

PROPOSED PRICELIST COVER PAGE

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

SPECIAL ITEM NO. 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D316	IT Network Management Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

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

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

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

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CONTRACT NUMBER: GS-35F-0507J

PERIOD COVERED BY CONTRACT: DECEMBER 4, 2009 – JUNE 8, 2014

General Services Administration
Federal Supply 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 Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

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Information For Ordering Offices
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 Supply Schedules Program. 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 micropurchase 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 Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

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

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

1. Geographic Scope of Contract:

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

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

Offerors are requested to check one of the following boxes:

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

2. Contractor’s Ordering Address and Payment Information:

RICOMM Systems, Inc.
20000 Horizon Way, Suite 500
Mount Laurel, NJ 08054

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 agencies to obtain technical and/or ordering assistance:

(856) 359-9090

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. Statistical 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: **60-170-6534**

Block 30: Type of Contractor – **A. Small Disadvantaged Business**

Block 31: Woman-Owned Small Business – **No**

Block 36: Contractor’s Taxpayer Identification Number (TIN): **22-253-1993**

4a. CAGE Code: **01CX8**

4b. Contractor **has** registered with the Central Contractor Registration Database: **TPIN #1998F036672**

5. FOB: Destination

6. Delivery Schedule

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

SPECIAL ITEM NUMBER
132-51

DELIVERY TIME (Days ARO)
In accordance with individual delivery/task orders

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: **None**
- b. Quantity: **None**
- c. Dollar Volume: **None**
- d. Government Educational Institutions: **Government Educational Institutions are offered the same discounts/pricing, terms and conditions 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

Not Applicable

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 132-51 - Information Technology (IT) Professional Services

12. Use of Federal Supply Service Information Technology Schedule Contracts

[NOTE: If the IT Professional Services are firm-fixed price solutions for a specifically defined service or task, use FAR 8.404 ordering procedures.]

In accordance with FAR 8.404:

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering activities need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering activity has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the ordering activity’s needs.

a. **Orders placed at or below the micro-purchase threshold.** Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

b. **Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold.** Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering activities should consider reasonably available information about the supply or service offered under MAS contracts by using the “GSA Advantage!” on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the ordering activity’s needs. In selecting the supply or service representing the best value, the ordering office may consider--

- (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
- (2) Trade-in considerations;
- (3) Probable life of the item selected as compared with that of a comparable item;
- (4) Warranty considerations;
- (5) Maintenance availability;
- (6) Past performance; and
- (7) Environmental and energy efficiency considerations.

c. **Orders exceeding the maximum order threshold.** Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering activity to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering activities shall--

Review additional Schedule Contractors’

- (1) catalogs/pricelists or use the “GSA Advantage!” on-line shopping service;
- (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. . If further price reductions are not offered, an order may

still be placed, if the ordering activity determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- (2) Offer the lowest price available under the contract; or
- (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).

d. **Blanket purchase agreements (BPAs).**). The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering activities may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

e. **Price reductions.** In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering activities will find it advantageous to request a price reduction. For example, when the ordering activity finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering activity the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order.

f. **Small business.** For orders exceeding the micro-purchase threshold, ordering activities should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

g. **Documentation.** Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an ordering activity requirement, in excess of the micro-purchase threshold, is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering activity shall include an explanation in the file as to why the particular brand

name, product, or feature is essential to satisfy the ordering activity’s needs.

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-STDS).

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 Supply 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 2001)

- (a) **Security Clearances:** The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) **Travel:** The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (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.

15. Contract Administration For Ordering Offices

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

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, non-contract 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 at open market purchases. Ordering Activities procuring open market items must follow FAR 8.401(d).

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:

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)

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

"BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract."

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type

of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

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, Contractor's Reports of Sales and 552.238-76, Industrial Funding Fee, 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 receive 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.ricommssystems.com

The EIT standard can be found at: www.Section508.gov/.

24. Prime Contractor Offering 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.

Terms and Conditions

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION
 TECHNOLOGY (IT) PROFESSIONAL SERVICES
 (SPECIAL ITEM NUMBER 132-51)**

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. Ordering Procedures for Services (requiring a Statement of Work) (G-FCI-920) (MAR 2003)

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

When ordering services over \$100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must

follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services. When DFARS 208.404-70 is applicable and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.404-70, the DFARS procedures take precedence.

GSA has determined that the prices for services contained in the contractor’s price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

- (a) When ordering services, ordering activities shall—
 - (1) Prepare a Request (Request for Quote or other communication tool):
 - (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
 - (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or

other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

- (iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor’s experience and/or past performance performing similar tasks.
- (iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors’ locations, as appropriate) and transmit the request as follows:

NOTE: When buying IT professional services under SIN 132-51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency’s needs are available, if the order is estimated to exceed the micro-purchase threshold.

- (i) The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.
- (ii) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity’s needs.

- (iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.
- (iv) Ordering activities should strive to minimize the contractors’ costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

(b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering activity the opportunity to secure volume discounts. When establishing BPAs, ordering activities shall—

(1) Inform contractors in the request (based on the ordering activity’s requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

- (i) **SINGLE BPA:** Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)
- (ii) **MULTIPLE BPAs:** When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs.

Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.

(2) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)

(c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

(d) When the ordering activity’s requirement involves both products as well as executive, administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

(e) The ordering activity, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors’ quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

4. 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.

5. 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.

6. 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.

7. 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.

8. 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.

9. 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 Services.

10. Independent Contractor

All IT 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.

11. 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 Government, 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.

12 Invoices

The Contractor, upon completion of the work ordered, shall submit invoices for IT 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.

13. 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.

14. Resumes

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

15. Incidental Support Costs

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

15. Approval of Subcontracts

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

16. Description of IT Services and Pricing

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51. IT Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE:

Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

Labor Categories and Job Descriptions

The following labor categories provide descriptions of each type of IT Service offered by RICOMM Systems, Inc., to its government and commercial customers.

1. Project Director

Minimum/General Experience: Specialized experience directing and managing large scale projects involving the analysis, design, development, testing, documentation, implementation, installation, and operation of complex IT systems or computerized systems; such as information storage and retrieval, information interchange and communications. Direct supervisory responsibility for personnel and project monitoring.

Functional Responsibility: Monitors each task and keep customer informed on all problems and accomplishments. Plans and manages project schedules, directs the work of other contractors, and provides quality assurance reviews. Provides consulting services during the planning, analysis, and design phases of the engagement including requirements analysis, feasibility study, developing project justifications, project plans and schedules, execution and implementation. Provides direct supervisory control over personnel and allocates the resources of the project. Has direct responsibility for the performance of the engagement and authority to interface with the customer regarding all aspects of the engagement. Directs and manages IT engagements including assessment, remediation, testing, implementation and IV&V. Prepares and presents client briefings to the senior leadership.

Minimum Education: An advanced degree in Computer Science, Systems Analysis, Information Management, Software Engineering, or Telecommunications and 10 years relevant experience. This requirement can also be met with six years additional project management experience.

2. Master IT Analyst

Minimum/General Experience: Ten (10) years of progressive Information Technology (IT) experience including at least six projects in related technical areas. At least one project must have occurred within the past three (3) years. Eight (8) years in supervision of substantial IT projects. Five (5) years of this experience must have been in supervising large IT services contracts, including people of various job categories and skills and must have occurred in the last ten (10) years.

Functional Responsibility: Ensures problem resolution and customer satisfaction for individual delivery orders; provides supervisory, technical, and administrative direction for personnel performing on a task order.

Minimum Education: Master’s degree in an applicable technical field of study and 10 years of relevant experience.

3. Senior IT Analyst

Minimum/General Experience: Nine (10) years of progressive Information Technology (IT) experience including at least five projects in related technical areas. At least one project must have occurred within the past three (3) years. Two (2) years in supervision of substantial IT projects. One (1) year of this experience must have been in supervising large IT services contracts, including people of various job categories and skills and must have occurred in the last five (5) years.

