
<td>$120.42</td>
</tr>
</tbody>
</table>

**SCA WAGE DETERMINATION**
"The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (**) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly."

<table>
<thead>
<tr>
<th>Category</th>
<th>WD Code</th>
<th>WD Rate</th>
<th>WD #</th>
</tr>
</thead>
</table>
IT-GSA-01: Programmer Analyst

Functional Responsibility

- Leads in the development and maintenance of complex software systems throughout the software lifecycle.
- Reviews the interpretation and analysis of system and user requirements and directs the generation of software requirements.
- Directs, coordinates, monitors, and evaluates the development of preliminary and detailed software designs and resulting code developed from the design.
- Directs, coordinates, monitors, and evaluates all phases of software testing/maintenance.
- Reviews all documentation generated as part of each of the above duties.
- Directs the application of structured, object-oriented, or other methodologies and techniques to develop and maintain the software.
- Directs the preparation of comprehensive reports and technical input for proposal efforts.
- Participates in technical conferences and seminars as required, and keeps informed of software progress in the field including the development of competitors.
- Furnishes man-hours and milestone schedules on assigned and proposed tasks and is aware of the economics of the business in terms of controlling unit costs.
- Must be able to perform complex analysis/deductive reasoning.
- Must be able to communicate effectively using both oral and written skills.
- Must be able to provide work direction and review for subordinates.
- Must be able to take work direction and report to upper management on a regular basis.

Minimum Experience

- Minimum of 4 years of professional experience in a related software development and/or maintenance areas where ability for creative problem solving has been demonstrated; 2 years of supervisory experience desirable.

Minimum Education

- BS/BA in Computer Sciences, or a related discipline, or equivalent knowledge and experience.

IT-GSA-02: Sr. Programmer Analyst

Functional Responsibility

- Plans and directs the development and maintenance of complex software system(s) throughout the software life cycle (i.e. requirements analysis through maintenance).
- Establishes technical goals and requirements of major programs; primarily responsible for the validity of the decisions required.
- Reviews the interpretation and analysis of system and user requirements and directs the generation of the software requirements.
- Directs coordinates monitors and evaluates the development of preliminary and detailed software designs and resulting code developed from the design.
- Directs coordinates monitors and evaluates all phases of software testing (i.e. unit testing through acceptance testing).
- Directs coordinates monitors and evaluates all software maintenance activities.
- Reviews all documentation generated as part of each of the above duties.
- Establishes and directs the application of structured object-oriented or other methodologies and techniques to develop and maintain the software.
- Establishes and directs the use of tools to develop and maintain the software.
• Leads major technical proposals in software engineering including manpower schedule and cost estimates
• Demonstrates technical proficiency by achieving recognition in the professional community through the presentation and/or publication of papers and reports
• Must be able to communicate effectively using both oral and written skills
• Must be able to provide work direction and review for subordinates.
• Must be able to take work direction and report to upper management on a regular basis

Minimum Experience
• Minimum of 10 years of directly related professional experience including 4 years of supervisory experience: full professional recognition and acceptance by peers and supervisors as an authority in software engineering

Minimum Education
• BS/BA in Computer Sciences, or a related discipline, or equivalent knowledge and experience

**IT-GSA-03: Software Engineer**

Functional Responsibility
• Provides a comprehensive definition of all aspects of systems development from analysis of mission needs to verification of system performance.
• Performs software engineering tasks including requirement definition, requirement analysis, and development of system specifications, interface design and analysis.
• Performs evaluation of alternatives and an assessment of risks and costs.
• Experience in software engineering in support of the development of large-scale real time systems composed of hardware, software and firmware.
• Interprets and analyzes the system and user requirements and directs the generation of software requirements.
• Directs, coordinates, monitors, and evaluates the development of preliminary and detailed software designs and resulting code developed from the design.
• Reviews all documentation generated as part of each of the above duties.
• Directs the application of structured, object-oriented, or other methodologies and techniques to develop and maintain the software.
• Must be able to perform complex analysis/ deductive reasoning.
• Must be able to communicate effectively using both oral and written skills

Minimum Experience
• Minimum of 4 years of professional experience in a related software development.

Minimum Education
• BS/BA in Computer Sciences or a related discipline, or equivalent knowledge and experience

**IT-GSA-04: Sr. Software Engineer**

Functional Responsibility
• Plans and directs the development and maintenance of complex software system(s) throughout the software life cycle (i.e. requirements analysis through maintenance).
• Responsible for developing and applying software design strategies for data base and functional software modules, and developing software qualification testing strategies and approaches.
• Experience in software engineering in the support of the development, test, and implementation of real-time, computer-based systems.
• Expert in functional and operational computer systems analysis and state-of-the-art technologies and techniques.
• Responsible for the application of advanced software engineering techniques and methods in support of the development of major, real-time computer software.
• Responsible for developing and applying software design strategies for data base and functional software modules, and developing software qualification testing strategies and approaches.
• May be responsible for managing and leading a team of software engineers.
• Reviews the interpretation and analysis of system and user requirements and directs the generation of the software requirements.
• Directs coordinates monitors and evaluates the development of preliminary and detailed software designs and resulting code developed from the design.
• Establishes and directs the use of tools to develop and maintain the software.
• Leads major technical proposals in software engineering including manpower schedule and cost estimates.
• Must be able to communicate effectively using both oral and written skills.
• Must be able to provide work direction and review for subordinates. Able to report to upper management on a regular basis.

Minimum Experience
• Minimum of 8 years of directly related professional experience including 4 years of supervisory experience.

Minimum Education
• BS and/or MS in Computer Science or related discipline or equivalent knowledge and experience and technical accomplishment.

IT-GSA-05: Systems Engineer

Functional Responsibility
• Leads in the analysis, design development, and/or modification of complex computer systems or subsystems.
• Participates and leads at all levels of system analysis and design definitions.
• Applies knowledge of hardware and software for throughput analysis and tradeoff studies.
• Specifies and develops models and analysis tools for system availability and reliability parameters.
• Leads studies to determined system requirements.
• Develops and recommends design standards for utilization in evaluating systems, subsystems, and system; requirements for design specifications.
• Uses advances systems engineering techniques to ensure current, sophisticated, and cost-effective approaches.
• Leads feasibility studies to ascertain reliability of system designs.
• Maintains closed liaison with the customer to ensure effective exchange of technical data, resolve technical problems, and ensure successful response to task objectives.
• Directs the preparation for comprehensive reports and technical input for proposal efforts.
• Recommends the selection of hardware/software configuration and operating systems for the project.
• Must be able to perform complex analysis/deductive reasoning.
• Must be able to communicate effectively using both oral and written skills
• Must be able to take work direction and report to upper management on a regular basis

Minimum Experience
• Minimum of 5 years of professional experience in science or engineering data processing and related areas where capability for creative problem solving has been demonstrated, including 3 years of supervisory and data management experience

Minimum Education
• BS/MS in computer science, a related discipline, or equivalent education, knowledge and experience with emphasis on operating systems, hardware, or system software

**IT-GSA-06: QA/Test Engineer**

Functional Responsibility
• Develops and performs software testing throughout the software lifecycle
• Analyze system and user requirements and generates software test plans
• Develop unit development folders test plans and procedures test data and test routines
• Perform and evaluate all phases of software testing (i.e. unit testing through acceptance testing)
• Develop and maintain documentation as an integral part of each of the above duties
• Able to conduct a wide range of quality-control tests
• Ensure that software meets or exceeds specified standards and end-user requirements
• Able to execute complex tests according to established plans and scripts

Minimum Experience
• Minimum of 5 years of professional experience in a related area with emphasis on software testings

Minimum Education
• BS/BA in Computer Sciences related discipline equivalent knowledge and experience

**IT-GSA-07: Sr. QA/Test Engineer**

Functional Responsibility
• Develops and performs software testing throughout the software lifecycle
• Analyze system and user requirements and generates software test plans
• Develop unit development folders test plans and procedures test data and test routines
• Perform and evaluate all phases of software testing (i.e. unit testing through acceptance testing)
• Develop and maintain documentation as an integral part of each of the above duties
• Able to conduct a wide range of quality-control tests
• Ensure that software meets or exceeds specified standards and end-user requirements
• Able to execute complex tests according to established plans and scripts

Minimum Experience
• Minimum of 8 years of professional experience in a related area with emphasis on software testings

Minimum Education
• BS/BA in Computer Sciences related discipline equivalent knowledge and experience
IT-GSA-08: Database Administrator

Functional Responsibility
- Plans, designs, development and maintenance of Relational Database Systems
- Support Database Administration and Maintenance that include the following:
- Installation, backup and recovery procedures
- Creating, Deleting and Populating Tables
- Stored Procedures
- User Administration and Security
- Performance tuning and monitoring
- Report Generation
- Operational support
- Must be able to communicate effectively using both oral and written skills
- Must be able to take work direction and report to upper management on a regular basis

Minimum Experience
- Minimum of 5 years of directly related professional experience in Relational Databases – Oracle 8x, MS SQL server 7, SQL Server 2000 or similar Database systems

Minimum Education
- BS/MS in Computer Science or related discipline or equivalent knowledge and experience

