



RTL NETWORKS GSA PRICE LIST

Authorized Federal Supply Service Information Technology Schedule Pricelist

General Purpose Commercial Information Technology Equipment,
Software & Services





Your Technology Solutions Provider

RTL Networks, Inc. – GSA Price List

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 performed by the publisher or manufacturer or one of their authorized agents.

RTL Networks, Inc.

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Denver, CO. 80204

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www.RTL-Networks.com

Contract Number: **GS-35F-0517X**

Period Covered by Contract: **26 July 2011 to 25 July 2021**

General Services Administration Federal Acquisition Service

Pricelist current through Modification # _____, dated _____.

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



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(SPECIAL ITEM NUMBER 132-51)

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INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

For orders exceeding the 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.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

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

For orders exceeding the micropurchase 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.
- The Geographic Scope of Contract will be domestic delivery only.

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

not applicable.



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2. CONTRACTOR’S ORDERING ADDRESS AND PAYMENT INFORMATION:

RTL Networks, Inc
1391 Speer Blvd, Suite 850
Denver, CO. 80204
Office: (303) 757-3100 / Fax: (303) 757-4133
www.RTL-Networks.com
gsa-sales@rtl-networks.com

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice. The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: Telephone: (303) 757-3100

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

3. LIABILITY FOR INJURY OR DAMAGE

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

4. 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: **121316033**

Block 30: Type of Contractor - **A (Small Disadvantaged Business)**

- A. Small Disadvantaged Business
- B. Other Small Business
- C. Large Business
- G. Other Nonprofit Organization
- L. Foreign Contractor



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Block 31: Woman-Owned Small Business - No
Block 36: Contractor's Taxpayer Identification Number (TIN): 81-0565568

- 4a. CAGE Code: 3B1D54
- 4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB DESTINATION

RTL Networks, Inc. agrees to FOB destination at no extra charge.

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	DELIVERY TIME (Days ARO)
<u>132-51</u>	As negotiated between RTL Networks, Inc. and the ordering Agency.

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: None.
- e. Other: None.



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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.

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

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

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

13. 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.



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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 Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

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

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.



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- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

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



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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.gsadvantage.gov>

17. PURCHASE OF OPEN MARKET ITEMS

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

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

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.



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(3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES

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

Not applicable.

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

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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



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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 or 132-9.

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.RTL-Networks.com.

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

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

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

(b) The following statement:

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

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

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

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

(1) **For such period as the laws of the State in which this contract is to be performed prescribe; or**

(2) **Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.**



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

26. SOFTWARE INTEROPERABILITY.

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

27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)



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RTL Networks, Inc. – GSA Price List

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

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.



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4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.



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(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation 1 – 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 (May 2001) (Deviation 1 – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders



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against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (OCT 2008) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (OCT 2008) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007). Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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



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15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

RTL Networks, Inc. years of experience successfully dealing with the Commercial sector, the Department of Defense (DoD), and Federal, state and local governmental agencies. RTL Networks, Inc. is capable of delivering its hardware and software products globally. In addition to the wide array of hardware and software offerings, RTL Networks, Inc. also offers professional service offerings across the United States in the following solution areas:

Technology Solutions

- Network Architecture Planning, Design and Implementation
- Security Architecture Planning, Design and Implementation
- Network Infrastructure Assessments and Base-lining
- Network Security Policy and Framework Development
- IT Strategic Planning and Roadmap Development
- VoIP Readiness Assessments
- Network & Security Maintenance, Testing and Troubleshooting
- Integrated security system design

Media Solutions

- Video production
- Design and motion graphics
- Web design
- Print materials

Outsourcing Solutions

- Information Technology
- Administrative services
- Data entry
- Records management

Consulting Solutions

- Technology/Financial management
- ERP solutions
- Business



Your Technology Solutions Provider

General

NO.	LABOR CATEGORY	Hourly Rates
1	Administrative Specialist*	\$32.01
2	Administrative Specialist (Senior)*	\$44.32
3	Project Control Specialist*	\$93.57
4	Project Manager	\$108.34
5	Technical Writer/Editor	\$47.27
6	Training Specialist	\$53.42
7	Integrated Commercial Intrusion Detection System (ICIDS) Operators/Monitors	\$39.43
8	Systems Life-Cycle Administrative Assistant	\$37.30

1. Administrative Specialist

Minimum Experience: 1 year

Functional Responsibility:

Provides administrative support such as technical typing, editing of word processing and other computer-based manuscripts, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, preparation of graphical and narrative presentation material. Provides assistance with maintaining personnel and other files; prepares correspondence, schedules, optimum logistical arrangements for official travel, timely & thorough preparation of expense reports, optimum screening of incoming communications and routing for action and follow-up; communication with both internal and external contacts including significant prospect and client relationships; well proofed standard correspondence and management of expense reports; comprehensive organization of meetings, luncheons, interviews as needed; establish effective working relationships with colleagues and external contacts and may be required to provide flexible support to other Managers as required. Supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Minimum Education: HS Diploma or GED or equivalent.

***Note 1:** Applies



Your Technology Solutions Provider

2. Administrative Specialist (Senior)

Minimum Experience: 3 years

Functional responsibility:

This position will coordinate and carry out special projects; manage multiple calendars; prepare correspondence; and provide advanced administrative, budgetary, organization and operational support. In addition this position will be responsible for managing schedules and calendars for employees, composing routine correspondence and memoranda, setting-up conference room bookings, scheduling training meetings including registration, presenters and agendas and other general administrative duties.

Minimum Education: Associates Degree or an additional 4 years experience in a related field.

***Note 1:** Applies

3. Project Control Specialist

Minimum Experience: 6 years

Functional Responsibility:

Directs all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting; Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues which would require a report and recommend solutions. Develops work breakdown structures, prepares charts, tables, graphs and diagrams to assist in analyzing problems; Provides daily supervision and direction to staff.

Minimum Education: BS Degree or PMP (or equivalent certification).

***Note 1:** Applies

4. Project Manager

Minimum Experience: 6 years

Functional Responsibility:

Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (KO), the task order-level TMs, Government management personnel and customer agency representatives. Reports to Program Manager; Responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

Minimum Education: BS Degree or PMP (or equivalent certification).



Your Technology Solutions Provider

5. Technical Writer/Editor

Minimum Experience: 4 years

Functional Responsibility:

Gathers, analyzes, translates and composes technical information into clear, readable documents to be used by technical and non-technical personnel. Composes technical documents including, user's manuals, training materials, installation guides, proposals, and reports; Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology.

Minimum Education: Associates Degree or an additional 4 years experience in a related field

6. Training Specialist

Minimum Experience: 4 years

Functional Responsibility:

Provides support for coordinating, developing, and delivering computer-related training to the user community. Develops and revises these courses and prepares appropriate training catalogs. Develops courses and instructional material to educate technical and non-technical personnel in IT; Prepares instructor materials (course outline, background material, and training aids); Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms); Provides second level support and coordinate training with help desk. Provides standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively; Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs; Possesses thorough knowledge of appropriate hardware and software.