Functional Responsibility: Provides technical and administrative direction for tasks, including review of work products for correctness, compliance with industry accepted standards, FTS standards, and user standards specified in specific task orders.

Minimum Education: Master’s degree in an applicable technical field of study and 9 years of relevant experience.

4. Administrative Assistant I

Minimum/General Experience: Experience in applying standard typing and language skills and operating automated typing equipment.

Functional Responsibility: Provide administrative/contract/financial management assistance including preparation and submission of monthly progress reports, the Program Management Plan, and invoices and the overall management of the contract.

Minimum Education: High School diploma and 1 year of relevant experience.

5. Administrative Assistant II

Minimum/General Experience: Experience in applying standard typing and language skills and operating automated typing equipment. Specialized experience includes proficiency in word processing, maintaining filing

system, proofreading correspondence, answering telephones, scheduling and arranging meetings, making travel arrangements, and other supportive roles.

Functional Responsibility: Provide administrative/contract/financial management assistance including preparation and submission of monthly progress reports, the Program Management Plan, and invoices and the overall management of the contract.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 3 years of relevant experience.

6. Administrative Assistant III

Minimum/General Experience: Experience in applying standard typing and language skills and operating automated typing equipment. Specialized experience includes proficiency in word processing, maintaining filing system, proofreading correspondence, answering telephones, scheduling and arranging meetings, making travel arrangements, and other supportive roles.

Functional Responsibility: Provide administrative/contract/financial management assistance including preparation and submission of monthly progress reports, the Program Management Plan, and invoices and the overall management of the contract.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 5 years of relevant experience.

7. Computer Operations Supervisor

Minimum/General Experience: Experience as a supervisor, senior technician, and/or team leader in computer operations, software systems, or data processing. Experience includes knowledge of effective supervision and training methods, ability to make timely and accurate decisions, and understanding of how and when to apply rules and procedures.

Functional Responsibility: Supervises the activities of the Computer Operators assigned to the IBM Technical Computer Data Center's Computer facility. Provides supervision of an IBM Enterprise Level computer facility. Provides all phases of operation of an IBM mainframe utilizing IBM’s OS/390 or z/OS operating systems and JES2 subsystem. Utilizes knowledge of TSO and Job Control Language.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 2 years of relevant experience. This requirement can also be met with 6 years relevant experience.

8. Computer Operator I

Minimum/General Experience: Operational experience in large-scale computer systems, mid-range computer systems, multi-server systems, and/or networks with knowledge of standard operating concepts, practices, and procedures for the installation, upgrade, and migration of hardware, software, operating systems, and peripheral equipment; monitoring, testing, and problem diagnosis including repair standards and procedures.

Functional Responsibility: Perform computer operation functions. Duties include system initiation (power-up procedures, initial checkout, etc.), system diagnostic and checkout procedures, environmental monitoring (power, temperature, and humidity), mount and dismount magnetic tapes and optical media as requested. Maintain operation run book procedures. Provide tape library services (i.e. slotting tapes, affixing labels, etc).

Minimum Education: Associates degree and 3 years of relevant experience. This requirement can also be met with 7 years relevant experience.

9. Computer Operator II

Minimum/General Experience: Operational experience in large-scale computer systems, mid-range computer systems, multi-server systems, and/or networks with knowledge of standard operating concepts, practices, and procedures for the installation, upgrade, and migration of hardware, software, operating systems, and peripheral equipment; monitoring, testing, and problem diagnosis including repair standards and procedures.

Functional Responsibility: Provide on call support for systems services and technical consulting services to assist in component failure analyses, and implementation of immediate and long-term resolutions. Capture relevant information. Perform overview problem analysis and detailed problem analysis. Provide system applications user support. Perform incident report and problem escalation process. In case of systems failures, interact with network, PC/NT servers, operations and production control, help desk, other support personnel and clients on problem reporting, resolutions and documentation.

Minimum Education: Associates degree and 5 years of relevant experience.

10. Configuration Specialist I

Minimum/General Experience: Experience tracking and controlling multiple versions of coexisting applications at various stages in the software life cycle by applying technical and administrative direction and surveillance over the life cycle of items; controlling, recording and reporting on configuration changes; maintaining specifications, drawings, etc. and verifying conformance to configuration documentation; and auditing configuration items, practices, and procedures to verify conformance to specifications, drawings, and interface control documents.

Functional Responsibility: Support configuration management activities of major government systems. Interact with Government Program Managers, technical leads, test directors and field supervisors.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 1 year of relevant experience.

11. Configuration Specialist II

Minimum/General Experience: Experience tracking and controlling multiple versions of coexisting applications at various stages in the software life cycle by applying technical and administrative direction and surveillance over the life cycle of items; controlling, recording and reporting on configuration changes; maintaining specifications, drawings, etc. and verifying conformance to configuration documentation; and auditing configuration items, practices, and procedures to verify conformance to specifications, drawings, and interface control documents.

Functional Responsibility: Support configuration management activities of major government systems. Interact with Government Program Managers, technical leads, test directors and field supervisors.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 3 years of relevant experience. This requirement can also be met with 10 years relevant experience.

12. Configuration Specialist III

Minimum/General Experience: Experience tracking and controlling multiple versions of coexisting applications at various stages in the software life cycle by applying technical and administrative direction and surveillance over the life cycle of items; controlling, recording and reporting on configuration changes; maintaining specifications, drawings, etc. and verifying conformance to configuration documentation; and auditing configuration items, practices, and procedures to verify conformance to specifications, drawings, and interface control documents.

Functional Responsibility: Support configuration management activities of major government systems. Interact with Government Program Managers, technical leads, test directors and field supervisors.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 5 years of relevant experience. This requirement can also be met with 15 years relevant experience.

13. Database Administrator I

Minimum/General Experience: Experience in administering, maintaining, developing, and implementing policies and procedures for ensuring the security and integrity of databases.

Functional Responsibility: Reviews, evaluates, designs, implements and maintains databases with an emphasis on SQL and Oracle servers administration, maintenance, and support. Provides user support, ad hoc query development, and programmer/developer interface for new and existing projects. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Provides database backups and backup telecommunication support.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 1 to 2 years of relevant experience.

14. Database Administrator II

Minimum/General Experience: Experience in administering, maintaining, developing, and implementing policies and procedures for ensuring the security and integrity of databases.

Functional Responsibility: Under general supervision, designs, implements, and maintains moderately complex databases in a client/server environment with respect to access methods, access time, validation checks, and statistical methods. Includes maintenance of database dictionaries and integration of systems through client/server database design. Competent to work in most phases of client/server relational database management.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 2 years of relevant experience.

15. Database Administrator III

Minimum/General Experience: Experience in administering, maintaining, developing, and implementing policies and procedures for ensuring the security and integrity of databases.

Functional Responsibility: Under general direction, designs, implements, and maintains complex databases in a client/server environment with respect to access methods, access time, validation checks, organization, security, documentation, and statistical methods. Involved with the design of the databases and working with the users to develop specifications. Includes maintenance of database dictionaries, overall monitoring and standard procedures, and integration of systems through client/server database design. Competent to work at the highest level of all phases of client/server database management.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 4 years of relevant experience.

16. Database Architect I

Minimum/General Experience: Experience in designing, building, manipulating, cleaning, and maintaining relational databases and developing strategies for data acquisitions, archive recovery, and database implementation based on a working knowledge of the functional (logical and physical), operational, and technical architecture of large and complex relational database systems.

Functional Responsibility: Under immediate supervision, assists in the implementation and maintenance of databases. This level is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in database management.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 1 years of relevant.

17. Database Architect II

Minimum/General Experience: Experience in large-scale relational database design and implementation. Experience in all of the aspects of Information Engineering Methodology and full life cycle. Experienced in the use of structured analysis design methodologies and design tools (such as entity relationship diagrams), and other design techniques, object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex relational database systems.