IT-GSA-09: Sr. Database Administrator

Functional Responsibility
- Plans, designs, development and maintenance of Relational Database Systems
- Support Database Administration and Maintenance that include the following:
- Installation, backup and recovery procedures
- Creating, Deleting and Populating Tables
- Stored Procedures
- User Administration and Security
- Performance tuning and monitoring
- Report Generation
- Operational support
- Must be able to communicate effectively using both oral and written skills
- Must be able to take work direction and report to upper management on a regular basis

Minimum Experience
- Minimum of 5 years of directly related professional experience in Relational Databases – Oracle 8x, MS SQL server 7, SQL Server 2000 or similar Database systems

Minimum Education
- BS/MS in Computer Science or related discipline or equivalent knowledge and experience

IT-GSA-10: Database Developer

Functional Responsibility
- Database Developer will take part in the full life cycle of development projects.
- Database developer/technical lead roles on a given project. This individual may work on a variety of projects
- Use systems analysis requirements and specification to complete the database modifications or additions to database applications using various languages.
- Experience in the role of primary database developer on project-based work.
- Experience in the installation and set up of one or more database products.
- Experience in design, systems architecture, replication, and commerce-centric software solutions.
- Works with more senior project staff to define, develop, test, and deploy database modules, applications, and solutions. Collects and evaluates requirements.
- Defines file organization, indexing methods, and security procedures.
- Assists in the development of functional specifications and the preparation and proposal of development criteria, architecture, and implementation schedules.
- Monitors project execution to ensure adherence to stated design and development standards.

Minimum Experience
- Minimum of 5 years of directly related professional experience including three years or more in database development including data modeling and mining, physical database design, database performance tuning, and experience in the following or similar databases: Oracle, SQL Server, Sybase, DB2, Informix, and Adelphi

Minimum Education
- BS/MS in Computer Science or related discipline or equivalent knowledge and experience

Database systems and maintenance

**IT-GSA-11: Network Administrator**

Functional Responsibility
- Provides General Network Administration Support
- Support Installation and Administration of LAN and Servers:
  - LAN Installation and Configuration
  - Network Security Support
  - Web Server Configuration and Support
  - Mail Server administration and support
  - Network Operational support
  - Must be able to communicate effectively using both oral and written skills
  - Must be able to take work direction and report to upper management on a regular basis

Minimum Experience
- Minimum of 5 years of directly related professional experience in UNIX Network Administration, Windows NT Network Administration LAN/WAN Administration.

Minimum Education
- BS/MS in Computer Science or Electrical Engineering or equivalent knowledge and experience

**IT-GSA-12: Sr. Network Administrator**

Functional Responsibility
- Provides General Network Administration Support
- Support Installation and Administration of LAN and Servers:
  - LAN Installation and Configuration
  - Network Security Support
  - Web Server Configuration and Support
• Mail Server administration and support
• Network Operational support
• Must be able to communicate effectively using both oral and written skills
• Must be able to take work direction and report to upper management on a regular basis

Minimum Experience
• Minimum of 10 years of directly related professional experience in UNIX Network Administration, Windows NT Network Administration LAN/WAN Administration.

Minimum Education
• BS/MS in Computer Science or Electrical Engineering or equivalent knowledge and experience

**IT-GSA-13: Systems Administrator**

Functional Responsibility
• Installs, configures and Administers Computer Systems including Servers and Clients
• Support Installation, maintenance, upgrade and Administration of Operating Systems:
• System Configuration and Creating user accounts
• System backups and Recovery
• COTS installation and support
• Assist in System sizing and evaluation
• Operational support
• Must be able to communicate effectively using both oral and written skills
• Must be able to take work direction and report to upper management on a regular basis

Minimum Experience
• Minimum of 5 years of directly related professional experience in UNIX System Administration, Windows NT Server Administration or mainframe systems.

Minimum Education
• BS/MS in Computer Science or Electrical Engineering or equivalent knowledge and experience

**IT-GSA-14: Help Desk Support Engineer**

Functional Responsibility
• Support customers
• Performs software support i.e., Quality Assurance Configuration Management) functions throughout the software life cycle
• Help customer via telephone and in person
• High level of customer service experience supporting various applications.

Minimum Experience
• Minimum of 5 years of technical support experience in a related area with emphasis on software

Minimum Education
• BS/BA in Computer Sciences related discipline equivalent knowledge and experience

**IT-GSA-15: Web Developer**

Functionality Responsibility
• Design, configure and maintain the corporate and configure and maintain the corporate and customers websites.
• Provides day-to-day web site design, creation, on-the-job training for the development, maintenance, and updating of Web pages.
• The web individual also works to coordinate and/or facilitate maintenance requests, meeting with Client staff to identify site enhancements, reporting team status to project management, and maintaining requests/progress in issue tracking list or tool.
• Four years of experience leading and/or provides support in upgrading, maintaining and creating content using the latest web technologies.
• Two years’ experience creating templates, creation of graphics, supporting both static and dynamic web development, and utilizing the latest web technologies.
• Years experience in the analysis, design, and integration of information systems and commercial-off-the-shelf (COTS) software.
• Must be well versed in commercial Web server configuration, management and applications development

Minimum/General Experience
• Minimum 3-5 years experience in designing, implementing, and testing software components using a variety of tools.

Minimum Education:
• BS Degree

**IT-GSA-16: Business Analyst**

Functionality Responsibility:
• Analyst is responsible for documenting existing business processes through joint application development sessions.
• Assist in developing standard and repeatable processes and documentation for the receipt and decomposition of incoming functional requirements from customers, their consistency, traceability and validity before transfer to stakeholders for review and prioritization. Part of this process will entail the development of Use Cases and Requirement Scenarios.
• Support all pre-System/Software Requirements review (SRR) activities. These activities include but are not limited to: facilitating workshops, deep dives and user sessions to interface with stakeholders to identify and/or verify business needs, conceive and vet technical solution alternatives, and to develop the initial scope, objectives and requirements, providing analysis of Operational and Environmental Constraints, and preparing requirements for entry through the SRR gate.
• Establish standardized processes for estimating Level of Effort (LOE) needed to support enhancement requirements. This strategy should include the development of iterative processes that are repeatable across the program and that estimates versus actuals and provide baselines for use in estimation for development activities across the program.
• Support the production of artifacts related to the Acquisition/Preliminary Design Phase of software development lifecycle including Root Cause Analyses, Use Cases, Test Plans and Test Reports for Alternatives, Evaluation of Alternatives, Risk Analysis, and Solution Prototypes and Technical Design Documentation.
• Shall conduct the evaluation of alternative software solutions in support of system enhancements.
• Shall support pre-implementation efforts for ongoing system requirements with the development of preliminary high level requirements and integrated development schedules.
Shall participate in the development of a comprehensive Peer Review Strategy, employing best practices to enable efficient and effective source code review and the promotion of enhanced cross-team communication.

Minimum Experience
- 1-5 years experience in the analysis of business processes, activities, and events.

Minimum Education
- BS Degree

**IT-GSA-17: Sr. Business Analyst**

Functional Responsibility
- Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements.
- Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results.
- Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications.
- Provides consultation on complex projects and is considered to be the top level contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology to the current and future business environment.

Minimum Experience
- 5 years relevant experience

Minimum Education
- Bachelor Degree or 10 years relevant experience

**IT-GSA-18: Sr. Business Subject Matter Expert**

Functional Responsibility
- Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences.
- Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation.
- Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.
- Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.

Minimum Experience
- 5 years relevant experience

Minimum Education
- Bachelor Degree or 10 years relevant experience

**IT-GSA-19: Project Manager**

Functional Responsibility
- Provides direction to and is responsible for the performance of a group of employees functioning as an integral part of a larger project organization.
• Develops detailed work control plans with milestone schedules for all assigned tasks within section
• Assigns work; monitors performance to ensure satisfactory work progress
• Provides input to cost estimates and resource requirements for all assigned tasks
• Performs periodic reviews of all assigned tasks within section
• Conducts section/staff performance evaluations
• Prepares status reports as required
• Performs work in area of specialty
• Must be able to communicate effectively using both oral and written skills.
• Must be able to provide work direction and review for subordinates
• Must be able to take work direction and report to upper management on a regular basis

Minimum Experience
• Minimum of 10 years of directly related professional experience including 2 years of management and/or supervisory experience

Minimum Education
• BS/MS degrees preferably in area of supervisory responsibility or related disciplines

**IT-GSA-20: Technical Writer**

Functional Responsibility
• Prepare Technical Documents
• Prepare training materials, user manuals
• Prepare online documents
• Prepares Technical Documentation and training materials.