Minimum Education: Associates Degree or an additional 4 years experience in a related field

7. Intrusion Detection System (IDS) and Integrated Commercial Intrusion Detection System (ICIDS) Operator/Monitor

Minimum Experience: 4 years

Functional Responsibility:

Operator/Monitor shall operate the ICIDS which is a system of intrusion detection equipment that provides an indication of intrusion attempts at monitored sites to a central monitoring location. The Operator/Monitor shall operate the primary Operator Workstation. If an operator workstation fails, the operator will be immediately relocated to a functioning workstation. ICIDS monitoring must continue without any interruption of service.



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The Operator/Monitor shall create, issue, and delete PERSONAL Identification Ciphers (PIC) as required; add, remove, and modify the PIC data as necessary; print updated facility access roster; perform monthly back up of any files (i.e. electronic journals) associated with ICIDS monitors duties. The Lead Monitor shall be responsible for receipt, dispatch, and inventory of all ICIDS components. The Lead Monitor will coordinate trouble shooting procedures with contracted ICIDS Tech to resolve any ICIDS function issues. Alarm monitoring will take precedence over all other duties required of the Lead Monitor. The Lead Monitor shall provide remedial monitor training to other monitors and assist with training new hires as required.

Operator/Monitor shall process all alarms by priority presented on the operator monitor and notify Central Dispatch of the alarm condition. The ICIDS computer will present the operator with alarm information and procedures. As a minimum, the operator shall immediately furnish the Central Dispatch with the alarm location, type of activity, facility or unit and type of alarm activation.

Minimum Education: Associates Degree or Equivalent Experience

8. **Systems Life-Cycle Administrative Assistant**

Minimum Experience: 2 years

- Knowledge of English. Must have fluency in speaking, understanding, reading, and writing English equivalent to a native speaker with a high school education.
- Experience. Progressively responsible clerical, office, or other work that indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled. Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position.

Functional Responsibility:

The Systems Life Cycle Administrative Assistant uses an automated tracking tool (such as the tracking system) to prepare and distribute a report of problem reports to be reviewed by the *Change Control Board* CCB. The Systems Life Cycle Administrative Assistant changes the status of problem reports to route them to the next step in the tracking system and enters any action items, risks, or issues identified during the meeting into the tracking system. Using the tracking system, the Systems Life Cycle Administrative Assistant prepares and distributes change requests to be reviewed by the CCB and ensures all change requests submitted for the meeting have complete information. Using the tracking system, the Systems Life Cycle Administrative Assistant prepares program level documents and a variety of management reports; pertaining to current customer status, program level action items and program risks. The Systems Life Cycle Administrative Assistant serves as an administrator for the sourcode control systems.

Minimum Education: High school diploma or GED, or Equivalent Experience



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Information Technology

NO.	LABOR CATEGORY	Hourly Rates
1	Systems Architect	\$129.13
2	Database Analyst/Programmer	\$87.15
3	Database Administrator (Senior)	\$92.32
4	Information Resource Management Analyst	\$69.98
5	IT Security Specialist (Junior)	\$75.31
6	IT Security Specialist (Intermediate)	\$96.61
7	IT Security Specialist (Senior)	\$115.66
8	Voice Communications Manager	\$50.15
9	Application Systems Analyst*	\$69.98
10	Application Developer/Programmer	\$75.31
11	Applications Engineer (Junior)	\$68.68
12	Applications Engineer (Intermediate)	\$80.98
13	Applications Engineer (Senior)	\$93.25
14	Computer Systems Analyst (Junior)	\$57.42
15	Computer Systems Analyst (Intermediate)	\$78.17
16	Computer Systems Analyst (Senior)	\$103.74
17	Systems Engineer (Intermediate)	\$110.80
18	Systems Engineer (Senior)	\$123.10
19	Systems Engineer (SME)	\$143.90
20	Web Architect	\$80.98
21	Web Designer	\$57.42
22	Web Content Administrator	\$65.80
23	Systems Administrator (Junior)	\$78.79
24	Systems Administrator (Intermediate)	\$93.25
25	Systems Administrator (Senior)	\$105.38
26	IT Linux Systems Admin	\$45.46
27	Graphics Designer	\$98.59
28	Software Developer (Lead)	\$85.07
29	Software Developer (Senior)	\$71.47
30	Software Developer (Intermediate)	\$58.87
31	Software Developer (Junior)	\$46.97
32	Database Analyst/Programmer (Intermediate)	\$57.85
33	LAN/WAN Administrator	\$54.45
34	PC Systems Specialist	\$46.97
35	Network Administrator/Help Desk (Tier 1)	\$47.36
36	Network Administrator/Help Desk (Tier 2)	\$56.83
37	Telecom Admin	\$63.07



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38	Video Conference Engineer	\$69.93
39	Systems Analyst (Level 1)	\$83.15
40	Systems Analyst (Level 2)	\$98.07
41	Systems Analyst (Level 3)	\$112.99
42	Programmer / Analyst (Level 1)	\$69.28
43	Programmer / Analyst (Level 2)	\$78.89
44	Web-System Analyst (Level 1)	\$70.35
45	Web-Programmer Analyst (Level 1)	\$70.35
46	Web-Programmer Analyst (Level 2)	\$75.68
47	Database Administrator (Level 1)	\$87.41
48	Database Administrator (Level 3)	\$116.19

1. Systems Architect

Minimum Experience: 8 years

Functional Responsibility:

Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems; Designs architecture to 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 compatible and in compliance with the standards for agency IT architectures, and profiles of standards as they apply to the implementation and specific to the solution for the platform, integration with other systems, and the external interfaces. Ensures that the common operating environment is compliant; evaluates analytically and systematically problems of work flows, organization and planning and develops appropriate corrective action. Provides daily supervision and direction to staff.

Minimum Education: BS degree

2. Database Analyst/Programmer

Minimum Experience: 3 years

Functional Responsibility:

Designs, implements and maintains moderately complex databases, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Maintains database dictionaries, monitors standards and procedures and integration of systems through database design.

Minimum Education: Associates Degree or an additional 4 years experience in a related field



Your Technology Solutions Provider

3. Database Administrator (Senior)

Minimum Experience: 12 years

Functional Responsibility:

Responsible for providing technical expertise and support to database infrastructure and application databases. Determine logical and physical architecture requirements necessary to create new applications. Create conceptual and logical models for new database development and/or changes to existing ones. Provide input into evaluation and recommendation of strategies, technologies and standards for IT related infrastructures. Support production environments and participate in development of projects.

Minimum Education: BS degree

4. Information Resource Management Analyst

Minimum Experience: 2 years

Functional Responsibility:

Ensures problem resolution and customer satisfaction for individual Task Orders; Performs technical and administrative efforts for tasks, including review of work products for correctness, compliance with industry-accepted standards, federal government legislative and regulatory requirements and user standards specified in Task Orders; Develops requirements for IT products/services from inception to conclusion from simple to complex projects, including specifications, feasibility studies, requirement analysis, etc.

Minimum Education: HS Diploma or GED or equivalent.

5. IT Security Specialist (Junior)

Minimum Experience: 4 years

Functional Responsibility:

Provides assistant designs, develops, engineers and implements solutions to security requirements. Performs risk analyses which also include risk assessment; Supports, assists with coordination, and implementation the organization's information security.

Minimum Education: HS Diploma or GED or equivalent.

6. IT Security Specialist (Intermediate)

Minimum Experience: 7 years

Functional Responsibility:

Provides support to plan, coordinates, and implements the organization's information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. Has ability to serve as Information System Security Officer.