Functional Responsibility: Establishes system information requirements using Information Engineering Methodologies in the development of enterprise-wide or large-scale relational database systems. Designs database architecture to support the total requirements including present and future cross-functional requirements and interfaces. Evaluates, analytically and systematically, problems of workflow, data residence, organization, and plans and develops appropriate corrective action. Supports projects and teams in the technical analysis of large complex mission critical relational database systems.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 6 years of relevant experience. This requirement can also be met with four years additional experience in RDBMS (e.g. DB2, Oracle, Sybase, or Informix).

18. Database Architect III

Minimum/General Experience: Experience in large-scale relational database design and implementation. Experienced in Software Engineering and program management in all of the aspects of Information Engineering methodology and full life-cycle experience and expertise in all areas of the Information Engineering Methodology. Experienced in the use of structured analysis design methodologies and design tools (such as entity relationship diagrams), and other design techniques, object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex relational database systems.

Functional Responsibility: Establishes system information requirements using information engineering methodologies in the development of enterprise-wide or large scale relational database systems. Directs the design of database architecture to support the total requirements including present and future cross-functional requirements and interfaces. Evaluates, analytically and systematically, problems of workflow, data residence, organization, and plans and develops appropriate corrective action. Leads and supports project teams in the technical analysis of large complex mission critical relational database systems. Provides daily supervision and direction to staff.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 8 years of relevant experience. This requirement can also be met with six years additional experience in RDBMS (e.g. DB2, Oracle, Sybase, or Informix).

19. Disaster Recovery Specialist II

Minimum/General Experience: Experience identifying all facets of disaster recovery issues including critical business processes and applications, potential risks and determining the financial impact of disasters. Experience defining comprehensive contingency plans covering all the aspects of business resumption planning for computing facilities as well as human resources and physical facilities. Experience in large-scale computer systems hardware and software infrastructure, implementation, operations, and knowledge of telecommunications software, equipment and tariff.

Functional Responsibility: Participates in reviewing “mission-critical” systems. Develops business resumption elements and business resumption requirements analysis. Participates in the development of comprehensive contingency plans covering all the aspects of business resumption processes involving computing facilities as well as human resources and physical facilities. Participates in business resumption testing.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 5 years of relevant experience. This requirement can also be met with four years additional systems analyst experience.

20. Disaster Recovery Specialist III

Minimum/General Experience: Experience identifying all facets of disaster recovery issues including critical processes and applications, potential risks and determining the financial impact of disasters. Experience defining comprehensive contingency plans covering all aspects of business resumption planning for computing facilities as well as human resources and physical facilities. In-depth experience in large scale computer systems hardware and software infrastructure, implementation, operations, and knowledge of telecommunications software, equipment and tariff with actual hands on experience in real disaster recovery activities a must.

Functional Responsibility: Conducts review to identify “mission-critical” systems; assesses, collects and reviews business resumption elements and business resumption requirements analysis. Develops and/or coordinates the development of comprehensive contingency plans covering all the aspects of business resumption processes involving computing facilities as well as human resources and physical facilities. Coordinates and evaluates business resumption testing activities. Provides assistance to disaster recovery team members.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 10 years of relevant experience. This requirement can also be met with four years additional systems analyst experience.

21. Documentation Specialist I

Minimum/General Experience: Experience in maintaining and managing technical documentation based on knowledge of commonly used concepts, practices, procedures, and tools; familiarity with IT development life cycles; and an understanding of document management systems and pre-established guidelines.

Functional Responsibility: Provides support in the preparation, dissemination, or orderly safeguarding of technical documents. Provides expertise in the writing of technical documents.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 1 years of relevant experience.

22. Documentation Specialist II

Minimum/General Experience: Experience in maintaining and managing technical documentation based on knowledge of commonly used concepts, practices, procedures, and tools; familiarity with IT development life cycles; and an understanding of document management systems and pre-established guidelines.

Functional Responsibility: Provides support in the preparation, dissemination, or orderly safeguarding of technical documents. Provides expertise in the writing of technical documents.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 3 years of relevant experience. This requirement can also be met with 10 years relevant experience.

23. Documentation Specialist III

Minimum/General Experience: Experience in maintaining and managing technical documentation based on knowledge of commonly used concepts, practices, procedures, and tools; familiarity with IT development life cycles; and an understanding of document management systems and pre-established guidelines. .

Functional Responsibility: Provides support in the preparation, dissemination, or orderly safeguarding of technical documents. Provides expertise in the writing of technical documents.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 5 years of relevant experience. This requirement can also be met with 15 years relevant experience.

24. Electronics Engineer I

Minimum/General Experience: Experience with hardware engineering, or related experience with large-scale systems in software/hardware design and/or development, experience in the application of hardware standards, with industry quality assurance, quality control, independent verification and validation techniques, testing standards, and computer assisted hardware engineering techniques and design philosophies.

Functional Responsibility: Provides expertise and skills necessary for state-of-the-art electronic component design and development.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 1 year of relevant experience.

25. Electronics Engineer II

Minimum/General Experience: Experience with hardware engineering, or related experience with large-scale systems in software/hardware design and/or development, experience in the application of hardware standards, with industry quality assurance, quality control, independent verification and validation techniques, testing standards, and computer assisted hardware engineering techniques and design philosophies.

Functional Responsibility: Provides expertise and skills necessary for state-of-the-art electronic component design and development.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 5 years of relevant experience. This requirement can also be met with 15 years relevant experience.

26. Electronics Engineer III

Minimum/General Experience: Experience with hardware engineering, or related experience with large-scale systems in software/hardware design and/or development, experience in the application of hardware standards, with industry quality assurance, quality control, independent verification and validation techniques, testing standards, and computer assisted hardware engineering techniques and design philosophies.

Functional Responsibility: Provides expertise and skills necessary for state-of-the-art electronic component design and development. Additional responsibilities may include: designs, develops, and tests all aspects of electrical components, equipment, and machinery; may use computer-assisted engineering and design software and equipment to perform assignments; and applies principles and techniques of electrical engineering to accomplish goals. Relies on experience and judgment to plan and accomplish goals.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 10 years of relevant experience.

27. Help Desk Coordinator, Senior

Minimum/General Experience: Experience, as a member of a help desk or call center, in analyzing, troubleshooting, and resolving hardware, software, network, client, and user problems for large-scale computer systems, mid-range computer systems, multi-server systems, networks, and/or complex IT systems and resources. Specialized experience includes managing and supervising help desk activities and functions.

Functional Responsibility: Under general direction, is responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution and follow-up steps. Requires experience and understanding of MIS environment. Is able to resolve less complex problems immediately, while more complex problems are assigned to second level support or supervisor. Typically involves use of problem management database and help desk system. May provide guidance/training for less experienced personnel.

Minimum Education: Associates degree in an applicable technical field of study and 3 years of relevant experience.

28. Help Desk Manager

Minimum/General Experience: Experience, as a member of a help desk or call center, in analyzing, troubleshooting, and resolving hardware, software, network, client, and user problems for large-scale computer

systems, mid-range computer systems, multi-server systems, networks, and/or complex IT systems and resources. Specialized experience includes managing and supervising help desk activities and functions.

Functional Responsibility: Has overall responsibility for help desk staff and the activities associated with the identification, prioritization, and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Assigns personnel to various operations and directs their activities; reviews and evaluates their work and prepares performance reports.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 7 years of relevant experience.

29. Help Desk Technician I

Minimum/General Experience: Experience in identifying, researching, analyzing, troubleshooting, and resolving hardware, software, network, client, and user problems with large-scale computer systems, mid-range computer systems, multi-server systems, networks, and/or complex IT systems and resources. This position possesses the ability to communicate orally and in writing with a positive attitude and emphasis on customer service.