Minimum Experience
• Minimum of 5 years experience in Technical writing

Minimum Education
• BS/BA or equivalent knowledge and experience

**IT-GSA-21: Technical Recruiter**

Functional Responsibility
• Source, screen, and qualify candidates to develop and maintain a robust pipeline of technical candidates with security clearances
• Partner with lead recruiters to understand hiring needs
• Collaborate with peers and internal customers to build strategy around hiring targets
• Build a network with individuals to uncover and source passive candidates
• Source candidates from a variety of sources, with a strong emphasis on professional networks, associations, and referrals, social media (e.g. LinkedIn, etc.), and search engines/niche job boards
• Strong hunter mentality with the ability to conduct "phone sourcing" or cold calling into companies that might contain individuals that match the key requirements of the position that needs to be filled
• Track day-to-day sourcing activity in the Applicant Tracking System

Minimum Experience
• Minimum of 3-5 years experience in Technical recruiting

Minimum Education
• BS/BA or equivalent knowledge and experience
IT-GSA-22: Storage SME

Functional Responsibility
- Customer needs someone to assist their storage management person with SMS/HSM/TMM/RMM
- They are splitting off an estimated 1-2TB of data on Hitachi DASD and using snapshot for some of the data.
- They have a separate 3 LPAR sysplex set up to receive application data for the split.
- They are looking at other techniques for moving this data: FTP, NDM/Connect Direct (which they would need to acquire), etc...

Minimum Experience
- Minimum of 3-5 years experience

Minimum Education
- BS/BA or equivalent knowledge and experience

IT-GSA-23: Systems Programmer

Functional Responsibility
- Installation of CICS and DB2.
- Installation skills and knowledge of various vendor products
- Proficiency with the use of Windows, MS Office and MS Outlook
- Understand business security requirements
- Basic software trouble shooting skills
- Must have a good background using necessary software
- Must have good communication skills and the ability to work in a team environment

Minimum Experience
- Minimum of 3-5 years experience

Minimum Education
- BS/BA or equivalent knowledge and experience

IT-GSA-24: Sr. IT Consultant

Functional Responsibility
- Possesses knowledge, skills, tools, techniques and systems to define, visualize, measure, control, report and improve processes with the goal to meet information technology modernization efforts.
- Develops and uses repeatable processes to improve the outcome of the program/project/initiative or effort. In addition, provides exert development knowledge in assisting with implementation.
- Assists with building web sites to share information with others, manage documents from start to finish, and publishing reports to help improve decision making.
- Facilitates the use of collaboration tools to enable information technology workforce effectiveness

Minimum Experience
- Must have 5 years of experience which exhibit increasing levels of responsibility.
• This senior professional position is an engineer (or scientist) who is knowledgeable in generic areas relating to advanced technological systems and concepts and is also able to solve complex programs in any technical area

Minimum Education
• Bachelor’s degree in information technology, computer science, engineering, mathematics, business, or an equivalent combination of education and practical systems analysis is required.

IT-GSA-25: Mainframe Systems Consultant

Functional Responsibility
• Perform performance problem determination, setting WLM Policy and implementation of data processing software as they relate primarily to Mainframe.
• Configuring, installing, maintaining and supporting SAS, MXG, CA-MICS, MFX (SYNCSORT) and related systems software with a primary focus on configuring and supporting a Highly Available Parallel Sysplex.
• Create SAS based CA-MICS and MXG reports from SMF data and analyze the reports to determine performance issues and resource usage.
• Complete status reports, implementations, troubleshooting and maintain project plans as required.
• Utilize Sub-Capacity Reporting Tool, create reports for management approval and forwarding to vendor.
• Provide technical assistance to Operations teams and development programmers to facilitate independent utilization of new and existing software. Assist with diagnosis of issues as reported through our incident / problem tracking tool.
• Engage other mainframe systems programmers as needed to resolve incidents expeditiously.
• Accurately document duties and procedures to aid the department in cross-training and absentee coverage.
• Prepare and coordinate appropriate training to data center staff.
• Ability to adhere to a standard work schedule as defined by the department.

Minimum Experience
• 10 years relevant experience

Minimum Education
• A Bachelor’s degree in information technology, computer science, engineering, mathematics, business, or an equivalent combination of education and practical systems analysis is required.

IT-GSA-26: Sr. Configuration Specialist

Functional Responsibility
• Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits.
• Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

Minimum Experience
• 10 years relevant experience

Minimum Education
• BS/BA or equivalent knowledge and experience
IT-GSA-27: Principal Architect

Functional Responsibility
• Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines.
• Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.).

Minimum Experience
• 10 years relevant experience

Minimum Education
• Bachelor Degree or 15 years relevant experience

IT-GSA-28: Desktop Engineer

Functional Responsibility
• Engineering, Design, and Implementation of Desktop Configuration tools. (e.g. MS System Center.
• CM2012, Active Directory Group Policy, 1E Shopping, 1E Nomad, etc.). Design, implement, and maintain Microsoft Group Policies in accordance with Information Security, Architecture, and business needs.
• Partner with platform owners (i.e. browser, print, and applications) to design and implement endpoint configuration updates.
• Comprehensive knowledge of the functional and technical aspects of the CM12 platform. On-call
• responsibilities required

Minimum Experience
• 3 years of CM2012 Infrastructure design and engineering
• 3 years of MS Group Policy design and engineering including Group Policy Preferences
• Design, and maintenance of applications in the cloud

Minimum Education
• Bachelor Degree or 3-5 years relevant experience

IT-GSA-29: Application Developer

Functional Responsibility
• Reviewing current systems
• Presenting ideas for system improvements, including cost proposals
• Working closely with analysts, designers and staff
• Producing detailed specifications and writing the programme codes
• Testing the product in controlled, real situations before going live
• Preparation of training manuals for users
• Maintaining the systems once they are up and running

Minimum Experience
• 5 years relevant experience

Minimum Education
• Bachelor Degree or 5 years relevant experience
**IT-GSA-30: Sr. Application Developer**

Functional Responsibility
- Reviewing current systems
- Presenting ideas for system improvements, including cost proposals
- Working closely with analysts, designers and staff
- Producing detailed specifications and writing the programme codes
- Testing the product in controlled, real situations before going live
- Preparation of training manuals for users
- Maintaining the systems once they are up and running

Minimum Experience
- 10 years relevant experience

Minimum Education
- Bachelor Degree or 10 years relevant experience

**IT-GSA-31: Sr. Lead Application Developer**

Functional Responsibility
- Reviewing current systems
- Presenting ideas for system improvements, including cost proposals
- Working closely with analysts, designers and staff
- Producing detailed specifications and writing the programme codes
- Testing the product in controlled, real situations before going live
- Preparation of training manuals for users
- Maintaining the systems once they are up and running

Minimum Experience
- 10-15 years relevant experience

Minimum Education
- Masters Degree or 10-15 years relevant experience

**IT-GSA-32: Systems Analyst**

Functional Responsibility
- Consult with managers to determine the role of the IT system in an organization
- Research emerging technologies to decide if installing them can increase the organization’s efficiency and effectiveness
- Prepare an analysis of costs and benefits so that management can decide if information systems and computing infrastructure upgrades are financially worthwhile
- Devise ways to add new functionality to existing computer systems
- Design and develop new systems by choosing and configuring hardware and software
- Oversee the installation and configuration of new systems to customize them for the organization
- Conduct testing to ensure that the systems work as expected
- Train the system’s end users and write instruction manuals

Minimum Experience
- 3-5 years relevant experience

Minimum Education
• Bachelor Degree or 3-5 years relevant experience

**IT-GSA-33: Sr. Systems Analyst**

Functional Responsibility

• Consult with managers to determine the role of the IT system in an organization
• Research emerging technologies to decide if installing them can increase the organization’s efficiency and effectiveness
• Prepare an analysis of costs and benefits so that management can decide if information systems and computing infrastructure upgrades are financially worthwhile
• Devise ways to add new functionality to existing computer systems
• Design and develop new systems by choosing and configuring hardware and software
• Oversee the installation and configuration of new systems to customize them for the organization
• Conduct testing to ensure that the systems work as expected
• Train the system’s end users and write instruction manuals

Minimum Experience

• 7-10 years relevant experience

Minimum Education

• Bachelor Degree or 10 years relevant experience

**IT-GSA-34: IT Support Analyst I**

Functional Responsibility

• Applies specialized knowledge in a single discipline such as assembly/integration, cross-discipline functions, data engineering, industry expertise, knowledge engineering or legacy evolution.
• Applies specialization to conceptualize, design, construct, test and implement portions of business and technical information technology solutions through application of appropriate software development life cycle methodology.
• Interacts with the customer to gain an understanding of the business environment, technical context and organizational strategic direction. Defines scope, plans and deliverables for assigned projects.
• Collects, identifies, defines and organizes detailed user and information technology requirements.
• Coordinates and collaborates with others in analyzing collected requirements to ensure plans and identified solutions meet customer needs and expectations.
• Confirms and prioritizes project plans and deliverables with the customer.
• Participates in business and technical information technology solution implementations, upgrades, enhancement and conversions.
• Understands and uses appropriate tools to analyze, identify and resolve business and or technical problems.
• Applies metrics to monitor performance and measure key project criteria.
• Prepares system documentation. Establishes and maintains security, integrity and business continuity controls and documents.
• Participates in special studies. Stays current on emerging tools, techniques and technologies.
• Assists information engineers on application of specialized knowledge to coding, testing, implementation and documentation projects.