Minimum Education: Associates Degree or an additional 4 years experience in a related field



Your Technology Solutions Provider

7. IT Security Specialist (Senior)

Minimum Experience: 12 years

Functional Responsibility:

Oversees the efforts of security staff to design, develop, engineer and implement solutions to security requirements; Responsible for the development and implementation of network security architectures. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analysis and assessment(s) to support, plan, coordinate, and implement the organization's information security framework and policy(s). Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems; Provides daily supervision and direction to staff.

Minimum Education: BS degree or CISSP (or equivalent certification).

8. Voice Communications Manager

Minimum Experience: 5 years

Functional Responsibility:

Ensures that adequate and appropriate planning is provided for hardware and communications facilities to develop and implement methodologies for analysis, installation and support of voice communications systems. Provides coordination in the analysis, acquisition and installation of hardware and software; Interfaces with internal/external customers and vendors to determine system needs. Manages the training and efforts of a staff responsible for system and network planning and analysis activities; May include billing/charge-back responsibilities.

Minimum Education: Associates degree or an additional 4 years experience in a related field or CCVP (or equivalent certification)

9. Application Systems Analyst

Minimum Experience: 4 years

Functional Responsibility:

Provides analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems; Handles test scripts and service requirements; Works closely with end users on project development and implementation. May prepare cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible.

Minimum Education: Associates Degree or an additional 4 years experience in a related field.

***Note 1:** Applies



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10. Application Developer/Programmer

Minimum Experience: 6 years

Functional Responsibility:

Analyzes functional business applications and design specifications for functional activities. Develops codes, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Works with the technical staff to understand problems had with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements. Develops block diagrams and logic flow charts; Prepares required documentation. Provides technical direction to programmers to ensure program deadlines are met.

Minimum Education: Associates Degree or an additional 4 years experience in a related field

11. Applications Engineer (Junior)

Minimum Experience: 3 years

Functional Responsibility:

Analyzes functional business applications 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 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: Associates degree or an additional 4 years experience in a related field or MCSE (or equivalent certification).

12. Applications Engineer (Intermediate)

Minimum Experience: 6 years

Functional Responsibility:

Works from specifications to develop or modify software applications. Assists with design, coding, benchmark testing, debugging and documentation of programs; Applications generally dealing with utility programs, job control language, macros, subroutines and other control modules. Works on most phases of software systems programming applications, and may require instruction and guidance in other phases.

Minimum Education: Associates degree or an additional 4 years experience in a related field or MCSE (or equivalent certification).



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13. Applications Engineer (Senior)

Minimum Experience: 8 years

Functional Responsibility:

Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer-Aided Software Engineering (CASE) tools; Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time and improving current techniques. Formulates and defines specifications for software applications or modifies and maintains existing applications using engineering releases and utilities from the manufacturer. Responsible for program design, coding, testing, debugging and documentation; Instructs, directs, and checks the work of other task personnel; Responsible for quality assurance review and the evaluation of existing and new software products.

Minimum Education: BS degree

14. Computer Systems Analyst (Junior)

Minimum Experience: 3 years

Functional Responsibility:

Analyzes information requirements; Evaluates analytically and systematically problems of workflows, organization, planning, and develops appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Defines the problem, and develops system requirements and program specifications. Under supervision, coordinates closely with programmers or engineers to ensure proper implementation of program and system specifications; Develops system alternative solutions in conjunction with functional users.

Minimum Education: Associates Degree or an additional 4 years experience in a related field



Your Technology Solutions Provider

15. Computer Systems Analyst (Intermediate)

Minimum Experience: 6 years

Functional Responsibility:

Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS; Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications; Develops, in conjunction with functional users, system alternative solutions.

Minimum Education: BS degree or CCNA (or equivalent certification).

16. Computer Systems Analyst (Senior)

Minimum Experience: 10 years

Functional Responsibility:

Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules; Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction; Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives; Provides daily supervision and direction to support staff.

Minimum Education: BS degree or CCNA (or equivalent certification).



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17. Systems Engineer (Intermediate)

Minimum Experience: 4 years

Functional Responsibility:

Responsible for engineering and designing business platforms and systems that will meet company's business needs; analyze and evaluate current system architecture to determine areas that need improvement or expanded functionality; review analysis with end users and/or external vendors, evaluating and discussing possible options and recommendations; thoroughly document modifications and additions to platforms; act as Tier III support for outstanding issues for internal and external customers/clients; conduct forensic analysis of issues to determine root cause and steps to avoid future occurrences; provide support to co-workers by answering questions, training and ensuring the highest level of quality service is provided.

Minimum Education: Associates degree or CCNA (or equivalent certification).

18. Systems Engineer (Senior)

Minimum Experience: 8 years

Functional Responsibility:

Provides identification and resolution of problems within existing systems and design/implement new systems. Participate in analysis, design and new construction of next generation IT systems. Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the development team. Skill areas include telecommunications (ex. TCP/IP, OIS/CMIP/X25), operating systems (ex. - Windows, NT, and UNIX), database/DBMS (ex. Oracle, Access, Sybase) and applications (ex. Tivoli, PeopleSoft, etc.) and familiarity with ITIL, SEI/CMM.

Minimum Education: BS degree or CCNA (or equivalent certification).



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19. Systems Engineer (SME)

Minimum Experience: 12 years

Functional Responsibility:

Design and develop from concept to production. Leads and defines requirements and designs and verifies network architecture, configurations and components. Establishes and leads the identification of design constraints and ensures architecture conforms to requirements. Create the network design and follow it through its implementation and ongoing support and maintenance and assess impact of architectural decisions to product lifecycle. Develops network architecture, standards and strategies. Coaches and mentors others.

Minimum Education: BS degree or CCIE (or equivalent certification).

20. Web Architect

Minimum Experience: 8 years

Functional Responsibility:

Designs and builds web sites 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 on-line offerings; Designs the website to support the organization's strategies and goals relative to external communications.

Minimum Education: BS degree or Systems Architecture certification

21. Web Designer

Minimum Experience: 8 years

Functional Responsibility:

Requires strong navigation and site design instincts. Designs, develops, troubleshoots, debugs, and implements software code for components 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: HS Diploma or GED or equivalent.



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22. Web Content Administrator

Minimum Experience: 6 years

Functional Responsibility:

A working knowledge of: graphic design (or a related field), Web-site management, web servers, intranet site structures and/or Web-related software. Provides support for developing & providing Agency Web-site content that will motivate & satisfy civilian user's needs so that they will regularly access the site & utilize it as a major source for information, decision making and benefits delivery. Provides support for maintaining civil service handbook & policies/procedures on the agency Web; Assists in the development of an agency newsletter & civilian benefits communications; Recommends new & innovative web uses as well as training & educating employees on the use & benefits of using the Web. Provides support in the location & pursuit of content & surveying internal customers to gather feedback for site improvement & enhancements.

Minimum Education: Associates Degree or an additional 4 years experience in a related field

23. Systems Administrator (Junior)

Minimum Experience: 2 years

Functional Responsibility:

Assist in managing the corporate network infrastructure. Assist in administering and maintaining the Company' Wide Area Network and DR Site. Install, configure, troubleshoot, repair, maintain, upgrade and monitor performance of network components. Supports network and related hardware, software and infrastructure such as servers, printers, hubs, switches and routers. Create network user and/or object accounts. Monitor network security following established procedures. Assist in the development and maintenance of network documentation. Establish connectivity to new nodes. Support network functions, including applying patches, installing operating systems revisions, maintaining, repairing, upgrading hardware and generating reports. Provide end user support.