Functional Responsibility: Fields telephone calls and e-mail messages from customers seeking guidance on technical computer problems. Queries callers, and using the knowledge database of previous calls and resolutions, solves the more basic and clear-cut IT first level problems (Tier 1 support). Records instances and steps that resolved the errors or problems. Categorizes the nature of calls and enters them into the help desk support database to initiate Tier 2 support. Assigns to Tier 2 technicians those help desk support problems of a more technical nature, higher complexity, or requiring desk side support.

Minimum Education: Associates degree in an applicable technical field of study and 1 year of relevant experience.

30. Help Desk Technician II

Minimum/General Experience: Experience in identifying, researching, analyzing, troubleshooting, and resolving hardware, software, network, client, and user problems with large-scale computer systems, mid-range computer systems, multi-server systems, networks, and/or complex IT systems and resources. This position possesses the ability to communicate orally and in writing with a positive attitude and emphasis on customer service.

Functional Responsibility: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

Minimum Education: Associates degree in an applicable technical field of study and 2 years of relevant experience.

31. Help Desk Technician III

Minimum/General Experience: Experience in identifying, researching, analyzing, troubleshooting, and resolving hardware, software, network, client, and user problems with large-scale computer systems, mid-range computer systems, multi-server systems, networks, and/or complex IT systems and resources. This position possesses the ability to communicate orally and in writing with a positive attitude and emphasis on customer service.

Functional Responsibility: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Determines corrective activities. Provides desk-side (Tier 2) support. Provides secondary telecommunications support as needed. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others.

Minimum Education: Associates degree in an applicable technical field of study and 3 years of relevant experience.

32. Network Administrator I

Minimum/General Experience: LAN and WAN network administration experience in a variety of topologies and network systems including but not limited to Novell Netware, NT, UNIX, and OS/2.

Functional Responsibility: Assists other administrators in maintaining large LAN systems; helps support a WAN system using protocols such as TCP/IP, which includes connectivity to mainframes. Coordinates and performs installation of workstations. Provides technical and software support to end users. Installs, maintains, and upgrades computer workstations and software. Provides technical assistance and training. Performs evaluations of computer hardware and software. Serves as liaison with vendors for new hardware/software purchases. Assist clients in solving their computer related and networking problems. Provides maintenance and repairs of computers and peripheral.

Minimum Education: Associates degree in an applicable technical field of study and 2 years of relevant experience. This requirement can also be met with three years additional relevant experience.

33. Network Administrator II

Minimum/General Experience: LAN and WAN network administration experience in a variety of topologies and network systems including but not limited to Novell Netware, NT, UNIX, and OS/2.

Functional Responsibility: Assists other administrators in maintaining large LAN systems; helps support a WAN system using protocols such as TCP/IP, which includes connectivity to mainframes. Coordinates and performs installation of workstations. Provides technical and software support to end users. Installs, maintains, and upgrades computer workstations and software. Provides technical assistance and training. Performs evaluations of computer hardware and software. Serves as liaison with vendors for new hardware/software purchases. Assists clients in solving their computer related and networking problems. Provides maintenance and repairs of computers and peripheral. Supports and assists the work of subordinate Network Administrators.

Minimum Education: Associates degree in an applicable technical field of study and 3 years of relevant experience. This requirement can also be met with three years additional relevant experience.

34. Network Administrator III

Minimum/General Experience: LAN and WAN network administration experience in a variety of topologies and network systems including but not limited to Novell Netware, NT, UNIX, and OS/2.

Functional Responsibility: Administers UNIX, NT, Novell Netware, OS/2, or open systems-compliant systems, and on a large-scale computer system or a multi-server network (LAN, WAN, MAN). Supervises and manages the daily activities of configuration and operation of computerized systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and perform system capacity analysis and planning. Serves as a Subject Matter Expert or Consultant. Supervise and direct the work of subordinate Network Administrators.

Minimum Education: Associates degree in an applicable technical field of study and 4 years of relevant experience. This requirement can also be met with three years additional relevant experience.

35. Network Engineer I

Minimum/General Experience: Experience in planning and performing network engineering research, design development, technical support for networks in a variety of topologies and operating systems, production support of networks systems or equipment, and other networking assignments in conformance with network design, engineering and customer specifications.

Functional Responsibility: Supports and maintains servers, personal computers, and COTS. Provides PC/LAN/WAN network operations and administration. Assists in the development and maintenance of network communications. Uses knowledge of LAN/WAN systems to help plan and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Provides network communications troubleshooting T1s, Frame Relay, and X.25. Utilizes an in-depth understanding of standard network operations procedures, network and server troubleshooting, and a working knowledge of protocol procedures for using encrypted secure communications equipment. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision.

Minimum Education: Bachelor's degree in an applicable technical field of study and 1 year of relevant experience.

36. Network Engineer II

Minimum/General Experience: Experience in planning and performing network engineering research, design development, technical support for networks in a variety of topologies and operating systems, production support of

networks systems or equipment, and other networking assignments in conformance with network design, engineering and customer specifications.

Functional Responsibility: Provides in network engineering, design, management and security support in multi-protocol, multi-vendor hardware and software LAN/WAN environments. Performing requirements analysis, system specifications, feasibility studies, and cost/benefits analysis. Assists in the development and maintenance of network communications. Uses knowledge of LAN/WAN systems to help plan and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 2 years of relevant experience.

37. Network Technician I

Minimum/General Experience: Experience in providing technical support to network systems or equipment and specialized experience in analysis, installation, configuration, and troubleshooting of networks; fiber optic cable installation; interconnect cable design and fabrication; analysis and installation of communications systems; and use of engineering documentation, network configurations and topologies, frame relay, bridges, and routers.

Functional Responsibility: Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to LAN. Recommends and schedules repairs. Provides end users support for all LAN- based applications. Installs and configures workstations. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.

Minimum Education: Associates degree in an applicable technical field of study and 1 years of relevant experience.

38. Network Technician II

Minimum/General Experience: Experience in providing technical support to network systems or equipment and specialized experience in analysis, installation, configuration, and troubleshooting of networks; fiber optic cable installation; interconnect cable design and fabrication; analysis and installation of communications systems; and use of engineering documentation, network configurations and topologies, frame relay, bridges, and routers.

Functional Responsibility: Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to LAN. Recommends and schedules repairs. Provides end users support for all LAN- based applications. Installs and configures workstations. Resolve users issues for telecommunication systems. Develops support documentation. Maintains problem tracking information. Recommends and implements corrective action to maintain telecommunication systems. Performance moves, adds, and changes of existing and/or new stations. Interface with customer to diagnose and correct any reported problems.

Minimum Education: Associates degree in an applicable technical field of study and 2 years of relevant experience.

39. Network Technician III

Minimum/General Experience: Experience in providing technical support to network systems or equipment and specialized experience in analysis, installation, configuration, and troubleshooting of networks; fiber optic cable installation; interconnect cable design and fabrication; analysis and installation of communications systems; and use of engineering documentation, network configurations and topologies, frame relay, bridges, and routers.

Functional Responsibility: Monitors and responds to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with vendor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. May provide LAN server support. Requires extensive knowledge of PC/LAN communications hardware/software in a multi-protocol environment, and network management software. May function as lead job providing guidance and training for less experienced technicians.

Minimum Education: Associates degree in an applicable technical field of study and 5 years of relevant experience. This position requires a minimum of 4 years experience in data communications troubleshooting.

40. Program Manager II

Minimum/General Experience: Progressive experience in managing programs and/or projects from inception to deployment with increasing responsibilities in the management and control of complex IT systems and resources;

direct supervisory responsibility for contract/project personnel; and capability in directing, managing, and reporting on large-scale, multi-task contracts/projects involving the analysis, design, development, testing, documentation, implementation, installation, and operation of systems.