Minimum Experience/Certification
IT-GSA-35: IT Support Analyst II

Minimum Education
• High School Diploma or GED or 1-3 years relevant experience

Functional Responsibility
• Applies specialized knowledge in a single discipline such as assembly/integration, cross-discipline functions, data engineering, industry expertise, knowledge engineering or legacy evolution.
• Applies specialization to conceptualize, design, construct, test and implement portions of business and technical information technology solutions through application of appropriate software development life cycle methodology.
• Interacts with the customer to gain an understanding of the business environment, technical context and organizational strategic direction. Defines scope, plans and deliverables for assigned projects.
• Collects, identifies, defines and organizes detailed user and information technology requirements.
• Coordinates and collaborates with others in analyzing collected requirements to ensure plans and identified solutions meet customer needs and expectations.
• Confirms and prioritizes project plans and deliverables with the customer.
• Participates in business and technical information technology solution implementations, upgrades, enhancement and conversions.
• Understands and uses appropriate tools to analyze, identify and resolve business and or technical problems.
• Applies metrics to monitor performance and measure key project criteria.
• Prepares system documentation. Establishes and maintains security, integrity and business continuity controls and documents.
• Participates in special studies. Stays current on emerging tools, techniques and technologies.
• Assists information engineers on application of specialized knowledge to coding, testing, implementation and documentation projects.

Minimum Experience/Certification
• Four to nine (4-9) years of related experience in information systems.
• Valid DoD 8570: A+ Certification (could accept Network +, Security +, CNNA, MTA, or MCTS)

IT-GSA-36: IT Support Analyst III

Minimum Education
• High School Diploma or GED or 1-3 years relevant experience

Functional Responsibility
• Applies specialized knowledge in a single discipline such as assembly/integration, cross-discipline functions, data engineering, industry expertise, knowledge engineering or legacy evolution.
• Applies specialization to conceptualize, design, construct, test and implement portions of business and technical information technology solutions through application of appropriate software development life cycle methodology.
Interacts with the customer to gain an understanding of the business environment, technical context and organizational strategic direction. Defines scope, plans and deliverables for assigned projects.

Collects, identifies, defines and organizes detailed user and information technology requirements.

Coordinates and collaborates with others in analyzing collected requirements to ensure plans and identified solutions meet customer needs and expectations.

Confirms and prioritizes project plans and deliverables with the customer.

Participates in business and technical information technology solution implementations, upgrades, enhancement and conversions.

Understands and uses appropriate tools to analyze, identify and resolve business and/or technical problems.

Applies metrics to monitor performance and measure key project criteria.

Prepares system documentation. Establishes and maintains security, integrity and business continuity controls and documents.

Participates in special studies. Stays current on emerging tools, techniques and technologies.

Assists information engineers on application of specialized knowledge to coding, testing, implementation and documentation projects.

Minimum Experience/Certification

- Five to nine (5-9) years of related experience in information systems.
- Valid DoD 8570: A+ Certification (could accept Network+, Security+, CNNA, MTA, or MCTS)

Minimum Education

- Bachelor Degree or 5-9 years relevant experience

**IT-GSA-37: IT Support Analyst IV**

Functional Responsibility

- Applies specialized knowledge in a single discipline such as assembly/integration, cross-discipline functions, data engineering, industry expertise, knowledge engineering or legacy evolution.
- Applies specialization to conceptualize, design, construct, test and implement portions of business and technical information technology solutions through application of appropriate software development life cycle methodology.
- Interacts with the customer to gain an understanding of the business environment, technical context and organizational strategic direction. Defines scope, plans and deliverables for assigned projects.
- Collects, identifies, defines and organizes detailed user and information technology requirements.
- Coordinates and collaborates with others in analyzing collected requirements to ensure plans and identified solutions meet customer needs and expectations.
- Confirms and prioritizes project plans and deliverables with the customer.
- Participates in business and technical information technology solution implementations, upgrades, enhancement and conversions.
- Understands and uses appropriate tools to analyze, identify and resolve business and/or technical problems.
- Applies metrics to monitor performance and measure key project criteria.
• Prepares system documentation. Establishes and maintains security, integrity and business continuity controls and documents.
• Participates in special studies. Stays current on emerging tools, techniques and technologies.
• Assists information engineers on application of specialized knowledge to coding, testing, implementation and documentation projects.

Minimum Experience/Certification
• Six to ten (6-10) years of related experience in information systems.
• Valid DoD 8570: A+ Certification (could accept Network +, Security +, CNNA, MTA, or MCTS)

Minimum Education
• Bachelor Degree or 6-10 years relevant experience

IT-GSA-38: CRM/TMT Admin

Functional Responsibility
• Planning and development of the Microsoft’s Customer Relations Management (CRM) platform and Ascentium’s Task Management Tool (TMT), using a local Sharepoint instance with SQL database server.
• Assist in the development, implementation, and maintenance of the CRM/TMT initiative. Collaborates with contemporaries at other commands, software manufactures, and IT management team to resolve complex CRM/TMT, and other IT issues and develop strategies to maximize information management technology.
• Assists command functionals and all stakeholders with development and training of personnel to utilize all aspects of TMT as required by their positions
• Assist staff with technical expertise, support, administration, and maintenance of CRM/TMT/SQL/Sharepoint related software and servers. Recommends approval and revisions regarding mission/business processes to staff for command-wide implementation. Focuses on the business posture for command-wide Information Technology (IT) applications.
• Assist in the development of policy on TMT usage. Provides assistance to subordinate levels on capabilities of CRM/TMT. Conducts review of Performance Work Statements for systems or software development to ensure contracts include provisions to assure delivery of good quality hardware, software, and that required computer systems and services are reliable and maintainable.
• Directs and coordinates matters concerning contract implementation, interpretation, and application. Analyzes business cases and recommends expenditure of funds for automation resources.
• Review, update, and generate documents supporting the communication systems. All concerns shall be coordinated and addressed with action officers within other Directorates.
• Provides CRM/TMT training to command end users as required. This includes formal classroom training, individual one-on-one training, and in-office directorate/executive officer training.
• Troubleshoots applications and SQL/CRM/TMT/Windows/Microsoft Sharepoint servers as required with appropriate agencies. This includes performing server updates and maintenance as required, adding and removing users to/from TMT using active directory, setting user permissions, and monitoring software license usage.

Minimum Experience/Certification
• Posesses the skills and experience in Systems Administrator with responsibility for planning and coordinating the installation, testing, modifying, upgrading, operation, troubleshooting, and maintenance of hardware and software systems with Sharepoint, SQL, CRM and TMT (Task Management Tool) applications.

• Held a key position in an organization providing IT systems support

• Demonstrate knowledge and experience (minimum 1 year) in the following skills:
  - SQL server administration and maintenance
  - Active Directory experience
  - Microsoft CRM experience
  - Microsoft Sharepoint system experience
  - A wide range of IT principles, concepts, and methods
  - Communications Systems
  - Knowledge of system architecture and integration techniques
  - Ability to review/revise/develop policy
  - Ability to initiate and implement enhancement plans
  - Ability to read, assess, and understand network topologies
  - Microsoft Office computer skills are mandatory (Word, Excel, PowerPoint, Outlook)

Minimum Education
• A bachelor’s degree. An additional four years experience may be substituted in lieu of a degree.

**IT-GSA-39: Business Consultant VI**

**Functional Responsibility**
• Provides solution design delivery of solutions
• Provides input on design and integration issues based on knowledge, previous implementation experience and best practices
• Provides input and recommendation on technical implications of specific design solutions
• Ensure end to end design provides a practical, integrated business solution
• Ensure solution design is compatible with future strategies and vision
• Validate project design and communicate potential issues and obstacles
• Developing and implement plans based on a thorough understanding of systems development life cycle (SDLC)
• Identify issues, risks, and project team conflicts, to develop a timely resolution

Minimum Experience/Certification
• 6+ years of relevant work experience
• Strong executive presence with excellent written and verbal communications skills
• Ability to work as part of a cross-cultural team, including flexibility to support multiple time zones when necessary
• Excel, PowerPoint, Word, Visio, and MS Project skills
• Basic project management skills
• 3+ years of experience in business process consulting, problem definition, architecture, design, development, configuration, solutions evaluation, validation and deployment
• Passion for transforming our clients businesses to unlock value for their shareholders, clients, and partners

Minimum Education
• Bachelors degree or consider three years of progressive experience in the specialty in lieu of every year of education.
**IT-GSA-40: Project Consultant**

**Functional Responsibility**
- Managing projects around systems and data architecture
- Responsible for multiple projects simultaneously; these will be capital projects involved in updating and consolidating functionality in various systems related to provider demographics
- Heavily involved with setting up recurring status meetings with the business, fielding questions from the business, as well as handling issues that arise from the business and/or IT leaders
- Anticipating issues and acting proactively to address potential issues
- Gathering and updating project materials, completing budgeting, forecasting, project documentation, business flows, and lessons learned documents
- Speaking to details of the project to both the business and technical teams from beginning to end of all projects
- Obtaining maximum value from Information Technology project management services
- Utilizing organizational resources appropriately
- Management of key projects to ensure successful completion
- Managing cross-functional interdependencies
- Improving processes to optimize performance and value over time
- Providing risk management and issue/problem resolution as required
- Core deliverables - Delivery Roadmap, Status Reporting, Communication Plans

**Experience/Certification**
- Undergraduate degree or equivalent experience
- 5+ years of IT Project Management experience
- 5+ years of working hands-on with all aspects of the System Development Life Cycle
- 5+ years of data gathering/analysis and writing system requirements
- Experience working with test plans and test cases
- Experience facilitating Joint Application Design (JAD) sessions

**Minimum Education**
- Bachelors degree or consider three years of progressive experience in the specialty in lieu of every year of education.