Minimum Education: Associates Degree or an additional 4 years experience in a related field

24. Systems Administrator (Intermediate)

Minimum Experience: 5 years

Functional Responsibility:

Installing and upgrading applications, maintaining complex application and technical configuration settings, and managing the configurations across the development, test, and production environments. Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information. Support application development teams throughout project lifecycles. Analyze system, server, application, network, and input/output device performance.

Minimum Education: BS degree or MCSE (or equivalent certification)



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25. Systems Administrator (Senior)

Minimum Experience: 8 years

Functional Responsibility:

Lead capacity planning initiatives and the develop long-term strategic goals for systems and software in conjunction with end-users and department managers. Coordinate with network engineering, business application, and database administration functions to implement desktop and server systems that utilize industry best practices to meet corporate objectives. Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases. Perform and test routine system backups and restores. Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software problems on servers, and workstations. Escalate incidents as necessary. Conduct research on emerging products, services, protocols, and standards in support of systems software procurement and development efforts. Create required reports in response to business user needs. Participate in negotiations with vendors, outsourcers, and contractors to secure software products and services. Develop, document, and maintain policies, procedures and associated training plans for system administration and appropriate use. Manage and/or provide guidance to junior members of the team.

Minimum Education: BS degree or MCSE certification and an additional 2 years experience in a related field.

26. IT Linux Systems Administrator

Minimum Experience: 3 years

Functional Responsibility:

The IT Linux Systems Administrator will be responsible for all aspects of Linux and Unix Server based systems. The IT Linux Systems Administrator will also be responsible for incident management, effective troubleshooting and problem management with root cause resolution are critical requirements for this position. Experience with Linux Administration/Server Support. Red Hat or CentOS Linux is desirable.

Minimum Education: Associates Degree or Equivalent Experience



Your Technology Solutions Provider

27. Graphics Designer
Minimum Experience: 3 years

Functional Responsibility:

The Graphics Designer shall create all digital communications and develop graphical improvements to website designs and mobile devices. The Graphics Designer is responsible for creating a visible image that can be used in media and print. The Graphics Designer uses software and hand-rendering to design products that meet the needs of the client.

Minimum Education: Associates Degree or Equivalent Experience

28. Software Developer (Lead)
Minimum Experience: 12 years

Functional Responsibility:

Software Development lead will set and enforce software development life cycle processes to ensure systems meet requirements. Systems are comprised of coded application with database interface utilizing graphical user interface and report tools.

Software Developer will manage and oversee software releases according to coding standards, architecture requirements and documented release procedures and support and enforce the check-in and verification of development changes to ensure quality assurance. Software Developer will be experienced in techniques and practices used to ensure software releases are accurate and delivered on time in accordance with deadlines; while meeting quality assurance and user acceptance testing standards.

Software Developer will ensure quality assurance testing is performed on new code sets, reports, or other changes within development, test, or pre-production systems; while, working with developers to identify issues and assist in resolution of problems identified during quality assurance checks.

Upon completion of code development and testing, the Software Developer will ensure developers work with functional users on the user acceptance testing phase of assignments or projects and ensure documentation of issues for resolution within allotted time allowance. This documentation will include: instructions, standard operating procedures, installation procedures, or other documents to allow equivalent functional personnel to understand computer installations, upgrades, maintenance, and troubleshooting requirements of the job.



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Experience writing code in one or more of the following languages: .NET, C#, C++, C, PLISQL, Visual Basic, some Java, Active Server Pages (ASP), Extensible Markup Language (XML) is desirable.

Minimum Education: Bachelors Degree or Equivalent Experience

29. Software Developer (Senior)

Minimum Experience: 10 years

Functional Responsibility:

Manage software developed life cycle processes to develop systems to meet requirements. Systems are comprised of coded application with database interface utilizing graphical user interface and report tools.

Software Developer will manage software releases according to coding standards, architecture requirements and documented release procedures and support and enforce the check-in and verification of development changes to ensure quality assurance. Software Developer will be experienced in technics and practices used to ensure software releases are accurate and delivered on time in accordance with deadlines; while meeting quality assurance and user acceptance testing standards.

Software Developer will manage quality assurance testing performed on new code sets, reports, or other changes within development, test, or pre-production systems; while, working with developers to identify issues and assist in resolution of problems identified during quality assurance checks.

Upon completion of code development and testing, the Software Developer will work with functional users and assist with user acceptance testing phase of assignments or projects and ensure documentation of issues for resolution within allotted time allowance. This documentation will include: instructions, standard operating procedures, installation procedures, or other documents to allow equivalent functional personnel to understand computer installations, upgrades, maintenance, and troubleshooting requirements of the job.

Experience writing code in one or more of the following languages:.NET, C#, C++, C, PLISQL, Visual Basic, some Java, Active Server Pages (ASP), Extensible Markup Language (XML) is desirable.

Minimum Education: Bachelors Degree or Equivalent Experience



Your Technology Solutions Provider

30. Software Developer (Intermediate)

Minimum Experience: 6 years

Functional Responsibility:

Software Developer will execute software developed life cycle processes to develop systems to meet requirements. Systems are comprised of coded application with database interface utilizing graphical user interface and report tools.

Software Developer will execute software releases according to coding standards, architecture requirements and documented release procedures and support and enforce the check-in and verification of development changes to ensure quality assurance. Software Developer will be experienced in technics and practices used to ensure software releases are accurate and delivered on time in accordance with deadlines; while meeting quality assurance and user acceptance testing standards.

Software Developer will execute quality assurance testing on new code sets, reports, or other changes within development, test, or pre-production systems; while, working with developers to identify issues and assist in resolution of problems identified during quality assurance checks. In addition, the Software Developer will develop system documentation to include: instructions, standard operating procedures, installation procedures, or other documents to allow equivalent functional personnel to understand computer installations, upgrades, maintenance, and troubleshooting requirements of the job.

Experience writing code in one or more of the following languages: .NET, C#, C++, C, PLISQL, Visual Basic, some Java, Active Server Pages (ASP), Extensible Markup Language (XML) is desirable.

Minimum Education: Bachelors Degree or Equivalent Experience



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31. Software Developer (Junior)
Minimum Experience: 3 years

Functional Responsibility:

Software Developer will follow software developed life cycle processes to develop systems to meet requirements. Systems are comprised of coded application with database interface utilizing graphical user interface and report tools.

Software Developer will support software releases according to coding standards, architecture requirements and documented release procedures and support and enforce the check-in and verification of development changes to ensure quality assurance. Software Developer will follow techniques and practices used to ensure software releases are accurate and delivered on time in accordance with deadlines; while meeting quality assurance and user acceptance testing standards.

Software Developer will support quality assurance testing performed on new code sets, reports, or other changes within development, test, or pre-production systems; while, working with developers to identify issues and assist in resolution of problems identified during quality assurance checks. In addition, the Software Developer will develop system documentation to include: instructions, standard operating procedures, installation procedures, or other documents to allow equivalent functional personnel to understand computer installations, upgrades, maintenance, and troubleshooting requirements of the job.