Functional Responsibility: Serves as contract manager and authorized interface with Contracting Officer and Oversight Managers. Responsible for formulating and enforcing work standards, assigning scheduled, reviewing work discrepancies, supervising personnel, and communicating policies, objectives, and goals for each assigned task. Plans and directs several highly technical projects, involving all management aspects of information resources. Directs completion of tasks within estimated timeframes and budget constraints, schedule and assign duties to subordinates and report in writing and orally to Contractor management and Government representatives.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 10 years of relevant experience. This requirement can also be met with 15 years relevant experience.

41. Program Manager III

Minimum/General Experience: Progressive experience in managing programs and/or projects from inception to deployment with increasing responsibilities in the management and control of complex IT systems and resources; direct supervisory responsibility for contract/project personnel; and capability in directing, managing, and reporting on large-scale, multi-task contracts/projects involving the analysis, design, development, testing, documentation, implementation, installation, and operation of systems.

Functional Responsibility: Serves as official point of contact. Acts as the Technical Representative and liaison between the contractor and the Government. Monitors and supervises the activities and progress of the contract and certify the accuracy of all status reports. Responsible for personnel coordination and the resolution of contractor personnel problems. Additional duties include: task planning and monitoring, the scheduling of personnel work assignments, and the monitoring of personnel work performance.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 15 years of relevant experience. This requirement can also be met with a Master’s degree and 5 years of relevant experience.

42. Programmer Analyst I

Minimum/General Experience: Experience designing and developing application programs on small, medium or large-scale computers, including development of program specifications, coding, testing, documentation, and installation. Works independently on computer systems using one of several programming languages.

Functional Responsibility: Uses standard procedures and detailed specifications to develop programs. Modifies interrelationships of files and records. Diagnoses and corrects errors. Tests and documents work. Writes computer operator instructions.

Minimum Education: Associates degree in an applicable technical field of study and 2 years of relevant experience. This requirement can be met with two years additional programming experience.

43. Programmer Analyst II

Minimum/General Experience: Specialized experience in designing and developing complex application programs on medium to large scale computers including supervision and guidance of junior programming personnel using one of several programming languages, Database Management Systems (DBMS) with emphasis on project life cycle analysis, structured programming techniques, JAD and RAD methodologies. Also, experience in applications programming on large-scale data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives.

Functional Responsibility: As an expert programmer, independently develops, modifies, and maintains complex programs which produce several interrelated but different products. Tests, documents and writes operating instructions for all work. Provides instruction, guidance and supervision to junior programming personnel. Assigns and reviews work to subordinate staff. Analyzes functional application systems and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required software product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 5 years of relevant experience. This requirement can also be met with two years additional programming experience.

44. Programmer Analyst III

Minimum/General Experience: Specialized experience in designing and developing complex application programs on medium to large scale computers including supervision and guidance of junior programming personnel using one of several programming languages, Relational Database Management Systems (RDBMS) with emphasis on project life cycle analysis, structured programming techniques, JAD and RAD methodologies. Also, experience in applications programming on large-scale database management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives.

Functional Responsibility: Performs advanced specialized systems and programming duties including design, specifications development, and computerized information systems implementation. Directs the activities of several programmers and/or analysts. Builds software development tools. Measures software performance through design, implementation, and evaluation of results. Publishes comprehensive analysis of software, such as database management systems, programming productivity techniques, operating systems, compilers, and other items. Examines overall system design to determine the applicability of a proposed or developed subsystem. Designs complex information systems describing the flow of information among users, interfaces between programs, interactions, and key data structures. Designs detailed input and output record layouts, documenting the functions of programs. Codes programs in applicable languages using detailed flow diagrams and input/output descriptions as guidelines. Makes and documents decisions concerning design characteristics and utilization of new system hardware. Establishes and designs software necessary in order to integrate new hardware. Maintains existing system software by detecting and correcting systems failures and by implementing system enhancements. Develops manuals and user guides for programmers and the operating staff. Conducts system feasibility studies and cost/benefit analysis.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 12 years of relevant experience. This requirement can also be met with six years additional programming experience.

45. Project Manager

Minimum/General Experience: Specialized experience as manager of large scale projects involving analysis, design, development, testing, documentation, implementation, installation and operation of complex IT systems or computerized systems; such as information storage and retrieval, information interchange and communications to include direct supervisory responsibility for personnel and project monitoring.

Functional Responsibility:

Monitors each task and keeps customer informed on all problems and accomplishments. Plans and manages project schedules. Facilitates the clients’ workshops, Joint Requirement Planning (JRP) sessions, Joint Application Development (JAD) sessions, and Rapid Application Development (RAD) sessions. Provides technical and task management functions of the project including requirements analysis, feasibility study, project plans, schedules, execution, and implementation. Manages IT engagements including inventory, assessment, remediation, testing, implementation and IV&V.

Minimum Education: An advanced degree in Computer Science, Systems Analysis, Information Management, Software Engineering, or Telecommunications and 8 years relevant experience. This requirement can also be met with four years additional project management experience.

46. Project Manager I

Minimum/General Experience: Progressive experience as a manager of large-scale projects involving analysis, design, development, testing, documentation, implementation, installation, and operation of complex IT systems including direct supervisory responsibility for project personnel and increasing responsibilities in information systems design and/or management.

Functional Responsibility: Oversees a small project or phases of a larger project. Responsible for coordinating activities of project team, identifying appropriate resources needed, and developing schedules to ensure timely completion of project. Must be familiar with system’s scope and project’s objectives, as well as the role and function of each team member, in order to effectively coordinate the activities of the team. Communicates with Senior Project Manager regarding status of specific projects.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 3 years of relevant experience.

47. Project Manager II

Minimum/General Experience: Progressive experience as a manager of large-scale projects involving analysis, design, development, testing, documentation, implementation, installation, and operation of complex IT systems including direct supervisory responsibility for project personnel and increasing responsibilities in information systems design and/or management.

Functional Responsibility: Oversees various systems projects of a highly complex nature. Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedule to ensure timely completion of project and meeting deadlines of project. Must be familiar with the systems scope and project objectives, as well as the role and function of each team member in order to effectively coordinate the activities of the team. Communicates with top Information Systems Executive, functional area manager and/or Consultant regarding status of specific projects.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 5 years of relevant experience.

48. Project Manager III

Minimum/General Experience: Progressive experience as a manager of large-scale projects involving analysis, design, development, testing, documentation, implementation, installation, and operation of complex IT systems including direct supervisory responsibility for project personnel and increasing responsibilities in information systems design and/or management.

Functional Responsibility: Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks, and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 10 years of relevant experience.

49. Quality Assurance Analyst

Minimum/General Experience: Experience in evaluating application systems, programs, and services to ensure their adherence to quality assurance standards and formulating specifications for Programmers to use in coding, testing, and debugging based on knowledge of the principles and practices of quality assurance and control. Specialized experience includes analysis and design using third-generation or other computer programming languages, configuration management, independent verification and validation (IV&V), system and software testing and integration, and the use of software metrics for systems/software quality assessment.

Functional Responsibility: Under limited supervision carries out procedures to ensure that all information systems products and services meet minimum company standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents all problems and work to resolve them; reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs work flow analysis and recommends quality improvements. Typically reports to Quality Assurance Manager.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 2 years of relevant experience.

50. Quality Assurance Manager

Minimum/General Experience: Experience in defining, developing, implementing, and monitoring quality assurance practices and procedures for IT application systems, programs, and services based on the knowledge of the quality assurance standards and controls. Specialized experience includes configuration management, independent verification and validation (IV&V), system/software testing and integration, and the use of software metrics for systems/software quality assessment. This position also possesses extensive knowledge of International Organization for Standardization (ISO) and Capability Maturity Model (CMM) standards and practices.

Functional Responsibility: Responsible for the effective development and implementation of programs to ensure that all information systems products and services meet minimum company standards and end-user requirements.