---

**IT-GSA-41: VMWare/Windows Administrator**

**Functional Responsibility**
- Performs maintenance and implementation of VMWare high availability environments
- Must have working experience with HA clusters
- Must have NLB and WFC experience
- Must have experience in SAN administration and VMWare integration
- Perform pro-active performance monitoring tasks
- Identify, track, escalate, resolve and report IT infrastructure problems
- Design infrastructure related projects while working with business and other IT members
- Prepares cost benefit information to include in business cases for new projects
- Provide documentation of complex computer systems.
- Provide technical consultation
• May be required to perform other related duties as assigned.

Minimum Experience/Certification
• 6 or more years of work experience supporting complex High Availability virtualized environments using VMWare
• SAN Administration
• Windows server administration
• Experience with Storage technologies including iSCSI and Fiber Channel
• Infrastructure monitoring and management tools
• Ability to develop IT technology strategy for a server environment
• Ability to be on an after-hours on call rotation

Minimum Education
• VMWare Certification
• MCSE (2008 or later)
• Related infrastructure support certifications

**IT-GSA-42: VTC Specialist**

Functional Responsibility

- Thorough and complete knowledge and understanding of VTC equipment and teleconferencing bridges, both for set-up and for troubleshooting/maintenance.
- Schedule VTCs, develop a prioritized scheduling system in accordance with the VTC Policy (to include a backup suite in case of systemic failure of the equipment).
- Operate VTC suites during the scheduled VTC. Command Presentations will arrive at a minimum 30 minutes prior to a meeting or event location to properly set up the room and establish VTC or other telecommunications connectivity, including any specific requirements for flag rank officers. Command Presentations personnel will remain on hand to operate the equipment, mitigate equipment and manage connectivity issues that arise during the event. Conference Services personnel will remain after the event to shut down VTC equipment and return the VTC to pre-event condition, or prepare for the next event.
- Provide quality customer service and scheduling to telephone, walk-in and workflow customers, both internal and external. Determines nature of request, provides administrative and procedural assistance; follows-up with customers prior to the event to ensure all requirements have been met.
- Provide professional communications and scheduling services to senior executive government and community leaders.
- Monitors the VTC scheduling workflow for customer requests; follows up with the customer within 24 hours to ensure all customer requests have been addressed. Provides monthly usage reports and performance data to include scheduling conflicts, operational usage for each facility, number of conferences supported and other performance related data as requested.
- Review, update, and generate documents supporting the VTC communication system. The contractor shall draft, review and update an instructional binder for each supported conference room. Binders will give step by step instructions on how to operate VTC and projection equipment for presentations. Binders will remain current and be updated as needed due to changes in equipment, location, software or local processes.

Minimum Experience/Certification
• Conference Services, or VTC operations and scheduling
• 2 years experience
• A wide range of IT principles, concepts, and methods
• Communications Systems
• Knowledge of system architecture and integration techniques
• Ability to review/revise/develop VTC and Command Presentations policy
• Ability to perform maintenance to reestablish connectivity, reset settings, cycle the system, and replace faulty system components.
• Ability to read, assess, understand and interpret VTC architecture and systems
• Leadership and management skills, to include proper communication skills with regard to supervisors, peers, and customers.

Minimum Education
• Associate degree with 2 or more years of experience performing the following VTC tasks.

IT-GSA-43: Lead VTC Specialist

Functional Responsibility
• Thorough and complete knowledge and understanding of VTC equipment and teleconferencing bridges, both for set-up and for troubleshooting/maintenance.
• Schedule VTCs, develop a prioritized scheduling system in accordance with the VTC Policy (to include a backup suite in case of systemic failure of the equipment).
• Operate VTC suites during the scheduled VTC. Command Presentations will arrive at a minimum 30 minutes prior to a meeting or event location to properly setup the room and establish VTC or other telecommunications connectivity, including any specific requirements for flag rank officers. Command Presentations personnel will remain on hand to operate the equipment, mitigate equipment and manage connectivity issues that arise during the event. Conference Services personnel will remain after the event to shut down VTC equipment and return the VTC to pre-event condition, or prepare for the next event.
• Provide quality customer service and scheduling to telephone, walk-in and workflow customers, both internal and external. Determines nature of request, provides administrative and procedural assistance; follows-up with customers prior to the event to ensure all requirements have been met.
• Provide professional communications and scheduling services to senior executive government and community leaders.
• Monitors the VTC scheduling workflow for customer requests; follows up with the customer within 24 hours to ensure all customer requests have been addressed. Provides monthly usage reports and performance data to include scheduling conflicts, operational usage for each facility, number of conferences supported and other performance related data as requested.
• Review, update, and generate documents supporting the VTC communication system. The contractor shall draft, review and update an instructional binder for each supported conference room. Binders will give step by step instructions on how to operate VTC and projection equipment for presentations. Binders will remain current and be updated as needed due to changes in equipment, location, software or local processes.

Minimum Experience/Certification
• Conference Services, or VTC operations and scheduling
• 3 years experience
• A wide range of IT principles, concepts, and methods
• Communications Systems
• Knowledge of system architecture and integration techniques
• Ability to review/revise/develop VTC and Command Presentations policy
• Ability to perform maintenance to reestablish connectivity, reset settings, cycle the system, and replace faulty system components.
• Ability to read, assess, understand and interpret VTC architecture and systems
• Leadership and management skills, to include proper communication skills with regard to supervisors, peers, and customers.

Minimum Education
• Associate degree with 3 or more years of experience performing the following VTC tasks.

**IT-GSA-44: Program Manager I**

Functional Responsibility
• Experience working with Large enterprise IT environment
• Experience with strategic projects over 10 million and with at least 20 or more resources working on effort
• The ability to quickly grasp overall significance of complex situations.
• The ideal candidate will have airline experience or has done work in other industries that have complex business process.
• Must have experience working with complex business process and utilizing within a highly matrices environment.
• Must be able to quickly grasp complex technical designs and assist technical teams with resolving data integrity problems.

Minimum Experience/Certification
• 10 years of Program Manager Experience

Minimum Education
• Bachelor’s Degree Required

**IT-GSA-45: Program Manager III**

Functional Responsibility
• Individual project ownership throughout the full lifecycle (initiation, planning, scoping, execution, and service delivery)
• Define project scope, goals, deliverables, and success criteria that support business objectives in collaboration with customers and internal stakeholders
• Develop full-scale project plans including work breakdown structure, member responsibilities, and associated communications documents
• Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion
• Successfully estimate the resources and participants needed to achieve project goals
• Set and continually manage project expectations with team members, customers, and stakeholders
• Develop and deliver progress reports, proposals, requirements documentation, and presentations
• Determine the frequency and content of status reports from the project team, analyze results, and troubleshoot problem areas
• Proactively manage changes in project scope, identify potential risks, and devise contingency plans
• Proactively identify and escalate issues to Customer, Vendors and/or Program Management regarding issues that are cropping up and hindering service delivery
• Coach, mentor, motivate and supervise project team members and customers while influencing them to take positive action and accountability for their assigned work
• Deliver projects on time and on budget
• Help improve internal tools and processes

Minimum Experience/Certification
• PMP certification preferred; however, not mandatory
• Master’s degree preferably in Engineering, Computer Science, or Project Management
• Minimum 8-10 years of project management experience in a IT End User Computing environment
• Problem solver who goes the extra mile to get results
• Familiar with standard project management tools and processes
• Awareness of trends and innovations
• Strong communication skills
• Organized team player
• Ability to simultaneously handle multiple high profile projects
• Proficient in MS Office programs & project management software (MS Project)
• Positive attitude towards work assigned while continuously striving to deliver best-in-class results
• Familiarity with the international or retail market and technologies

Minimum Education
• Bachelor’s Degree Required

IT-GSA-46: Program Coordinator

Functional Responsibility
• Documents and shares minutes from meetings.
• Works with projects managers and/or program managers, team leads and stakeholders to ensure that schedule data is accurate.
• Receives and reviews project manager progress reports and reviews for completeness and reasonableness.
• Creates an integrated status report for delivery to Senior Management.
• Ensures resource assignments are accurate and agreed upon by resource managers.
• Takes and publishes minutes of Program Office meetings.
• Performs special projects and other duties as may be assigned.
• Supports Project Managers with meetings and resource time management
• Develops and prepares project documentation, improves processes, maintains internal documents, web pages and tracks reports to communicate details of project.

