

## GSA SCHEDULE 70 PRICELIST

### AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES

#### Special Item No. 132-51 Information Technology Professional Services

#### Special Item No. 132-52 Electronic Commerce Services

#### SIN 132-51 - INFORMATION TECHNOLOGY (IT) 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 D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services

FPDS Code D316 IT Network Management Services

FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or  
Other Information Services (All other information services belong under Schedule  
76)

FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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

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

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

#### SIN 132-52 - ELECTRONIC COMMERCE (EC) SERVICES

FPDS Code D304 Value Added Network Services (VANs)

FPDS Code D304 E-Mail Services

FPDS Code D304 Internet Access Services

FPDS Code D304 Navigation Services

FPDS Code D399 Other Data Transmission Services, Not Elsewhere Classified - Except  
"Voice" and Pager Services

NOTE: Electronic Commerce Services are not intended to supersede or be substitute for any voice requirements of FTS2001.

**Competitive Computing (C2)**  
**354 Mountain View Drive, Suite 400**  
**Colchester, VT 05446-5923**  
**802-764-1700**  
**www.competitive.com | gov@competitive.com**

Contract Number: GS-35F-0536U

Period Covered by Contract: August 6, 2008 to August 5, 2013

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. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

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.fss.gsa.gov](http://www.fss.gsa.gov)). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page ([www.fss.gsa.gov](http://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:

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**2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:**

**Competitive Computing**  
**354 Mountain View Drive, Suite 400**  
**Colchester, VT 05446-5923**  
**Phone: 802-764-1700**  
**Fax: 802-655-6681**

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

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

**802-764-1700**

**3. LIABILITY FOR INJURY OR DAMAGE**

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

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

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: **80-527-7100**

Block 30: Type of Contractor - **Small Business**

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

Block 31: Woman-Owned Small Business - **Yes**

Block 36: Contractor's Taxpayer Identification Number (TIN): **03-0338043**

4a. CAGE Code: **02US8**

4b. Contractor has registered with the Central Contractor Registration Database.

**5. FOB DESTINATION**

**6. DELIVERY SCHEDULE**

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

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
_____	_____ Days
_____	_____ Days

To be negotiated between Competitive Computing and 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: **No discount for prompt payment.**
- b. Quantity
- c. Dollar Volume
- d. Government Educational Institutions: **Government Educational Institutions are offered the same discounts as all other Government customers.**
- e. Other

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

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

**9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:**

**10. Small Requirements:** The minimum dollar value of orders to be issued is **\$5000.00.**

**11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:  
Special Item Number 132-51 - Information Technology (IT) Professional Services  
Special Item Number 132-52 - Electronic Commerce (EC) Services

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

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

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

**13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS**

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

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

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

**13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):** Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not

be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDs should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

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

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

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

**16. GSA ADVANTAGE!**

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

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

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

**17. PURCHASE OF OPEN MARKET ITEMS**

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

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

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

**18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS**

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

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

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

## **19. OVERSEAS ACTIVITIES**

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

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

## **20. BLANKET PURCHASE AGREEMENTS (BPAs)**

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

## **21. CONTRACTOR TEAM ARRANGEMENTS**

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

## **22. INSTALLATION, DEINSTALLATION, REINSTALLATION**

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

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

**23. SECTION 508 COMPLIANCE.**

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

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

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

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

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

(b) The following statement:

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

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

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

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

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

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

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

**26. SOFTWARE INTEROPERABILITY.**

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program.

Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

**27. ADVANCE PAYMENTS**

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

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51) AND  
ELECTRONIC COMMERCE (EC) SERVICES (SPECIAL ITEM NUMBER 132-52)**

**\*\*The phrase, "Information Technology (IT) Professional Services/Electronic Commerce (EC) Services" in the following paragraphs may need to be revised in order to be consistent with the Offeror's proposal; e.g., if only IT Professional Services are offered, all references to EC Services should be deleted.\*\***

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES**

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

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

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

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

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

## **6. INSPECTION OF SERVICES**

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

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

## **9. INDEPENDENT CONTRACTOR**

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

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

### **a. Definitions.**

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

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

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

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## **11. INVOICES**

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

## **12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

### **13. RESUMES**

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

### **14. INCIDENTAL SUPPORT COSTS**

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

### **15. APPROVAL OF SUBCONTRACTS**

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

### **16. DESCRIPTION OF IT/EC SERVICES AND PRICING**

a. The Contractor shall provide a description of each type of IT/EC Service offered under Special Item Numbers 132-51 and 132-52. IT/EC Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