Administers change control process for zero defect software development. Ensures adequate product testing prior to implementation. Administers problem management process including monitoring and reporting on problem resolution. Makes recommendations to superiors regarding the acquisition and/or implementation of software to increase information systems efficiency. Assigns work to subordinates, monitors performance and conducts performance appraisals. Interviews and makes recommendations for additional staff. Typically reports to Corporate Information Systems Executive or Director of Information Systems Operations.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 6 years of relevant experience.

51. Software Engineer I

Minimum/General Experience: Experience developing and applying software code toward the end goal of a proprietary software product using a wide variety of techniques, languages and/or software programs to achieve this end.

Functional Responsibility: Provides expertise and skills necessary for state-of-the-art real time automation software design and development and their interface with computer hardware systems.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 3 years of relevant experience. This requirement can also be met with 10 years relevant experience.

52. Software Engineer II

Minimum/General Experience: Experience developing and applying software code toward the end goal of a proprietary software product using a wide variety of techniques, languages and/or software programs to achieve this end. This position possesses knowledge necessary to assist in the selection of the proper languages and/or software programs to use given the project goals and/or objectives.

Functional Responsibility: Provides expertise and skills necessary for state-of-the-art real time automation software design and development and their interface with computer hardware systems.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 5 years of relevant experience. This requirement can also be met with 15 years relevant experience.

53. Software Engineer III

Minimum/General Experience: Experience developing and applying software code toward the end goal of a proprietary software product using a wide variety of techniques, languages and/or software programs to achieve this end. This position possesses knowledge necessary to assist in the selection of the proper languages and/or software programs to use given the project goals and/or objectives.

Functional Responsibility: Provides expertise and skills necessary for state-of-the-art real time automation software design and development and their interface with computer hardware systems.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 10 years of relevant experience.

54. Subject Mater Expert

Minimum/General Experience: Seven (7) years of progressive Information Technology (IT) experience including at least six projects in related technical areas. Most recent functional project experience must have occurred within the past three (3) years. Three (3) years of this experience must have included management responsibility for large projects related to the individual’s subject matter expertise and must have occurred in the last five (5) years.

Functional Responsibility: Serves as a subject matter technical expert in areas relevant to the project. Provide guidance to the technical staff on the functional procedures/processes/policies reflecting detailed knowledge of required functional areas. Interfaces with Government management personnel and functional proponents. Reports in writing and orally to Contractor management and Government representatives, including the Government CO and COR.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 7 years of relevant experience.

55. Subject Mater Expert, Senior

Minimum/General Experience: Ten (10) years of progressive Information Technology (IT) experience including at least six projects in related technical areas. At least one project must have occurred within the past three (3) years.

Five (5) years of this experience must have been in performing large IT projects related to the individual’s subject matter expertise and must have occurred in the last eight (8) years.

Functional Responsibility: Serves as a senior subject matter technical expert in areas relevant to the project. Produces/reviews substantive and/or complex technical documentation reflecting detailed knowledge of required technical areas. Documentation subjects shall include but not limited to systems design, system architecture, feasibility studies, and system specifications. Interfaces with Government management personnel. Reports in writing and orally to Contractor management and Government representatives, including the Government CO and COR.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 10 years of relevant experience.

56. Systems Administrator III

Minimum/General Experience: Experience in administering, monitoring, and maintaining, large-scale computer systems, mid-range computer systems, and/or networks including multiple operating systems, subsystems and servers. This position possesses knowledge of computer science concepts and techniques and their relationship to the design, development, installation, maintenance, and support of computer systems.

Functional Responsibility: Responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 3 years of relevant experience.

57. Systems Analyst I

Minimum/General Experience: Specialized experience in one or a combination of the followings:

Systems analysis and programming on large scale computer systems including multiple operating system and subsystem internals, performance monitoring and tuning, capacity planning, recommendations on operating system selection, operating system generation, upgrade, maintenance, and modifications. Experience in problem identification and resolution of operating system malfunctions and application systems integration resolutions.

OR Analysis and design of application systems on complex systems for large scale computers, database management, use of programming languages such as ADA, COBOL, 4GL, and/or DBMS, and knowledge of current storage and retrieval methods. Broad knowledge of data sources, data flow, system interactions, advanced computer equipment and software applications, and advanced systems design techniques.

Functional Responsibility: Develops and modifies operating system software programs. Develop logic, codes, tests, modifies, and debugs software packages to suit the operating system environment. Assists in the design, coding, testing, and implementation of systems related routine modifications. Develops specifications for systems design and/or programming activities. Monitors systems and corrects errors and inconsistencies. Operates programs, performing assessment and remediation. Reviews and implements customer specific assessment and/or remediation rules to achieve compliance. Performs software review processes. If required by the customer, develops and implements specific coding changes to correct existing century coding errors or errors caused by existing non-compliant date logic.

Minimum Education: Associates degree in an applicable technical field of study and 3 years of relevant experience. This requirement can also be met with two years additional systems analyst experience.

58. Systems Analyst II

Minimum/General Experience: Specialized experience in one or a combination of the followings:

Systems analysis and programming on large scale computer systems including multiple operating system and subsystem internals, performance monitoring and tuning, capacity planning, recommendations on operating system selection, operating system generation, upgrade, maintenance, and modifications. Extensive experience in problem identification and resolution of operating system malfunctions and application systems integration resolutions.

OR Use of structured analysis, design methodologies and design tools (such as entity relationship diagrams), and other design techniques, object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems.

OR Analysis and design of complex application systems on large-scale computers, data base management, use of programming languages such as ADA, COBOL, 4GL, and/or DBMS, and knowledge of current storage and retrieval

methods. Broad knowledge of data sources, data flow, system interactions, advanced computer equipment and software applications, and advanced systems design techniques.

Functional Responsibility: Responsible for systems analysis and programming functions dealing with the overall operating system or complex subsystems of the operating system. Develops specifications for extremely complex systems design and/or programming activities. Works at the highest technical level on all phases of systems and programming with considerable freedom to make decisions on the techniques to be used. Serves as computer systems expert on assignments that typically involve the establishment of a framework for new automated systems with emphasis on the overall structure, conduct feasibility studies, decomposition, and post-implementation evaluation. Reviews and operates other programs, performing assessment and remediation. Reviews and implements customer specific assessment and/or remediation rules to achieve compliance. Reviews product findings for inclusion, exclusion processing. Continuously ensures the quality of results. Provides assistance to Project Manager and other Specialists.

Minimum Education: Bachelor's degree in an applicable technical field of study and 5 years of relevant experience. This requirement can also be met with three additional years systems analyst experience.

59. Systems Analyst III

Minimum/General Experience: Specialized experience in one or a combination of the followings:

Systems analysis and programming of large scale computer systems including multiple operating system and subsystem internals, performance monitoring and tuning, capacity planning, recommendations on operating system selection, operating system generation, upgrade, maintenance, and modifications. Extensive experience in problem identification and resolution of operating system malfunctions and application systems integration solutions.

OR Use of structured analysis, design methodologies and design tools (such as entity relationship diagrams), and other design techniques, object oriented principles, and experience with the logical and physical functional, operational, and technical architectures of large and complex information systems.

OR Analysis and design of complex application systems on complex systems for large scale computers, data base management, use of programming languages such as ADA, COBOL, 4GL, and/or DBMS, and knowledge of current storage and retrieval methods. Broad knowledge of data sources, data flow, system interactions, advanced computer equipment and software applications, and advanced systems design techniques.

OR Performing all aspects software processes. Skilled at applying the appropriate techniques to the customer's particular coding styles and environments, assisting the customer in reviewing and identifying false positives and false negatives, and bringing their code to implementation-ready status. In-depth knowledge of software processes is a must. In depth knowledge of testing tools.