Minimum Experience/Certification
• 3-5 years’ experience
• Agile experience – Highly Desired
• MS Project or Primavera Required (Primavera Preferred)
• Previous Experience with Client a Plus
• Previous Program/Portfolio Management Experience is Highly Desired

Minimum Education
• Bachelor’s Degree Required
IT-GSA-47: Programmer

Functional Responsibility
- Work closely with in-house design and marketing teams to define new features
- Code all front end features of the website
- Build lightweight, efficient reusable objects
- Work effectively as part of a larger Agile software team
- Troubleshoot, optimize, and performance tune applications
- Work with outside data sources and API*s

Minimum Experience/Certification
- Experience with databases (MS SQL Server a plus
- 3-5 years’ experience
- Experience with HTTP and consuming RESTful APIs
- Experience with C#, HTML 5, JQuery, JavaScript, and CSS3, Angular
- Ability to work with data outside APIs
- Ability to understand and parse XML, JSON and serialized data
- Knowledge, Skills & Abilities
- Creative problem solving skills
- Attention to detail, obsession with a UI that looks and behaves right
- Self-driven with ability to operate independently under minimal guidance

Minimum Education
- Bachelor’s degree in Computer Science/Information Technology or equivalent experience

IT-GSA-48: IT Specialist Jr.

Functional Responsibility
- Under immediate supervision, install, configure, service, repair, and maintain information technology systems in both a stand-alone and client server environment, including MS server, Defense Message Systems, and other authorized information technology systems.
- Install, configure, service, repair, and maintain hardware and software for network services, storage networking devices, and servers.
- Integrate multiple information systems in a networked environment, evaluate and resolve customer information system problems, effect required hardware upgrades and repair to maintain mission capability.
- Install and configure wireless hubs, routers, switches, and various transmission media, server hardware and software, and ensure the proper installation and configuration of workstation hardware and software for efficient operation on the network.
- Install, optimize and troubleshoot Local Area and Base Area Networks.
- Familiar with Internet Protocol version 6 (IPv6), Enhanced Interior Gateway Routing Protocol (EIGRP), Border Gateway Protocol (BGP), Virtual Local Area Networks (VLANs), Virtual Private Networks (VPNs), and Network Address Translation (NAT).

Minimum Experience/Certification
- Two to four (2-4) years of experience required.
- Certified in accordance with DoD 8570.01-M Information Assurance Technician (IAT) Level I: A+, Network+.
- One of the following is required: MTA, MCTS, MCSA, CompTIA A+, CompTIA Network +, CCNA.
Minimum Education
- Two to four (2-4) years of experience required.
- High school Diploma or General Equivalency Diploma (GED).

**IT-GSA-49: IT Developer/Engineer**

Functional Responsibility
- Formulate and define system scope and objectives using knowledge of information technology and industry knowledge/requirements.
- Act as a liaison between client and technical solutions/support groups, using strong communication skills to elicit, document, analyze and validate business processes, systems, and solution requirements.
- Research, identify, and specify solutions to problems.
- Support and conduct visualization, user experience and configuration elements of solution design.
- Document requirements specifications using high-maturity methods, processes and tools.
- Support requirements management and change management processes.
- Support aspects of the business cycle, including proposals, feasibility studies, and implementations.
- Consider the business implications of the application of technology to the current business environment.

Minimum Experience/Certification
- 2 or more years’ experience.
- Essential: requirements determination using structured techniques for documentation, analysis, evaluation/validation; decomposition of high-level information into details; abstracting low-level information; distinguishing requests vs needs; distinguishing requirements vs. solutions; classifying/prioritizing requirements; requirements change management and traceability; identifying risks; applying creativity to solving complex problems; building relationships and working collaboratively; effective verbal/written communication; experience in an industry domain.
- Specialized: developing structured user manuals and training; business rules modeling; develop and executing acceptance test plans.

Minimum Education
- Typically, a Bachelor’s degree in a technical or business discipline or equivalent experience.
- Minimum of 2 years of related experience or a Master’s degree and up to two years of experience.

**IT-GSA-50: Customer Service Rep II**

Functional Responsibility
- Receive inbound telephone calls, chat messages, and emails on product questions.
- Provide excellent customer service, technical troubleshooting, and problem resolution.
- Provide user-friendly explanations and follow-up using telephone, emails, and/or chat, and in person communication.
- Resolve customer problems in a friendly and timely manner in order to ensure customer satisfaction.
- Open trouble tickets using the trouble ticking tool (CSR) and document action steps and resolutions including follow-up.
• Ensure issues are fully documented within the CSR (trouble ticket tool) application that allows for seamless escalation to other personnel as required.
• Use professional judgment to resolve a problem.
• Escalate customer concerns as necessary to management, as required.
• Serve as liaison between customers and other personnel. Communicate problems and trends to team for internal resolution.
• Tier 2 or 3, you will assist and communicate with Tier 1 seasonal technical support and resolve reported problems.
• Provide assessment of existing systems and recommend improvement.
• Develop technical solutions to be posted to both internal and external knowledge base.
• Software testing of new and enhanced software applications.
• Perform other duties as assigned

Minimum Experience/Certification
• Ability to respond to customers inquiries and complaints; ability to solve problems in a timely and friendly manner; ability to effectively present information to coworkers and management; excellent verbal and written skills; excellent telephone skills; work well in a team environment.
• Minimum of 2 years of related experience

Minimum Education
• High School Graduate or AA in computer science or business administration or equivalent experience.

**IT-GSA-51: Customer Service Rep III**

Functional Responsibility
• Applies basic helpdesk support skills, company policies and procedures in a Tier 1 Help Desk environment providing live chat sessions and email support for products and services on our client’s, the US Postal Service, website.
• Must have a good understanding of the general/technical aspects of a Tier 1 Help Desk.
• Primarily provide end-user assistance via live chat sessions that are routine to moderately complex in nature and require basic problem resolution and independent judgment. The successful incumbent must allocate his/her own time efficiently and will receive general instructions on all work.

Minimum Experience/Certification
• Typically, two - three years of work experience in a helpdesk or call center environment. Previous experience supporting customers via live chat is preferred.
• Must have Microsoft Office product knowledge and trouble shooting skills, to include:
  - Microsoft Office 2003 – 2013
  - Microsoft Outlook 2003– 2013
  - Live Chat and/or any Customer Relationship Management (CRM) software tools.
• Possesses the ability to successfully manage and prioritize concurrent task, i.e., handling three chat sessions at one time.
• Showcase the ability to communicate well (orally and in writing) working with the client’s consumers/customers.
• Positive attitude and work ethic.

Minimum Education
• A high school diploma or equivalent, minimally. A two or four year post-high school degree in a technical field is preferred
IT-GSA-53: Field Tech Support Rep V

Functional Responsibility

- Under general direction, applies specialized knowledge in a single discipline such as assembly/integration, cross-discipline functions, data engineering, industry expertise, knowledge engineering or legacy evolution.
- Applies specialization to conceptualize, design, construct, test and implement portions of business and technical information technology solutions through application of appropriate software development life cycle methodology.
- Interacts with the customer to gain an understanding of the business environment, technical context and organizational strategic direction. Defines scope, plans and deliverables for assigned projects.
- Collects, identifies, defines and organizes detailed user and information technology requirements.
- Coordinates and collaborates with others in analyzing collected requirements to ensure plans and identified solutions meet customer needs and expectations.
- Confirms and prioritizes project plans and deliverables with the customer.
- Participates in business and technical information technology solution implementations, upgrades, enhancement and conversions.
- Understands and uses appropriate tools to analyze, identify and resolve business and or technical problems.
- Applies metrics to monitor performance and measure key project criteria. Prepar e system documentation. Establishes and maintains security, integrity and business continuity controls and documents. Participates in special studies. Stay current on emerging tools, techniques and technologies. Assists information engineers on application of specialized knowledge to coding, testing, implementation and documentation projects.

Minimum Experience/Certification

- QualHigh school Diploma or General Equivalency Diploma (GED)
- Four to nine (4-9) years of related experience in information systems.
- SCCM, Cisco, Enterprise Active Directory, Microsoft, MDC, public safety support, knowledgeable ticketing system, asset management, remote site support, etc.

Minimum Education

- Qualifications: High school Diploma or General Equivalency Diploma (GED)

IT-GSA-54: Help Desk

Functional Responsibility

- Troubleshoot desktop support issues for on-premises and remote staff.
- Manage user accounts for Office365, Active Directory, Exchange, and other applications.
- Configure permissions for file-shares.
- Setup, monitor and troubleshoot interoffice VPN
- Process tech setup, terminations, data access releases, purchase requisitions.
- Procure new hardware for personnel.
- Configure mobile hardware, manage mobile accounts.
- Sys prep new workstations to Orbis spec (install software, configure OS, etc.).
- Configure office phones for users.
- Inventory all hardware, track equipment consignments including desktop, laptop, mobile.
- Assist with conference room A/V systems.