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

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

EXAMPLE: Commercial Job Title: System Engineer

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

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

Minimum Education: Bachelor's Degree in Computer Science

## **SIN 132-51**

### **Commercial Job Title: Program Manager**

Minimum/General Experience: The Program Manager has demonstrated project, program management and leadership skills in IT solutions development, to deliver best practice technical solutions and business value to our clients. Experience managing large scale system development, business re-engineering projects with multiple technical areas.

#### Functional Responsibilities:

- Identifies customer opportunities in all functional areas & drive/propose complex solutions.
- Broad knowledge of technical arenas and best practice business and technical processes. Skilled and fluent in broad range of technology solutions.
- Experience managing program schedules and resources using Microsoft Project or other program/project management tool.
- Develops good customer relationships while providing single point of contact for a customer for medium and large programs/projects.
- Collaborates with clients to identify business opportunities and define business requirements for technology solutions. Manages risk collaboratively with the client
- Identifies critical success factors and measurements for client programs.
- Develops time, effort, schedule & resource plans for large complex programs.
- Stays current with technology advances and applied business solutions. Submits & presents materials to Industry Forums.
- Manages program estimates, budgets and overall responsibility for fiscal management of client programs.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent along with 5+ years' project management and 2+ years program management leadership experience in technical solution development.

### **Commercial Job Title: Project Manager**

Minimum/General Experience: The Project Manager has demonstrated project management and leadership skills in IT solutions development, to deliver best practice technical solutions and business value to our clients. Experience using Software Development Life Cycle methodology, to manage functional and data requirements, in accordance to Object Oriented Analysis & Design (OOAD) guidelines, and in managing delivery of Functional Use Cases and User Experience Design.

#### Functional Responsibilities:

- Experience managing large scale system development, business re-engineering projects.
- Manages complex technology solution delivery with oversight for analysis and development resources and will be accountable for scoping, planning, execution, and monitoring the project, making key technology decisions to ensure quality and timeliness.
- Strong business analysis, analytical and problem solving skills, with solid data analysis skills.
- Leads functional, usability and technical design review for system prior to delivery to ensure that all user requirements and best practices are met.
- Experience managing project schedules and resources using Microsoft Project or other project management tool.
- Collaborates with clients to identify business opportunities and define business requirements for technology solutions.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent along with 3+ years' project management and leadership experience in technical systems analysis and development.

**Commercial Job Title: IT Management & Strategy Consultant**

Minimum/General Experience: The IT Management & Strategy Consultant work with stakeholders, project leadership and subject matter experts to assist organizations improve their performance, primarily through the thorough analysis of existing business problems and development of plans for improvement.

Functional Responsibilities:

- Extensive experience with organizational change management, development of coaching skills, technology implementation, strategy development, or operational improvement services.
- Organizational development, process management, information technology, design services, training, and development.
- Consults with clients to effectively drive solutions forward through the optimal use of technology ensuring alignment of IT strategy and planning with company's business goals.
- Links the business mission, strategy, and processes of an organization to its IT strategy, and documents this in a manner that can be communicated to a non-technical audience.
- Researches and provides direction on emerging technologies, services, processes and methodologies.
- Provides independent review of client initiatives, performs risk assessments of projects, to provide directional guidance for client.

Minimum Education: Qualifications include a Bachelor's degree in Information Technology or related field, or equivalent, along with 10+ years experience in a technology solutions environment and 5+ years as an IT management consultant.

**Commercial Job Title: Enterprise Architect**

Minimum/General Experience: The Enterprise Architect works with stakeholders, project leadership and subject matter experts, to build a holistic view of the organization's strategy, processes, information, and information technology assets, using this knowledge to ensure that the business and IT are in alignment.