Functional Responsibility: Responsible for systems analysis and programming functions dealing with the overall operating system or complex subsystems of the operating system. Develops specifications for extremely complex systems design and/or programming activities. Works at the highest technical level on all phases of systems and programming with considerable freedom to make decisions on the techniques to be used. Serves as senior computer systems expert on assignments that typically involve the establishment of a framework for new automated systems with emphasis on the overall structure, feasibility analysis, decomposition, and post-implementation evaluation. Facilitates clients' workshops, Joint Requirement Planning (JRP) sessions, Joint Application Development (JAD) sessions, and Rapid Application Development (RAD) sessions. Can establish system information requirements using analysis of the information engineers in the development of enterprise-wide or large-scale information systems. Designs architectures that include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) as they apply to the implementation and specification of Information Management solutions, and Application Program Interfaces (API). Evaluates, analytically and systematically, problems of work flow, organization, and planning, and develops appropriate corrective action. Provides daily supervision and direction to staff. Reviews and operates programs, performs assessment and remediation. Reviews and implements customer specific assessment and/or remediation rules to achieve compliance. Reviews product findings for inclusion, exclusion processing. Continuously ensures the quality of results. Provides assistance to Project Manager and other Specialists.

Minimum Education: Bachelor's degree in an applicable technical field of study and 10 years of relevant experience. This requirement can also be met with five years additional systems analyst experience.

60. Systems Engineer I

Minimum/General Experience: Experience in building, developing, installing, maintaining, and managing computer systems and associated equipment.

Functional Responsibility: Provides a comprehensive definition of all aspects of systems development from analysis of mission needs to verification of system performance. Performs evaluation of alternatives and an assessment of risks and costs.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 3 years of relevant experience. This requirement can also be met with 10 years relevant experience.

61. Systems Engineer II

Minimum/General Experience: Experience in building, developing, installing, maintaining, and managing computer systems and associated equipment. Specialized experience includes network topologies and configurations, frame relay, ATM, bridges, routers, hubs, and the logical, physical, functional, operational, and technical architecture of large, complex information systems.

Functional Responsibility: Provides a comprehensive definition of all aspects of systems development from analysis of mission needs to verification of system performance. Performs evaluation of alternatives and an assessment of risks and costs.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 5 years of relevant experience. This requirement can also be met with 15 years relevant experience.

62. Systems Engineer III

Minimum/General Experience: Experience in building, developing, installing, maintaining, and managing computer systems and associated equipment. Specialized experience includes network topologies and configurations, frame relay, ATM, bridges, routers, hubs, and the logical, physical, functional, operational, and technical architecture of large, complex information systems.

Functional Responsibility: Provides a comprehensive definition of all aspects of systems development from analysis of mission needs to verification of system performance. Performs evaluation of alternatives and an assessment of risks and costs.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 15 years of relevant experience. This requirement can also be met with a Master’s degree and 10 years of relevant experience.

63. Technical Writer I

Minimum/General Experience: Experience in applying research, planning, organization, design, editing, content and format standards, and publishing business, technical, or scientific documentation in support of IT, software and hardware engineering, quality assurance, computer systems and applications, and customer service organizations.

Functional Responsibility: Provides support in the preparation, dissemination, or orderly safeguarding of technical documents. Provides expertise in the writing of technical documents.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 1 year of relevant experience.

64. Technical Writer II

Minimum/General Experience: Experience in applying research, planning, organization, design, editing, content and format standards, and publishing business, technical, or scientific documentation in support of IT, software and hardware engineering, quality assurance, computer systems and applications, and customer service organizations.

Functional Responsibility: Provides support in the preparation, dissemination, or orderly safeguarding of technical documents. Provides expertise in the writing of technical documents.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 3 years of relevant experience. This requirement can also be met with 10 years relevant experience.

65. Technical Writer III

Minimum/General Experience: Experience in applying research, planning, organization, design, editing, content and format standards, and publishing business, technical, or scientific documentation in support of IT, software and hardware engineering, quality assurance, computer systems and applications, and customer service organizations.

Functional Responsibility: Provides support in the preparation, dissemination, or orderly safeguarding of technical documents. Provides expertise in the writing of technical documents.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 5 years of relevant experience. This requirement can also be met with 15 years relevant experience.

66. Telecommunications Engineer I

Minimum/General Experience: Experience in the design, installation, testing, and management of telecommunications systems and the selection and maintenance of telecommunications equipment based on knowledge of telecommunications and network hardware, software, and protocols.

Functional Responsibility: Provides expertise and skills necessary for state-of-the-art design, development and implementation of data communications, voice and voice-switching network systems.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 5 years of relevant experience. This requirement can also be met with 15 years relevant experience.

67. Telecommunications Engineer II

Minimum/General Experience: Experience in the design, installation, testing, and management of telecommunications systems and the selection and maintenance of telecommunications equipment based on knowledge of telecommunications and network hardware, software, and protocols.

Functional Responsibility: Provides expertise and skills necessary for state-of-the-art design, development and implementation of data communications, voice and voice-switching network systems.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 10 years of relevant experience.

68. Telecommunications Engineer III

Minimum/General Experience: Experience in the design, installation, testing, and management of telecommunications systems and the selection and maintenance of telecommunications equipment based on knowledge of telecommunications and network hardware, software, and protocols.

Functional Responsibility: Provides expertise and skills necessary for state-of-the-art design, development and implementation of data communications, voice and voice-switching network systems.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 15 years of relevant experience. This requirement can also be met with a Master’s degree and 10 years of relevant experience.

69. Telecommunications/Network Specialist I

Minimum/General Experience: Experience in analysis, design, and installation of LAN, WAN, and MAN networks and analysis and installation of communications systems, including demonstrated experience in use of engineering documentation, network configurations and topologies, X.25, TCP/IP, Frame Relay, ATM, SNA, Bridges, and Routers. Experienced in operating a large-scale computer system or a multi-server local area network. Must demonstrate sufficient knowledge of programming to understand how programs use computer hardware.

Functional Responsibility: Conducts site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Follows engineering plans and site installation Technical Design Packages. Develops installation schedules. Works with network installation team. Assists in the preparation of drawing and documenting configuration changes at each site. Prepares site installation and test reports. Monitors and supports computer processing. Coordinates input, output, and file media, distributes output, and controls computer operation which may be mainframe, mini, or client/server based.

Minimum Education: Associates degree in an applicable technical field of study and 2 years of relevant experience. This requirement can also be met with two years additional telecommunication or network experience.

70. Telecommunications/Network Specialist II

Minimum/General Experience: Experience in telecommunications and network system design and management. In depth knowledge of telecommunications and network hardware, software, and telecommunications protocols such as X.25, TCP/IP, Frame Relay, ATM, SNA, and specialty communication networks. Experience in large national and international network design, installation, testing, diagnostics, and operations of various topologies (i.e., LAN, WAN, MAN) communicating with host computers over satellite, microwave, or terrestrial links. Experienced in selecting, managing, and maintaining communications equipment (e.g., switches, bridges, routers, modems, controllers, terminals, and multiplexers), using and implementing communications hardware and electrical standards, using communications hardware test and monitoring equipment and analyzing the results.

Functional Responsibility: Participates in new telecommunications or network systems design efforts. Provides high-level expertise in design decisions relating to telecommunication infrastructure, hardware and software systems configurations, and interface design. Serves as a senior level technician of large multi-disciplined department of telecommunication engineers, human factors, and specialty technical personnel involved in the design and development of advanced automation systems. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 6 years of relevant experience. This requirement can also be met with three years additional telecommunication or network experience.

71. Telecommunications/Network Specialist III

Minimum/General Experience: Experience in telecommunications and network system design and management. In depth knowledge of telecommunications and network hardware, software, and telecommunications protocols such as X.25, TCP/IP, Frame Relay, ATM, SNA, and specialty communication networks. Experienced in large national and international network design, installation, testing, diagnostics, and operations of various topologies (i.e., LAN, WAN, MAN) communicating with host computers over satellite, microwave, or terrestrial links. Experienced in selecting, managing, and maintaining communications equipment (e.g., switches, bridges, routers, modems, controllers, terminals, and multiplexers), using and implementing communications hardware and electrical standards, using communications hardware test and monitoring equipment and analyzing the results.