Experience writing code in one or more of the following languages: .NET, C#, C++, C, PLISQL, Visual Basic, some Java, Active Server Pages (ASP), Extensible Markup Language (XML) is desirable.

Minimum Education: Associates Degree or Equivalent Experience

32. Database Analyst/Programmer (Intermediate)
Minimum Experience: 6 years

Functional Responsibility:

Support new and existing overall system design (database, application, and delivery). This includes development of new application- database systems, or improve existing application database systems, by analyzing user and data requirements. Recommend alternative solutions and processes and to evaluate available commercial software.



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Perform database administration support for standard databases to guarantee integrity and consistency of data. This includes the ability to monitor and optimize database performance; implement efficient data mining techniques; monitor and improve disk management usage; administer data dictionary; assist with a portion of a company-wide Data Repository; ensure security; backup and recoverability of all databases; assign access rights; reduce unnecessary or redundant storage; and share common data among users.

Minimum Education: Bachelors Degree or Equivalent Experience

33. LAN/WAN Administrator

Minimum Experience: 6 years

Functional Responsibility:

The LAN/WAN Administrator maintains a stable operating environment within the entire networked system and supports a multi-tiered environment through changes to design, development, test, and production systems. The LAN/WAN Administrator ensures a high level of operational reliability, maintains secured systems, maintains or improves system efficiency, all with an acceptable quality level and within service level expectations. The LAN/WAN Administrator hardens servers against Cyber Security threats, maintaining up-to-date cyber security patch levels, and supports Cyber Security Specialists during responses to Cyber Security incidents.

The LAN/WAN Administrator supports the life-cycle operation of multiple server systems. This includes, but is not limited to, planning, designing, testing, implementing, maintaining, patching, operating, decommissioning, disposal, and managing hardware and operating systems in a LAN/WAN/Campus environment. Improve existing systems, by analyzing operations, logs, data, or other information and recommend alternative solutions and processes to improve operational efficiency. The LAN/WAN Administrator maintains a stable operating environment within the entire networked system and support multi-tiered environment through changes to design, development, test, and production systems.

The LAN/WAN Administrator will troubleshoot data communications problems in a LAN and WAN environment (includes, but not limited to, network card, cabling, IPX protocols, SAP protocols, TCP/IP protocols, ping utility, trace route utilities, etc.). The LAN/WAN Administrator also supports standard e-mail systems in a LAN and WAN environment and file, archive, and system backup equipment, including hardware and software. The LAN/WAN Administrator supports and maintains cyber security programs and processes at the server level, including interfaces with desktop systems, that include patch management, virus detection, virus removal, log reviews, intrusion detection systems, data-at-rest encryption, locally installed firewalls, etc. on desktop and server LAN environments and support installations, upgrades, system integration,



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and patch management program in a manner that supports customer configuration management guidelines and industry best practices.

The LAN/WAN Administrator ensures all systems comply with Backup and Recovery Policies and periodically tests Backup and Recovery plans. In addition, the LAN/WAN Administrator ensures all technical equipment, software, and supplies are properly identified and managed as inventory and ensures that property regulations are followed and coordinated through the proper disposal of equipment. And provides preventative examinations for all software, hardware, and data communication materials and equipment. Preventative maintenance and examinations will be in accordance with manufacturer's recommendations and client direction.

Minimum Education: Bachelors Degree or Equivalent Experience

34. **PC Systems Specialist**

Minimum Experience: 5 years

Functional Responsibility:

The PC Systems Specialist will provide Level 1 and Level 2 support with PC Systems to resolve technical questions and problems, respond to incoming inquiries in an accurate and timely manner, opens and closes support tickets with appropriate documentation, while following all required procedures and guidelines. Some of the PC Systems Specialist Duties include:

- Harden desktops/laptops against Cyber Security threats, maintain up- to-date cyber security patches levels and cyber security tools; and support Cyber Security Specialists during response to Cyber Security incidents.
- Analyze new hardware and software requirements, recommend changes/upgrades, develop and test deployment strategies, and communicate/coordinate deployments.
- Maintain accurate asset management records and review asset reports and document non-standard hardware or software, non-patched systems, and any other anomalies and assist and recommend desktop/laptop hardware, software, and printer requirements.
- Prepare documents for standard operating procedures, instructional guides, and support information for users and technical groups.
- Assist with disaster recovery and off-site backup process and coordination.
- Support desktop application software loaded and operating from the local machine and/or the fileserver. Utilize and support middleware for connections from the desktop environment and system databases.
- Support installations, upgrades, system integration, and patch management program, to support and implement agency configuration management guidelines and industry best practice methods.

Minimum Education: Associates Degree or Equivalent Experience



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35. Network Administrator / Help Desk (Tier 1)

Minimum Experience: 2 years

Functional Responsibility:

Accurately respond to incoming inquiries. Respond to user requests and inquiries. Respond to users on ticket resolution. Prepare documents for standard operating procedures, instructional guides, and support documentation information for users and other technical groups. Responsible for the life cycle support of described documentation for the developed application systems.

Support installations, upgrades, system integration, and patch management program in a manner that supports agency configuration management guidelines and industry best practice methods.

Minimum Education: High school diploma or GED, or Equivalent Experience

36. Network Administrator / Help Desk (Tier 2)

Minimum Experience: 4 years

Functional Responsibility:

Personnel will accurately respond to incoming inquiries, respond to user requests and inquiries, verify support tickets were opened and closed with appropriate documentation, while following procedures and guidelines, within allotted time allowance. In addition, personnel will prepare documents for standard operating procedures, instructional guides, and support documentation information for users and other technical groups. Responsible for the life cycle support of described documentation for the developed application systems.

Personnel will have ability to perform quality assurance testing on new code sets, reports, or other changes within development, test, or pre-production systems and work with developers to identify issues and assist in resolution of problems identified during quality assurance checks.

Personnel will support installations, upgrades, system integration, and patch management program in a manner that supports agency configuration management guidelines and industry best practice methods.

Minimum Education: Associates Degree or Equivalent Experience



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37. Telecom Admin
Minimum Experience: 5 years

Functional Responsibility:

The Telecom Admin will be responsible for all of the Telecommunications Services. Services include voice and data circuits, video conference services and wireless services. The Telecom Admin provides telecommunications billing reports for management and coordinates telecommunications services and oversees activities related to the facility communications requirements. This would include user support in the form of direct assistance or coordination with appropriate in-house and vendor representatives. The Telecom Admin develops procedures for establishing, operating, and assessing the effectiveness of telecommunications service charges to prevent waste, loss, unauthorized use, or misappropriation of assets.

Minimum Education: Associates Degree or Equivalent Experience

38. Video Conference Engineer
Minimum Experience: 6 years

Functional Responsibility:

The Video Conferencing Engineer will participate in the development of Video Conferencing designs, implementation tasks associated with the approved designs, and maintenance of Video Conferencing devices, and Tier 4 troubleshooting activities as required to keep the devices operational at all times (24 x 7). The Video Conferencing Engineer utilizes state of the art Video Conference management tools and practices to monitor the availability, performance, and security of the video devices. The contractor is involved in all aspects of Video Conferencing technologies including video gateways; video bridges; video end-points, video conferencing management; secure configuration and troubleshooting of video conferencing resources such as Gateways, Primary Rate Interface (PRI), ISDN interfaces, video codes, streaming video and multimedia hardware. Work involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance, and enhancement of information systems security programs, policies, procedures, and tools.