Functional Responsibilities:

- Links the business mission, strategy, and processes of an organization to its IT strategy, and documents this using multiple architectural models or views that show how the current and future needs of an organization will be met in an efficient, sustainable, agile, and adaptable manner.
- Consults with clients to effectively drive solutions forward through the optimal use of technology ensuring alignment of IT strategy and planning with company's business goals.
- Broad knowledge of technical arenas and best practice technical methodologies. Comprehensive knowledge of hardware, software, application, and systems engineering
- Promotion of shared infrastructure and applications to reduce costs and improve information flows. Ensure that projects do not duplicate functionality or diverge from each other and business and IT strategies.
- Researches and provides direction on emerging technologies, services, processes and methodologies. Achieves and maintains relevant industry certifications.
- Direct or indirect involvement in the development of policies, standards and guidelines that direct the selection, development, implementation and use of Information Technology within the enterprise.
- Work with project teams to provide a consensus based enterprise solution that is scalable, adaptable and in sync with ever changing business needs.

- Optimization of information management approaches through an understanding of evolving business needs and technology capabilities.
- Management of the risks associated with information and IT assets through appropriate standards and security policies.
- Strong application architecture and designs skills and demonstrated strong leadership skills in technical architecture.
- Knowledge of financial modeling as it pertains to IT investment.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent, along with 5+ years experience in an application development environment and 2+ years as an enterprise architect.

### **Commercial Job Title: Technical Lead**

Minimum/General Experience: The Technical Lead has demonstrated leadership skills in the design, architecture and development of custom application development solutions for large client projects. Previous experience with ASP.NET platform and C# development. Strong background in web based development, object oriented concepts. Experience with relational database design and SQL Server development, and previous experience on large client projects and technical presentation skills.

Functional Responsibilities:

- Researches and provides direction on emerging technologies, services, processes and methodologies. Achieves and maintains relevant industry certifications.
- Provides input for the development of client proposals and for detailing and estimating project tasks. Communicates status to Project Lead on a regular basis and works with Project Lead to mitigate impact of risks.
- Translates business and technical requirements into technical design and application modules for the development team. Participates on project teams, performing application analysis, design, development and modification.
- Utilizes multiple programming languages and software technologies to ensure applications are fit for purpose and are maintainable going forward. Develops information and database models.
- Develops and tests software application modules using disciplined software development processes. Ensures project has been thoroughly unit tested.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent, along with 5-7 years experience in an application development environment.

### **Commercial Job Title: Senior Software Engineer**

Minimum/General Experience: The Senior Software Engineer has demonstrated experience in the design, and development of custom application development solutions for client projects. A strong background in web-based development and object oriented concepts. Experience with ASP.NET platform and C# or VB.NET using the Visual Studio development environment, relational database design and SQL Server development particularly experience with SQL server 2000/2005, (X)HTML and XML, client side development in JavaScript and AJAX. Proficient utilizing Object Oriented development methods and patterns. Previous experience working in a team environment in development of web portal and ASP.NET applications for major client projects. Experience with rich client side technologies and industry best practices/certifications.

Functional Responsibilities:

- Achieves and maintains relevant industry certifications.
- Provides input for the development of client proposals and for detailing and estimating project tasks. Communicates status to Project Lead on a regular basis and works with Project Lead to mitigate impact of risks.
- Utilizes multiple programming languages and software technologies to ensure applications are fit for purpose and are maintainable going forward. Develops information and database models.
- Develops and tests software application modules using disciplined software development processes. Ensures project has been thoroughly unit tested.
- Participates on project teams, performing application analysis, technical design, development and modification.
- Participates in project planning sessions with businesses, business analysts and team members to analyze business IT requirements.

Minimum Education: Bachelor's degree preferred, associate's degree considered, along with 5+ years experience in an application development environment.

**Commercial Job Title: Software Engineer**

The Software Engineer has demonstrated experience in development of custom application development solutions. He/she has previous experience in web-based development, and object oriented concepts, experience with ASP.NET platform and C# or VB.NET using the Visual Studio development environment, relational database design and SQL Server development particularly experience with SQL server 2000/2005. Additional experience with (X)HTML and XML and client side development in JavaScript and AJAX. Experience utilizing Object Oriented development methods and patterns.

Functional Responsibilities:

- Achieves and maintains relevant industry certifications.
- Participates in project planning sessions with businesses, business analysts and team members to analyze business IT requirements.
- Participates on project teams, performing technical design, development and modification.
- Utilizes programming languages and software technologies to ensure applications are fit for purpose and are maintainable going forward.
- Assists in development of information and database models.
- Develops and tests software application modules unit tests.
- Attends and provides input at design and code reviews with the team.