Functional Responsibility: Provides senior level technical staff functions regarding new telecommunications or network systems design efforts. Provides high-level expertise in design decisions relating to telecommunication infrastructure, hardware and software systems configurations, and interface design. Serves as a senior level manager of large multi-disciplined department of telecommunication engineers, human factors, and specialty technical personnel involved in the design and development of the advanced automation systems. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 8 years of relevant experience. This requirement can also be met with six years additional telecommunication or network experience.

72. Web Content Administrator

Minimum/General Experience: Experience working with Web Site Designers, clients, and technology vendors to manage and securing all aspects of Web systems (intranet and extranet) and Web-based applications including design, release, and maintenance. Specialized experience includes developing and maintaining Web sites, portals, and interfaces to maximize accessibility, efficiency, capacity, security, and Web-based presence. The position possesses experience in production management, web page design, HTML, and web graphics types and standards.

Functional Responsibility: Responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Seeks out customers to gather feedback for website improvement and enhancements.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 3 years of relevant experience.

73. Web Designer

Minimum/General Experience: Experience in designing and constructing Web pages and/or sites based on knowledge of Web development methodology and specialized experience in Web site security, configuration management, testing, Web site graphics and/or graphic user interface (GUI) features, graphical formats and color palettes, Web-based languages, and programming methods and processes. This position possesses an understanding of web-based technologies and thorough knowledge of HTML, PhotoShop, Illustrator, and/or other design-related applications.

Functional Responsibility: Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements.

Contributes to the design group’s efforts to enhance the look and feel of the organization’s online offerings. Designs the website to support the organization’s strategies and goals relative to external communications.

Minimum Education plus Required Years of Experience Based on Level of Education: Bachelor’s degree in an applicable technical field of study and 3 years of relevant experience.

74. Web Software Developer

Minimum/General Experience: Experience in designing and constructing Web pages and/or sites based on knowledge of Web development methodology and specialized experience in Web site security, configuration management, testing, Web site graphics and/or graphic user interface (GUI) features, graphical formats and color palettes, Web-based languages, and programming methods and processes. This position possesses strong navigation and site-design instincts.

Functional Responsibility: Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation.

Minimum Education plus Required Years of Experience Based on Level of Education: Bachelor’s degree in an applicable technical field of study and 2 years of relevant experience.

75. Web Technical Administrator

Minimum/General Experience: Experience working with Web Site Designers, clients, and technology vendors to manage and securing all aspects of Web systems (intranet and extranet) and Web-based applications including design, release, and maintenance. Specialized experience includes developing and maintaining Web sites, portals, and interfaces to maximize accessibility, efficiency, capacity, security, and Web-based presence. The position possesses knowledge of Web development methodology including configuration management and testing.

Functional Responsibility: In role of onsite administrator, responsible for achieving overall technical integrity of organization’s website. Maintains and upgrades hardware and software including website technical architecture related to hardware and telecommunication connectivity. Administers e-mail, chat, and FTP services. Communicates router configuration changes and troubleshoots system errors and bugs. Maintains servers, creates monitoring reports and logs, and ensures functionality of links. Monitors site for acceptable performance and user accessibility. Establishes backups and monitors site security.

Minimum Education: Bachelor’s degree in an applicable technical field of study and 4 years of relevant experience.

GSA Rate Schedule

CLIN	Labor Category	PRICE
1	Project Director	\$ 151.52
2	Master IT Analyst	\$ 174.92
3	Senior IT Analyst	\$ 144.69
4	Administrative Assistant I	\$ 28.30
5	Administrative Assistant II	\$ 37.98
6	Administrative Assistant III	\$ 41.81
7	Computer Operations Supervisor I	\$ 60.00
8	Computer Operator I	\$ 31.54
9	Computer Operator II	\$ 36.52
10	Configuration Specialist I	\$ 63.32
11	Configuration Specialist II	\$ 71.73
12	Configuration Specialist III	\$ 80.15
13	Database Administrator I	\$ 54.04
14	Database Administrator II	\$ 71.72
15	Database Administrator III	\$ 82.21
16	Database Architect I	\$ 61.07
17	Database Architect II	\$ 80.60
18	Database Architect III	\$ 120.00
19	Disaster Recovery Specialist II	\$ 100.00
20	Disaster Recovery Specialist III	\$ 110.00
21	Documentation Specialist I	\$ 45.04
22	Documentation Specialist II	\$ 54.51
23	Documentation Specialist III	\$ 65.23
24	Electronics Engineer I	\$ 55.70
25	Electronics Engineer II	\$ 82.50
26	Electronics Engineer III	\$ 94.50
27	Help Desk Coordinator, Senior	\$ 53.32
28	Help Desk Manager	\$ 80.00
29	Help Desk Technician I	\$ 32.23
30	Help Desk Technician II	\$ 35.10
31	Help Desk Technician III	\$ 44.90
32	Network Administrator I	\$ 51.00
33	Network Administrator II	\$ 66.29
34	Network Administrator III	\$ 80.50
35	Network Engineer I	\$ 51.67
36	Network Engineer II	\$ 67.49
37	Network Technician I	\$ 45.00
38	Network Technician II	\$ 47.50
39	Network Technician III	\$ 60.00

CLIN	Labor Category	PRICE
40	Program Manager II	\$ 69.64
41	Program Manager III	\$ 80.16
42	Programmer Analyst I	\$ 47.08
43	Programmer Analyst II	\$ 62.50
44	Programmer Analyst III	\$ 70.00
45	Project Manager	\$ 61.00
46	Project Manager I	\$ 70.00
47	Project Manager II	\$ 75.00
48	Project Manager III	\$ 95.00
49	Quality Assurance Analyst	\$ 58.00
50	Quality Assurance Manager	\$ 89.69
51	Software Engineer I	\$ 67.45
52	Software Engineer II	\$ 76.91
53	Software Engineer III	\$ 90.00
54	Subject Matter Expert	\$ 80.00
55	Subject Matter Expert, Senior	\$ 90.00
56	Systems Administrator III	\$ 85.96
57	Systems Analyst I	\$ 53.23
58	Systems Analyst II	\$ 67.35
59	Systems Analyst III	\$ 97.50
60	Systems Engineer I	\$ 63.50
61	Systems Engineer II	\$ 76.91
62	Systems Engineer III	\$ 101.05
63	Technical Writer/Editor I	\$ 50.00
64	Technical Writer/Editor II	\$ 60.00
65	Technical Writer/Editor III	\$ 70.00
66	Telecommunications Engineer I	\$ 50.00
67	Telecommunications Engineer II	\$ 57.50
68	Telecommunications Engineer III	\$ 75.00
69	Telecommunications/Network Specialist I	\$ 65.00
70	Telecommunications/Network Specialist II	\$ 70.00
71	Telecommunications/Network Specialist III	\$ 90.00
72	Web Content Administrator	\$ 58.38
73	Web Designer	\$ 65.69
74	Web Software Developer	\$ 68.38
75	Web Technical Administrator	\$ 76.35

Commitment to Promote Small Business Programs**COMMITMENT TO PROMOTE
SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS****PREAMBLE**

RICOMM Systems, Inc. (RICOMM) 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 demonstrate 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:

**Denise Fidura, dfidura@ricommsystems.com
Phone: (856) 359-9090 x20, Fax: (856) 359-9099**

Blanket Purchase Agreement

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

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and RICOMM Systems, Inc. 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:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

(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:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

(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.

Contractor Teaming Arrangements

<p align="center">BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”</p>
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Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a customer agency 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 of 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 customer's 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.