Minimum Education: Bachelors Degree or Equivalent Experience



Your Technology Solutions Provider

39. Systems Analyst (Level 1)
Minimum Experience: 6 years

Functional Responsibility:

The Systems Analyst will analyze program and subsystem requirements and specifications and develop data flow and logic diagrams, recommend software tools to increase efficiencies and increase accuracy, while utilizing change management software, principles, and concepts. Other duties will include:

- Designs and develops modules to accomplish system functions and prepares program documentation
- Designs desktop applications in support of analysis and validating migrating efforts
- Develops programs/modules from specifications using MS Office Professional, Oracle, MS SQL, Java, C++, SAS or other appropriate desktop applications and will be able to test, debug, and modify computer programs
- Develops test data, test environments, and test procedures which allow the modules/programs to run as part of the systems.
- Assists in the implementation of clients onto the systems and resolving development and migrating problems
- Designs and modifies modules/programs to reduce operating time and improve efficiency
- Performs these functions in IBM main frame, Unix, PC/LAN, and/or other computer environments

Minimum Education: Bachelors Degree or Equivalent Experience

40. Systems Analyst (Level 2)
Minimum Experience: 8 years

Functional Responsibility:

The Systems Analyst will manage or perform a variety of software engineering activities, analyze functional and technical business project plans for large business organizations, as well as program and subsystem requirements and specifications. The Systems Analyst will be able to recommend software tools to increase efficiencies and increase accuracy and prepare all needed program documentation, including block diagrams, logic flowcharts, GANTT and PERT charts and other means to document and convey how the most complex requirements will be satisfied. The Systems Analyst will be proficient in a number of computer environments and computer systems and languages, such as:

- NATURAL programming in an IBM mainframe environment
- ADATABASE system or equivalent database management system.



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- IBM MVX/XA or MVS/ESA environment including utilities, debuggers, and on-line editors.
- MS Access, Oracle or other appropriate desktop applications
- IBM main frame, Unix, PC/LAN, and/or other computer environments

Change management and project planning are also important aspects of this role. The Systems Analyst will be able to identify, monitor, and control project risk items and develop Risk Management Plans for resources, tasks, budget and schedule. The Systems Analyst will be proficient with change management software, principles, and concepts and have the required technical ability to:

- Propose and assist in making refinements, reducing operating time, and improving current techniques.
- Design and develop modules to accomplish system functions
- Design desktop applications in support of analysis and validating migrating efforts
- Tests, debugs, and modifies computer programs
- Develop test data, test environments, and test procedures which allow the modules/programs to run as part of the systems
- Design and modify modules/programs to reduce operating time and improve efficiency

Minimum Education: Bachelors Degree or Equivalent Experience

41. **Systems Analyst (Level 3)**

Minimum Experience: 12 years

Functional Responsibility:

The Systems Analyst will manage or perform a variety of software engineering activities analyzes functional and technical business project plans for large business organizations, as well as program and subsystem requirements and specifications. The Systems Analyst will be able to recommend software tools to increase efficiencies and increase accuracy. The Systems Analyst will be proficient in a number of computer environments and computer systems and languages, such as:

- NATURAL programming in an IBM mainframe environment
- ADATABASE system or equivalent database management system.
- IBM MVX/XA or MVS/ESA environment including utilities, debuggers, and on-line editors.
- Windows 2000 and Windows XP operating systems
- MS Access, Oracle or other appropriate desktop applications
- IBM main frame, Unix, PC/LAN, and/or other computer environments



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The Systems Analyst will be expected to manage or perform software engineering activities for large complex systems that use database management systems. This will require experience analyzing functional business applications and design specifications for large complex systems and translating complex designs into computer software. Developed software must be tested, debugged, and refined to produce the results. The Systems Analyst will also be able to:

- Develops block diagrams, logic flowcharts, and other means to document and convey how the most complex requirements will be satisfied
- Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques

Minimum Education: Bachelors Degree or Equivalent Experience

42. **Programmer / Analyst (Level 1)**

Minimum Experience: 3 years

Functional Responsibility:

The Systems Analyst will be proficient in a number of computer environments and computer systems and languages, such as:

- MS Office Suite/Professional programmer
- One year experience with change management software principles, and concepts
- IBM main frame, Unix, PC/LAN, and/or other computer environments
- Job Control Languages (JCL) used in testing programs and executing jobs

Personnel in this role will develop test data, test environments, and test procedures which allow the modules/programs to run as part of the systems, tests and debug the computer program and document the resulting system, using data flow and logic diagrams.

Personnel in this role will implement software tools to increase efficiencies and increase accuracy of the system and designs applications in support of analysis and validating migrating efforts, if required.

Minimum Education: Associates Degree or Equivalent Experience



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43. Programmer / Analyst (Level 2)
Minimum Experience: 6 years

Functional Responsibility:

The Systems Analyst will be proficient in a number of computer environments and computer systems and languages, such as:

- MS Office Suite/Professional programmer
- One year experience with change management software principles, and concepts
- IBM main frame, Unix, PC/LAN, and/or other computer environments
- IBM MVS/XA, XP administration, or applicable operating system environments
- Job Control Languages (JCL) used in testing programs and executing jobs

Personnel in this role will analyze program and subsystem requirements and specifications and designs and develops modules to accomplish system functions, develop test data, test environments, and test procedures which allow the modules/programs to run as part of the systems, tests and debug the computer program and document the resulting system, using data flow and logic diagrams. Personnel in this role will recommend software tools to increase efficiencies and increase accuracy of the system and designs applications in support of analysis and validating migrating efforts, if required.

Minimum Education: Bachelors Degree or Equivalent Experience

44. Web-System Analyst (Level 1)
Minimum Experience: 6 years

Functional Responsibility:

The Web-Systems Analyst will be proficient in a number of computer environments and computer systems and languages, such as:

- MS Office Professional
- Oracle, SQL, Java, C++, ColdFusion
- Hyperion Performance Suite
- Main frame, Unix, PC/LAN, and/or other computer environments

The Web-Systems Analyst will analyze program and subsystem requirements and specifications and develops data flow and logic diagrams, designs to assist in the development of that application. The Web-Systems Analyst will also have the ability to code, test and debug these applications to create working modules. Other activities a Web-Systems Analyst may perform include:



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- Recommends software tools to increase efficiencies and increase accuracy
- Designs web-based applications in support of analysis and validating migrating efforts
- Designs web-based applications in support of web-based training
- Develops test data, test environments, and test procedures which allow the modules/programs to run as part of the systems
- Prepares program documentation
- Designs and modifies modules/programs to reduce operating time and improve efficiency

Minimum Education: Bachelors Degree or Equivalent Experience

45. **Web-Programmer Analyst (Level 1)**

Minimum Experience: 3 years

Functional Responsibility:

The Web-Programmer Analyst will be proficient in a number of computer environments and computer systems and languages, such as:

- MS Office Professional
- Oracle, SQL, Java, C++, ColdFusion
- Dreamweaver or other similar applications
- Main frame, Unix, PC/LAN, and/or other computer environments
- Job Control Languages (JCL) used in testing programs and executing jobs
- Debuggers and on-line editor utilities
- Graphics applications