**Minimum Experience/Certification**
- 2-3 years of experience with working in an information technology related position
- Working knowledge with Active Directory
- Extensive helpdesk support experience
- Proven operational familiarity in the following areas are a plus:
  - Anti-Virus software and management system
  - Web and VOIP communication platform, such as, Skype-for-Business, Zoom, WebEx, etc.
  - Firewall configuration and policy
  - Configuring routers and switches
  - Microsoft Windows Servers
  - SAN technologies
  - Managing VMware
  - Active Directory including Group Policy, DNS and DHCP management
  - IP Telephony
  - Network security
  - Network design and implementation
  - Networking: WLAN, WAN, LAN, VLAN, and IP address management

**Minimum Education**
- Qualifications: High school Diploma or General Equivalency Diploma (GED)

**IT-GSA-55: Tier I IT Support Technician**

**Functional Responsibility**
- Applies specialization to conceptualize, design, construct, test and implement portions of business and technical information technology solutions through application of appropriate software development life cycle methodology.
- Interacts with the customer to gain an understanding of the business environment, technical context and organizational strategic direction. Defines scope, plans and deliverables for assigned projects.
- Collects, identifies, defines and organizes detailed user and information technology requirements.
- Coordinates and collaborates with others in analyzing collected requirements to ensure plans and identified solutions meet customer needs and expectations.
- Confirms and prioritizes project plans and deliverables with the customer.
- Participates in business and technical information technology solution implementations, upgrades, enhancement and conversions.
- Understands and uses appropriate tools to analyze, identify and resolve business and or technical problems.
- Applies metrics to monitor performance and measure key project criteria.
- Prepares system documentation. Establishes and maintains security, integrity and business continuity controls and documents.
- Participates in special studies. Stays current on emerging tools, techniques and technologies.
- Assists information engineers on application of specialized knowledge to coding, testing, implementation and documentation projects.

**Minimum Experience/Certification**
- Four to nine (4-9) years of related experience in information systems.
• Valid DoD 8570: A+ Certification (could accept Network +, Security +, CNNA, MTA, or MCTS)

Minimum Education
• Qualifications: High school Diploma or General Equivalency Diploma (GED)

**IT-GSA-56: Tier II IT Support Technician**

Functional Responsibility
• Respond to incoming Field Technician calls.
• Responsible for accepting and/or assisting in problem analysis from Technical Assistance Technicians.
• Must be able to perform the duties of Technical Assistance Technicians and serve as mentors.
• Accurately document trouble tickets in a timely manner including root cause, problem analysis and steps to final resolution. Provide remote support to Field Technicians in order to fully resolve problems in the field.
• Proactively maintain and scrub every system each time a troubleshooting event occurs including ticket history.
• Periodically update customers on open issues providing ETA of resolution when ownership is at the Technical Operations Technician level.
• Ensure resolution confirmation is obtained from the customer before closing tickets.
• Responsible for Big Brother, Orion and E-Imports systems monitoring and resolution of alarms.
• Must follow all department policies and procedures including escalation process and response times.
• Perform other duties as needed which are directed by the business needs of the service organization and assigned by management.
• Responsible for completing training as assigned by management and Training Department, as well as, selecting training courses that will improve individual skill set through Securus University.

Minimum Experience/Certification
• 3+ years experience in a technical support environment providing support for external desktop and network customers.
• Understanding of networks, router and servers.

Minimum Education
• High school education or equivalent.

**IT-GSA-57: Tier III IT Support Technician**

Functional Responsibility
• Respond and resolve tickets in a timely manner.
• Implement patches and implement corrective actions needed to mitigate security risks and vulnerabilities.
• Implement IT policies, procedures, and system controls.
• Identify any IT related deficiencies based on scan or other IT assessment test or techniques, as part of a gap analysis.
• Provide hardware and software support/troubleshooting.
• Test and image desktops and laptops.
• Maintain, analyze, and troubleshoot software and computer peripherals.
• Ensure all tickets requiring follow-up work and/or calls are resolved
• Provide technical support to end users view telephone
• Test, image, and clean PCs, laptops, and other related hardware

Minimum Experience/Certification
• Basic knowledge of Active Directory, Group Policy, and Windows ACLs.
• 3+ years experience in a technical support environment providing support for external
desktop and network customers
• Good working knowledge of Microsoft Office Suite
• Experience with Nessus or other scanning tools strongly preferred
• Knowledge of network communications fundamentals
• Knowledge of basic IA principles and best practices and ability to apply to one's work.
• Troubleshooting and analysis skills for general network and application level issues.
• Ability to interact with staff at all levels and to work under minimal supervision
• Excellent, organizational, interpersonal, and communication skills.
• Ability to multitask and work in a team setting
• Understanding of a wide variety of desktop applications.
• Experience working within enterprise ticket systems.
• MCP, Security+ and similar certifications desired.

Minimum Education
• High school education or equivalent.

**IT-GSA-58: IT Specialist Mid - Tier II**

Functional Responsibility
• Applies specialized knowledge in a single discipline such as assembly/integration, cross-
discipline functions, data engineering, industry expertise, knowledge engineering or legacy
evolution.
• Applies specialization to conceptualize, design, construct, test and implement portions of
business and technical information technology solutions through application of appropriate
software development life cycle methodology.
• Interacts with the customer to gain an understanding of the business environment, technical
context and organizational strategic direction.
• Defines scope, plans and deliverables for assigned projects. Collects, identifies, defines and
organizes detailed user and information technology requirements.
• Coordinates and collaborates with others in analyzing collected requirements to ensure plans
and identified solutions meet customer needs and expectations.
• Confirms and prioritizes project plans and deliverables with the customer.
• Participates in business and technical information technology solution implementations,
upgrades, enhancement and conversions.
• Understands and uses appropriate tools to analyze, identify and resolve business and or
technical problems.
• Applies metrics to monitor performance and measure key project criteria. Prepares system
documentation.
• Establishes and maintains security, integrity and business continuity controls and documents.
Participates in special studies.
• Stays current on emerging tools, techniques and technologies.
• Assists information engineers on application of specialized knowledge to coding, testing, implementation and documentation projects.

Minimum Experience/Certification
• Four to nine (4-9) years of related experience in information systems.
• Valid DoD 8570: Ace Certification (could accept Network +ce, Security +ce, or CISSP).

Minimum Education
• Qualifications: High school Diploma or General Equivalency Diploma (GED)

**IT-GSA-59: IT OPS Support Analyst III**

Functional Responsibility
• Applies basic knowledge of the job skills, company policies and procedures to complete a variety of assignments/tasks on a telecommunication helpdesk supporting LAN and wireless infrastructures.
• Must have a good understanding of the general/technical aspects of the job in regard to networking and Cisco IOS commands, WLAN controllers, autonomous and Lightweight Access Points (LWAPs). He/she will work on assignments that are routine to moderately complex in nature and require basic problem resolution and independent judgment.
• Allocates own time efficiently and receives general instructions on all work.
• Single point of contact (SPOC) for feature/function or technical problems.
• Call tracking and reporting to ensure that problems are resolved within SLA parameters.
• End-to-end problem ownership.
• Provide moderator and operator assistance call services.
• Opens or takes ownership of trouble tickets from Remedy/Service Now/Salesforce.com and resolves identified issues associated with telecommunications and/or application support.
• Ticket escalation to appropriate customer organizations or business partners as directed.
• Updates on open tickets and status reporting on tickets until closure or reassignment

Minimum Experience/Certification
• Typically, 2-3 years of working experience in related fields
• Must have networking/telecommunications basic knowledge to include trouble shooting skills to enable support of a WLAN controllers, routers, switches, access points, etc. LDAP, DHCP, Subnet, Active Directory, Office/Excel 2003 – 2010 considered a plus.
• Ability to successfully manage and prioritize multiple concurrent projects.
• Ability to communicate well (orally and in writing) and work with client’s personnel and vendors. o Positive attitude and work ethic. o Self-motivated.
• Ability to work well alone or within a team setting.

Minimum Education
• High School Diploma or equivalent; may hold 2 year post-high school Degree (technical field).

**IT-GSA-61: IT OPS Support Analyst V**

Functional Responsibility
• Must have strong administration support skills in WebSphere product support in an RHEL environment and strong communication and documentation skills.
• Be able to lead and coordinate the design, development, implementation and support of specialized business and technical information technology solutions
• Subject Matter Expert (SME) in WebSphere and will provide project planning and technical support to the application developers and TWAI application business owners. This resource
will be the primary point of contact for WebSphere Product throughout the application life cycle. In this role, the individual will ensure WebSphere readiness compliance; propose architectural solutions to support WebSphere requirements for high availability, reliability, security, etc.; work with clients to develop and update migration project schedules and provide appropriate communications. Must be willing to handle complexity and troubleshoot various technical scenarios on various software platforms.

- Must be able to provide installation, optimization, and troubleshooting support for the WebSphere and associated WebSphere products.
- Must be able to work with Developers who design, develop, code test and implement procedures to load the data warehouse according to the approved design and technical models incorporating the business rules and data requirements
- Document the modified application design, code, logic, packages, modules or triggers in the appropriate tool and update the operations manual.
- Will work with a team supporting the customer.

Minimum Experience/Certification

- Experience in installing, clustering, and doing performance tuning and troubleshooting for applications servers
- 5 years of WebSphere architecture experience including design, administration, configuration and integration with COTS products.
- Experience in integrating and deploying applications on WebSphere in a shared hosting environment
- Strong communication skills, both verbal and written
- Ability to produce written documentation (procedures and work instructions)

Minimum Education

- A bachelor’s degree in computer science or related field or has equivalent work experience.