Minimum Education: Bachelor's degree preferred, associate's degree considered, along with 3+ years experience in an application development environment.

**Commercial Job Title: Junior Software Engineer**

Minimum/General Experience: The Junior Software Engineer has experience in development of application development solutions. He/she has previous experience in web-based development and object oriented concepts, experience with ASP.NET platform and C# or VB.NET using the Visual Studio development environment, experience with relational database design and SQL Server development particularly experience with SQL server 2000/2005. Additional experience with (X)HTML and XML, client

side development in JavaScript and AJAX. Knowledge of Object Oriented development methods and patterns.

Functional Responsibilities:

- Achieve relevant industry certifications.
- Participates on project teams, performing development and modification of code.
- Utilizes programming languages and software technologies to ensure applications are fit for purpose and are maintainable going forward.
- Assists in development of information and database models.
- Develops and tests software application modules unit tests.
- Attends and provides input at design and code reviews with the team.

Minimum Education: Bachelor's degree preferred, associate's degree considered, along with 1+ years experience in an application development environment.

### **Commercial Job Title: Senior Database Administrator**

Minimum/General Experience: The Senior Database Administrator has demonstrated experience in architecting database solutions, detail database, implementation, and management of enterprise database solutions for client projects. Experience with Microsoft SQL server including: high availability solutions, Business Continuity/Disaster Recovery, performance and capacity planning, reporting Services, operational management, administration and scalability. A strong background in database design, implementation, migration, and operations to support production, development, and UAT environments.

Functional Responsibilities:

- Achieves and maintains relevant industry certifications.
- Leads or participates in project planning sessions with clients, technology partners and C2 project managers.
- Provides input for the development of client proposals and for detailing and estimating project tasks.
- Communicates status to customer, technology partner, and C2 Project Managers on a regular basis and works with Project Managers to mitigate impact of risks.
- Leads and participates on project teams, performing solution design, implementation, migration, and knowledge transfer.
- Explores new technologies and technical capabilities and recommends practical application of those technologies for client and internal use.
- Able to apply industry best practice approaches that can apply to custom development or purchased packages with the ability to architect an integrated solution for the client.

Minimum Education: Masters or Bachelor's degree preferred, associate's degree considered, along with 5+ years experience in an enterprise infrastructure environment. Professional certifications from Microsoft, or other database technologies preferred.

### **Commercial Job Title: Database Administrator**

Minimum/General Experience: The Database Administrator has demonstrated experience in detail database design, implementation, and management of enterprise database solutions for client projects. A strong background in database implementation, migration, and operations to support production, development, and UAT environments. Understanding of industry best practice approaches that can apply to custom development or purchased packages with the ability to implement an integrated solution for the client. Experience with Microsoft SQL server including: high availability solutions, Business

Continuity/Disaster Recovery, performance and capacity planning, Reporting Services, operational management, administration and scalability.

Functional Responsibilities:

- Achieves and maintains relevant industry certifications.
- Leads or participates in project planning sessions with clients, technology partners and C2 project managers.
- Provides input for the development of client proposals and for detailing and estimating project tasks.
- Communicates status to customer, technology partner, and C2 Project Managers on a regular basis and works with Project Managers to mitigate impact of risks.
- Participates on project teams, performing solution design, implementation, migration, and knowledge transfer.
- Explores new technologies and technical capabilities and recommends practical application of those technologies for client and internal use.

Minimum Education: Bachelor's degree preferred, Associate's degree considered, along with 2+ years experience in an enterprise infrastructure environment. Professional certifications from Microsoft, or other database technologies preferred.

**Commercial Job Title: Senior Systems Engineer**

Minimum/General Experience: The Senior Systems Engineer has demonstrated experience in the design, and implementation of enterprise infrastructure solutions for client projects. A strong background in enterprise infrastructure design, implementation, migration, and operations. Experience with Microsoft, VMware, EMC, Dell, Citrix, and Symantec products and solutions and the ability to apply a best practices approach for implementation and integration of these technologies for server and desktop environments.