The Web-Systems Analyst will assist with the analysis of program and subsystem requirements and specifications. The Web-Systems Analyst may also develop data flow and logic diagrams and designs to assist in the development of that application. The Web-Systems Analyst will also have the ability to assist with the coding, testing and debugging of these applications to create working modules. Other skills and activities a Web-Systems Analyst may perform include:

- Develop test data, test environments, and test procedures which allow the modules/programs to run as part of the systems
- Prepare program documentation
- Design/modify modules/programs to reduce operating time/improve efficiency
- Work with change management software, principles, and concepts

Minimum Education: Associates Degree or Equivalent Experience



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46. Web-Programmer Analyst (Level 2)

Minimum Experience: 5 years

Functional Responsibility:

The Web-Programmer Analyst will be proficient in a number of computer environments and computer systems and languages, such as:

- MS Office Professional
- Oracle, SQL, Java, C++, ColdFusion
- Hyperion Performance Suite
- Dreamweaver or other similar applications
- Main frame, Unix, PC/LAN, and/or other computer environments
- Job Control Languages (JCL) used in testing programs and executing jobs
- Debuggers and on-line editor utilities
- Graphics applications

The Web-Systems Analyst will analyze programs and subsystem requirements and specifications. The Web-Systems Analyst may also develop data flow and logic diagrams and designs to assist in the development of that application. The Web-Systems Analyst will also have the ability to code, test and debug these applications to create working modules. Other skills and activities a Web-Systems Analyst may perform include:

- Develop test data, test environments, and test procedures which allow the modules/programs to run as part of the systems
- Prepare program documentation
- Design and modify modules/programs to reduce operating time and improve efficiency
- Work with change management software, principles, and concepts

Minimum Education: Bachelors Degree or Equivalent Experience

47. Database Administrator (Level 1)
Minimum Experience: 6 years

Functional Responsibility:

The Database Administrator will be proficient in a number of computer environments and computer systems and languages, such as:

- Oracle, PL/SQL, Java, and JCL, as applicable
- Debugger and on-line editor utilities
- Main frame, Unix, PC/LAN, and/or other computer environments

The Database Administrator will analyzes program and subsystem requirements and specifications to develops data stores and data diagrams, design and develop modules to efficiently load, configure and manage data, test, debug, and modify computer programs as needed and prepare program documentation. The Database Administrator may also be required to:

- Recommend software tools to increase efficiencies and increase accuracy
- Develop test data, test environments, and test procedures which allow the modules/programs to run as part of the systems
- Assist in the implementation of clients onto the systems and resolving development and migrating problems
- Design and modify modules/programs to reduce operating time and improve efficiency

Minimum Education: Bachelors Degree or Equivalent Experience

48. Database Administrator (Level 3)
Minimum Experience: 12 years

Functional Responsibility:

The Database Administrator will be proficient in a number of computer environments and computer systems and languages, such as:

- J2EE architecture
- WebSphere, Tomcat, Apache, jRam and jBoss
- Applications that produce data files, PDPs and reports
- Debuggers, JUnit and online editors
- Oracle, SQL, PL/SQL, object oriented design (e.g. Java, C++), SML, javascript, HTML and/or ColdFusion
- Main frame (including zLinux), Linux, Windows and /or other operating systems



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The Database Administrator will analyzes program and subsystem requirements and specifications to develops data stores and data diagrams, design and develop modules to efficiently load, configure and manage data, test, debug, and modify computer programs as needed and prepare program documentation. The Database Administrator may also be required to:

- Convert applications from SQL Server database to Oracle database
- Recommend and implements software tools to increase efficiencies and increase accuracy
- Design and develops modules to efficiently load, configure and manage data
- Develop test data, test environments and test procedures which allow the modules programs to run as part of the systems
- Implement file systems and resolve development and migration issues
- Design and modify modules/programs to reduce operation time and improve efficiency

Minimum Education: Bechelors Degree or Equivalent Experience



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Consulting

NO.	LABOR CATEGORY	Hourly Rates
1	Configuration Management Specialist (Junior)	\$63.08
2	Configuration Management Specialist (Intermediate)	\$90.85
3	Configuration Management Specialist (Senior)	\$122.89
4	Information Technology Consultant	\$118.56
5	Quality Assurance Analyst	\$108.88
6	Quality Assurance Manager	\$113.26
7	Quality Assurance Specialist	\$96.61
8	IT Subject Matter Expert	\$221.60
9	Disaster Recovery Specialist	\$129.11
10	Business Process Reengineering Specialist (Junior)	\$61.89
11	Business Process Reengineering Specialist (Intermediate)	\$68.94
12	Business Process Reengineering Specialist (Senior)	\$76.81
13	Test Engineer (Junior)	\$63.84
14	Test Engineer (Intermediate)	\$74.84
15	Test Engineer (Senior)	\$113.56
16	Information Engineer (Principal)	\$84.69
17	Mathematician/Statistician	\$46.01

1. Configuration Management Specialist (Junior)

Minimum Experience: 2 years

Functional Responsibility:

Supports configuration management planning; Describes provisions for configuration identification, change control, configuration status accounting and configuration audits. Supports configuration planning; Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation.

Responsible for configuration change control; Supports the change process so that only approved and validated changes are incorporated into product documents and related software; Responsible for configuration status accounting. Tracks all problems and changes in product documents and reports changes and current configuration;

Responsible for configuration audits; Supports audits to verify that requirements of all baselines have been met; Supports the quality assurance process audits.

Minimum Education: HS Diploma or GED or equivalent.

2. Configuration Management Specialist (Intermediate)

Minimum Experience: 4 years



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Functional Responsibility:

Assist in the development and maintenance of CM plan(s), procedures and schedules, organizes and supports all CM activities, including but not limited to: configuration identification, baseline management, release management, change control, status accounting, and configuration audits. Tracks changes to various types of configuration items to include hardware and software components and documents. Drafts and edits CM policies for hardware and software, maintains and administers the change tracking and version control systems. This position is also responsible for ensuring changes to configuration items (CIs) are approved and processed so that the integrity of the product baselines is maintained throughout the development life cycle; and must participate on the Configuration Control Board, including coordinating, scheduling, and facilitation of meetings as needed; and drafting agendas and meeting minutes.

Minimum Education: HS Diploma or GED or equivalent.

3. Configuration Management Specialist (Senior)

Minimum Experience: 8 years

Functional Responsibility:

Responsible for Development of organizational standards and procedures to ensure that configuration management controls are capable of supporting deployment activities and implementations to meet business needs. Interprets configuration management activities and tools as defined for the account and applies them to project activities. Works with the project manager to develop configuration management plans, milestones, and schedules for projects. Suggests alternative revisions and assists in implementing new strategy as appropriate. Ensures version control integrity for software and non-software components by reviewing account requirements. Establishes approach for resolving discrepancies to ensure requirements are met and implements solutions as necessary to ensure that problems are resolved. Performs highly complex audits for projects or accounts according to the configuration management plans. Implements baselines that are established and approved by the appropriate control board. Recommends and implements suggestions as appropriate. Develops technical installation guidelines and other documentation of hardware and software standards to facilitate tracking. Maintains relationships with customers and support personnel in understanding product configuration. Acts as lead for assigned accounts/regions. Recommends changes to organizational roles and staffing to senior management. Provides leadership and work guidance to less experienced personnel. Collaborates with senior management in prototype reviews and development of policies and procedures. Recommends and implements new procedures as appropriate.