**IT-GSA-63: Integration Developer**

**Functional Responsibility**

- Responsible for the integration design between projects, working with the solution vendors and 3rd party integrators
- Ensure integration design is fully documented, including functional and technical specifications, and aligned with business
- Provide design expertise and support during project implementation phases
- Responsible for resolving integration design related issues that come up during projects and post go-live phase, with the help of solution vendor, their support team and Auto Plus IT help desk as necessary
- Be well versed with the functional and technical design of the DFIO solution and related integration touch-points

**Minimum Experience/Certification**

- 3+ years of experience in managing IT solution interfaces and supporting solution design
- Understanding of modules and processes and integrations with external systems
- Proficient with databases and queries, preferably Oracle
- Ability to work under tight time constraints, handle sensitive data and multi-tasking so that deadlines can be met.
• High organized and able to prioritize and manage time efficiently with the ability to handle stress in a fast-paced, deadline-driven environment.
• Good communication skills, both oral and written.

Minimum Education
• Bachelors degree in engineering or IT related discipline

**IT-GSA-64: Application Consultant**

Functional Responsibility
• Responsible for enhancing, supporting, and maintaining an application
• Responsibilities include providing instruction on various technical topics to other team members, managing an application project through the entire project life cycle while meeting project deadlines and initiatives.
• Coordinating the development of new functionality, testing and implementing scheduled vendor releases and system upgrades, and fixing system defects.
• Serve as the resource for other application team members on technical and functional application analysis, defining system requirements, and developing logical data models using best practices for build and configuration, maintenance and data integrity.
• Work with cross functional teams and clients by providing education on system functionality, and configuration of new tools to increase end user productivity within the application.
• Ensure system changes follow change management procedures and protocols, create and maintain all documentation for all assigned applications, and develop, plan and execute testing for supported applications.
• Communicates all necessary application changes, enhancements, and procedures to all necessary internal department teams.

Minimum Experience/Certification
• Minimum of 3 years related experience required.
• Experience in healthcare IT preferred.

Minimum Education
• Bachelor’s degree required.

**IT-GSA-65: Server Engineer**

Functional Responsibility
• Responsible for protecting, securing, and proper handling of all confidential data held by the client to ensure against unauthorized access, improper transmission, and/or unapproved disclosure of information that could result in harm to their clients.
• The I-Client philosophy and the Core Values of People Matter, Quality First and Integrity Always® should be visible in your actions on a day to day basis showing your support of our organizational culture.
• Serve as the liaison between development, DBA, implementations and other infrastructure teams.
• Serve as the highest level of web and application support for identified issues
• Enhance system performance through implementation of third party solutions and review of internally developed applications
• Coordinate and perform application implementations during non-business hours
• Evaluate new technologies to enhance performance and efficiency
• Provide technical expertise and consulting to development teams
• Review and optimize overall hardware configurations, and develop plans to integrate new hardware and software components
• Assist in process definition, documentation and continuous improvement in best practices
• Develop and deliver internal training in selected relevant topics
• Assist with other projects and tasks as assigned.

Minimum Experience/Certification
• 7 years’ experience in IT, including requirements analysis, design, development and testing of client server applications, application interfaces, graphical user interfaces and databases
• Experience with a variety of database platforms, operating system platforms and application development including MS SQL Server, Sybase, Visual Basic and Windows 2003
• Experience with Cold Fusion, .Net and IIS web servers
• Excellent organization skills, proven analytical abilities and decision making skills
• Ability to participate in scheduled non-business hour implementation and maintenance activities
• Ability to participate in a rotating 24/7 on-call technical support schedule

Minimum Education
• Bachelor’s degree in Computer Science or equivalent work experience

IT-GSA-66: Design Engineer

Functional Responsibility
• Architect, design and code embedded applications on a Linux-based real-time platform
• Research, design, develop, modify and evaluate embedded computer software for electronic equipment or other communications systems in conjunction with hardware product development.
• Determine design approaches and parameters. Analyze software requirements to determine feasibility of design within time and cost constraints. Analyze equipment to establish operating data, conduct experimental tests and evaluate results.
• Perform detailed analysis including: requirements analysis, use case scenarios, conceptual design, trade studies, test, operation, maintenance, and reliability analysis of radio communications products, internal subsystems, and external systems.
• Perform the functional analysis, requirements allocation and technical interface definition to translate customer requirements into software development specifications for the radio and associated subsystems.
• Develop block diagrams and interface design specifications.
• Work with product design, test, manufacturing, logistics engineering teams, product and program management and other groups, and external customers as needed to define and execute radio product development projects and deliver high-quality radio products.
- Prepare design and implementation reviews and oversee the configuration management and control of requirements and design documentation, and development software. Present technical briefings and status reviews.
- Ensure the conversion of customer requirements, including informal requirements, into total systems solutions that balance the technical, schedule and cost constraints of the program.
- Consult with electrical engineers and other engineering staff to evaluate interface between hardware and software and operational performance requirements of the overall system.
- Develop software system testing procedures and design documentation.

Minimum Experience/Certification
- 3+ years developing C/C++ applications on embedded platforms
- Experience developing Linux applications, libraries, HAL
- Knowledge of interrupt processing and threading
- Knowledge of Linux device drivers a plus
- Experience in machine control and HMI development a plus

Minimum Education
- BS in computer engineering, computer science, mathematics or related area

**IT-GSA-67: Mainframe Service Delivery Manager**

Functional Responsibility
- Interact with client leadership and technical teams to define project requirements and identify solutions consistent with defined terms, methodology, policy, and regulations.
- Oversee the overall project, with ultimate responsibility for success or failure of the engagement, specifically focused on ensuring overall client satisfaction and quality of delivery and profitability of the engagement.
- Anticipate problems or situations that could affect project success. Assess potential impact to the project and develop and execute the best solution. Manage escalated situations as needed.
- Quickly respond to client requests for immediate issues while also being able to drive projects to completion.
- Analyze each client's specific challenges, determine the underlying problem and recommend proper solutions.
- Capture meeting minutes and actions items. Distribute action items as required and manage to completion.
- Communicate project status to clients, management, and partners as appropriate.
- Manage multiple competing priorities.
- Cultivate effective working relationships with client, Cielostar, and partner teams to maximize productivity and customer service delivery.
- Develop a detailed project plan to monitor and track progress.
- Provide project and organizational leadership.

Minimum Experience/Certification
- Proven track record of driving major IT projects, managing multiple priorities simultaneously, setting timelines, holding people accountable and delivering projects on-time and on-budget.
• Delivery management experience in both business process and technology implementations.
• Must have experience working with tight deadlines and handling escalations.
• 5+ years of related experience.
• Knowledge of healthcare industry and/or Benefits Administration a plus

Minimum 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 or three (3) years of equivalent experience in a related field. A Master's Degree is preferred.

IT-GSA-68: CISCO Firewall Implementation Engineer

Functional Responsibility
• Create firewall objects, object-groups, and add ACL entries.
• Create firewall NAT rules.
• Review and understand operation of ASA ACL*s, object, and object groups.
• Configure IPSEC LAN to LAN VPN*s with partners based on information provided by the partner and troubleshoot if/when the VPN does not come up upon configuration
• Troubleshoot access connectivity through the firewalls for new access recently configured as well as access that was working but has broken for reasons
• Configure custom URL lists.
• Add ports to list of ports WSA will permit connections to.
• Follow change control processes and document changes via Service now.

Experience/Certification
• Must have a minimum of five (5) years of network technical experience that includes extensive experience in implementation of network design.
• Cisco Firewall Implementation Experience
• Expertise in configuring 5545X Firewalls
• Expertise in configuring 5525X Firewalls
• Hands on experience in working with FirePower and FireSight
• Hands on experience in routing and switching

Minimum 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 or three (3) years of equivalent experience in a related field. A Master's Degree is preferred.
USA Commitment to Promote Small Business Participation Procurement Programs

PREAMBLE

Ohm Systems, Inc. provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrates our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact Mr. Praful Patel, TEL: (215) 675-2766, x110, Email: ppatel@ohmsysinc.com, FAX: (215) 675-2767.
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

Ordering Activity  Date                  Contractor  Date
BPA NUMBER_____________

(CUSTOMER NAME)

BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s)____________, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA)

EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

<table>
<thead>
<tr>
<th>MODEL NUMBER/PART NUMBER</th>
<th>BPA DISCOUNT/PRICE</th>
<th>*SPECIAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(2) Delivery:

<table>
<thead>
<tr>
<th>DESTINATION</th>
<th>DELIVERY SCHEDULES / DATES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be ____________________.

(4) This BPA does not obligate any funds.

(5) This BPA expires on _________________ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

<table>
<thead>
<tr>
<th>OFFICE</th>
<th>POINT OF CONTACT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

(a) Name of Contractor;

(b) Contract Number;

(c) BPA Number;

(d) Model Number or National Stock Number (NSN);

(e) Purchase Order Number;
(f) Date of Purchase;

(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor’s invoice, the provisions of this BPA will take precedence.
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 an 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.