Functional Responsibilities:

- Achieves and maintains relevant industry certifications.
- Leads or participates in project planning sessions with clients, technology partners and C2 project managers.
- Provides input for the development of client proposals and for detailing and estimating project tasks.
- Communicates status to customer, technology partner, and C2 Project Managers on a regular basis and works with Project Managers to mitigate impact of risks.
- Leads and participates on project teams, performing solution design, implementation, migration, and knowledge transfer.
- Explores new technologies and technical capabilities and recommends practical application of those technologies for client and internal use.

Minimum Education: Masters or Bachelor's degree preferred, associate's degree considered, along with 5+ years experience in an enterprise infrastructure environment. Professional certifications from Microsoft, VMWare, EMC, Citrix, Symantec, or Dell preferred.

**Commercial Job Title: Systems Engineer**

Minimum/General Experience: The Systems Engineer has demonstrated experience in the design, and implementation of enterprise infrastructure technologies for client projects. A strong background in enterprise infrastructure technologies including design, implementation, migration, and operations.

Detailed working knowledge of current technologies including: Active Directory, Exchange, VMware, Blades, SAN's, Backup, Anti-virus Windows server and desktops, with the ability to design and implement in customer environments.

Functional Responsibilities:

- Achieves and maintains relevant industry certifications.
- Participates in project planning sessions with clients, technology partners and C2 project managers.
- Will lead small to medium customer engagements
- Provides input for the development of client proposals and for detailing and estimating project tasks.
- Communicates status to C2 Project Managers on a regular basis and works with Project Managers to mitigate impact of risks.
- Participates on project teams, performing technical design, implementation, migration, and knowledge transfer.
- Explores new technologies and technical capabilities and recommends practical application of those technologies for client and internal use.

Minimum Education:

Bachelor's degree preferred, associate's degree considered, along with 2+ years experience in an enterprise infrastructure environment. Professional certifications from Microsoft, VMware, EMC, Citrix, Symantec, or Dell preferred.

**Commercial Job Title: Systems Technician**

Minimum/General Experience: The Systems Technician has demonstrated experience in the design, and implementation of enterprise infrastructure technologies for client projects. A working knowledge in enterprise infrastructure technologies including design, implementation, migration, and operations. Detailed working knowledge of specific technologies that may include: Active Directory, Exchange, VMware, Blades, SAN's, Backup, Anti-virus Windows server and desktops, with the ability to design and implement in customer environments.

Functional Responsibilities:

- Achieves and maintains relevant industry certifications.
- Participates in project planning sessions with clients, technology partners and C2 project managers.
- Provides input for the development of client proposals and for detailing and estimating project tasks.
- Communicates status to C2 Project Managers on a regular basis and works with Project Managers to mitigate impact of risks.
- Participates on project teams, performing technical design, implementation, migration, and knowledge transfer.
- Explores new technologies and technical capabilities and recommends practical application of those technologies for client and internal use.

Minimum Education: Bachelor's degree preferred, associate's degree considered, along with 1+ years experience in an enterprise infrastructure environment. Professional certifications from Microsoft, VMware, EMC, Citrix, Symantec, or Dell preferred.

### **Commercial Job Title: Senior Business Analyst**

Minimum/General Experience: The Senior Business Analyst has demonstrated leadership skills in IT business and systems analysis, to deliver best practice technical solutions and business value to our clients. Experience using Software Development Life Cycle methodology, to gather/document business, functional and data requirements, in accordance to Object Oriented Analysis & Design (OOAD) guidelines, and in developing/managing delivery of Use Cases. Experience with large scale system development, business re-engineering and business process analysis experience.

#### Functional Responsibilities:

- The Senior Business Analyst will work on a variety of assignments with people at all levels of the client's organization, leading business/system requirements analysis for large client projects.
- This person will build strong partnerships across those groups while acting as a key liaison between the technical and business members of both internal and client teams.
- Facilitation of client workshops for business requirements discovery/gathering, or business process analysis.
- Documentation of business requirements, detail functional requirements, business processes, use cases and/or user stories.
- Liaison with technical team to ensure client requirements are understood and reflected in the system design and architecture.
- Review system prior to delivery to ensure that all functional requirements are fulfilled.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent along with 5+ year's leadership experience in technical systems analysis and development.

### **Commercial Job Title: Business Analyst**

Minimum/General Experience: The Business Analyst has demonstrated skills in IT business and systems analysis, to deliver best practice technical solutions and business value to our clients. Experience using Software Development Life Cycle methodology, and in developing/managing delivery of Use Cases. Experience with system development, business re-engineering and business process analysis experience.