Minimum Education: BS degree



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4. Information Technology Consultant

Minimum Experience: 8 years

Functional Responsibility:

Leads major portions of large or medium projects, and leads small projects autonomously. Provides highly technical and specialized solutions to complex IT problems; Performs analyses and studies and prepares reports; Gathers facts through research, interviewing, surveys, etc. analyzes the client's business, draws conclusions, prepares final reports and gives presentations; Uses in-depth consultative skills and business knowledge to practice business objectives and processes.

Minimum Education: BS degree

5. Quality Assurance Analyst

Minimum Experience: 5 years

Functional Responsibility:

Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure Government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction; Makes recommendations, if needed, for approval of major systems installations; Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates and end user representatives.

Minimum Education: Associates Degree or an additional 4 years experience in a related field



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6. Quality Assurance Manager

Minimum Experience: 10 years

Functional Responsibility:

Establishes and maintains a process for evaluating software and associated documentation; Determines the resources required for quality control; Maintains the level of quality throughout the software life cycle; Conducts formal and informal reviews at pre-determined points throughout the development life cycle; Provides daily supervision and direction to support staff.

Minimum Education: BS degree or 6 Sigma (or equivalent certification)

7. Quality Assurance Specialist

Minimum Experience: 8 years

Functional Responsibility:

Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources; Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation; Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle.

Minimum Education: BS degree or 6 Sigma (or equivalent certification)

8. IT Subject Matter Expert

Minimum Experience: 15 years

Functional Responsibilities:

Develops requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to complex systems). Assists other project members with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation.

Minimum Education: Master's Degree



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9. Disaster Recovery Specialist

Minimum Experience: 12 years

Functional Responsibility:

Responsible for security and integrity of assigned electronic data, data systems, and data networks and provides support in the development of a government agencies emergency management and business recovery plans. Contributes knowledge of business processes, management structures, technology programs/platforms and performs functions pertaining to the agencies business risk assessment. Reviews and develops business recovery strategies. Drafts procedures for identifying failures and invoking contingency plans, creates response procedures and identifies communication channels.

Communicates with various response teams during testing, actual execution of recovery procedures and supports the design, development, installation, implementation and administration of backup solutions. Makes recommendations to the user community and the operations group on system enhancements, designs and administers programs to include policies, standards, guidelines, training programs and a viable quality assurance process for disaster recovery.

Minimum Education: BS degree

10. Business Process Reengineering Specialist (Junior)

Minimum Experience: 4 years

Functional Responsibility:

Assists with applying business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Should apply as appropriate, activity data modeling, transaction flow analysis, and internal control and risk analysis, modern business methods and applies performance measurement techniques. Assist in establishing standards for information systems procedures.

Develops and applies organization-wide information models for use in designing and building integrated systems. Helps identify best practices and creating and assessing performance measurements.

Minimum Education: Associates Degree or an additional 4 years experience in a related field



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11. Business Process Reengineering Specialist (Intermediate)

Minimum Experience: 7 years

Functional Responsibility:

Applies process improvement and re-engineering methodologies and principles to conduct process modernization projects; Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Performs as key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts; Additional duties may include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements.

Minimum Education: Associates Degree or an additional 4 years experience in a related field

12. Business Process Reengineering Specialist (Senior)

Minimum Experience: 12 years

Functional Responsibility:

Applies process improvement and reengineering methodologies and principles to conduct process modernization projects; provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Applies appropriate activity data modeling, transaction flow analysis, and internal control and risk analysis, modern business methods and applies performance measurement techniques. Establishes standards for information systems procedures; Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and system architecture objectives. Senior level supervisors provide daily supervision and direction to staff.

Minimum Education: BS degree



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13. Test Engineer (Junior)

Minimum Experience: 4 years

Functional Responsibility:

Performs formal system testing activities for a particular project or subset of a larger project under supervision of more experienced test personnel; May participate in support of user requirements for simple to moderately complex software/hardware applications under the direction of a Senior Test Engineer. Executes defined test cases and procedures as detailed in the test documentation; Assists with the collection of data and technical information used in the development of test documentation. Assists in the development of test data to be used in performing required tests; Responsible for documentation of test results in the proper logs and/or tracking systems. Participates in selected phases of risk management assessment and software or IT system development under the direction of more experienced personnel; May participate in the development of test scripts and is responsible for ensuring proper execution of those test scripts. Under the direction of more experienced personnel, may be responsible for ensuring that test designs and documentation supports selected client, agency or industry standards and time lines; Responsible for ensuring that testing conclusions and recommendations are supported by test results. Responsible for or assists in the analysis of test results and documents conclusions.

Minimum Education: HS Diploma or GED or equivalent

14. Test Engineer (Intermediate)

Minimum Experience: 6 years

Functional Responsibility:

Performs analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for moderately complex to complex software or IT systems. Reviews user application system requirements documentation; designs, defines and documents unit and application test plans; transforms test plans into test scripts and executes those scripts; May participate in all phases of risk management assessment and software/hardware development under the direction of a Senior Test Engineer. Responsible for ensuring proper execution of test scripts and documentation of test results in test logs or defect tracking systems. Responsible for ensuring that the test designs and documentation support all applicable client, agency or industry standards, time lines and budgets. Responsible for the development of test data to be used in performing the required tests; Responsible that testing conclusions and recommendations are fully supported by test results, and those project managers are fully informed or testing status and application deviations from documented user requirements. Responsible for/or assists in the analysis of test results, documents conclusions and makes recommendations as supported by such analysis.

Minimum Education: Associates Degree or an additional 4 years experience in a related field



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15. Test Engineer (Senior)

Minimum Experience: 10 years

Functional Responsibility:

Subject matter expert provides testing expertise for support of user requirements of complex to highly complex software applications or IT systems; Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. Responsible for ensuring that the test design and documentation support all applicable clients, agency or industry standards time lines and budgets. Responsible for ensuring that testing conclusions and recommendations are fully supported by test results, and project managers are fully informed of testing status and application deviations from documented user requirements.

Minimum Education: BS degree

16. Information Engineer (Principal)

Minimum Experience: 15 years

Functional Responsibility:

Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Has experience with such methodologies as IDEF 0 process modeling and IDEF 1x data modeling. Provides technical guidance in software engineering techniques and automated support tools.

Minimum Education: Master's degree

17. Mathematician/Statistician

Minimum Experience: 10 years

Functional Responsibility:

The Mathematician/Statistician shall conduct analyses and develop modeling programs and customized software programs. Mathematician/Statistician will develop and test models to ensure accuracy and quality. Expertise in R & C++ used for modeling and analysis is desirable.

Minimum Education: Masters Degree or Equivalent Experience



Your Technology Solutions Provider

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

To develop and promote company policy initiatives that 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 **(RTL Networks, Inc., Richard Lewis, Office (303) 757-3100, Fax (303) 757-4133, GSA-Sales@RTL-Networks.com)**

RTL Networks, Inc.

Service Disabled Veteran Owned Small Business