#### Functional Responsibilities:

- The Business Analyst will work on a variety of assignments with people at all levels of the client's organization, performing business/system requirements analysis for client projects.
- Facilitation of client workshops for business requirements discovery/gathering, or business process analysis.
- Documentation of business requirements, detail functional requirements, business processes, use cases and/or user stories.
- Liaison with technical team to ensure client requirements are understood and reflected in the system design and architecture.
- Review system prior to delivery to ensure that all functional requirements are fulfilled.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent along with 2+ year's experience in technical systems analysis and development.

### **Commercial Job Title: Senior Information Architect**

Minimum/General Experience: The Senior Information Architect has extensive experience as an Information Architect in the interactive application solutions domain, including records management, user interface design and has a solid understanding of web development. Strong understanding around Usability, Accessibility and W3C standards, as well as MS Visio, MS word and CMS systems. Proficient in use of industry standard best practices, international web standards, accessibility standards, etc. Proven real world experience of user experience design, information architecture, interaction design, usability or a related field including information management, information governance and information lifecycles experience, meta-data and meta-model development and management, business intelligence environment design and development and spatial information management and systems deployment.

Functional Responsibilities:

- Facilitation of client workshops for user experience requirements discovery/gathering.
- Design information architectures and initiate interaction design for a diverse range of applications including client and web applications.
- Scope, develop and understand technical considerations with the assistance of the project Technical Lead and, as required, with the client and/or third party partner(s).
- Visualize concepts quickly and cleanly through rapid prototyping methods. Produce clean, concise site maps, transaction flows, diagrams and interface schematics
- Analyze audiences and their information and functional needs. Initiate and perform user research or usability studies including: stakeholder interviews, user interviews and contextual inquiry
- Advise IT team on the application of architecture models and develop design patterns

Minimum Education: Bachelor's degree in Information Technology or related creative design field, or equivalent along with 5+ year's information architecture experience.

### **Commercial Job Title: Information Architect**

Minimum/General Experience: The Information Architect has prior experience as an Information Architect in the interactive application solutions domain and has a solid understanding of web development. Problem solver able to research, analyze and design a variety of digital interfaces from traditional websites through to innovative client applications. Proven real world experience of user experience design, information architecture, interaction design, usability or a related field including information management, information governance and information lifecycles experience, information and data modeling, business analysis, business requirements analysis or business modeling and meta-data and meta-model development and management.

Functional Responsibilities:

- Design information architectures and initiate interaction design for a diverse range of applications including client and web applications.
- Visualize concepts quickly and cleanly through rapid prototyping methods. Produce clean, concise site maps, transaction flows, diagrams and interface schematics
- Understand both business and user goals and, as appropriate, helping to define/refine same with other team members. Reviews application throughout development and quality assurance to ensure applications meet user experience expectations.
- Provide insights to help steer business decisions and product development initiatives

- Initiate and perform user research or usability studies including: stakeholder interviews, user interviews and contextual inquiry

Minimum Education: Bachelor's degree in Information Technology or related creative design field, or equivalent along with 2+ year's information architecture experience.

**Commercial Job Title: User Experience Designer**

Minimum/General Experience: The User Experience Designer has good practical experience of user centred design processes and a solid understanding of web development. Problem solver able to research, analyze and design a variety of digital interfaces from traditional websites through to innovative client applications. Creative design experience, with an eye for system usability from an end-user perspective. Experience facilitating workshops to elicit user experience requirements, and application look and feel requirements. Experience creating application solution designs for highly usable websites and client applications.

Functional Responsibilities:

- Documentation of user experience requirements and design. Create and use, use-cases, user flows and wire-frame documentation. Utilizes design tools to produce web site maps, screen design comps.
- Facilitation of client workshops for user experience requirements discovery/gathering.
- Design information architectures and initiate interaction design for a diverse range of applications including client and web applications.
- Design and perform rapid prototyping, usability tests and eye-tracking studies.
- Brief designers and programmers and ensure their work stay true to the project vision. Reviews application throughout development and quality assurance to ensure applications meet user experience expectations.

Minimum Education: Bachelor's degree in Information Technology or related creative design field, or equivalent along with 3+ year's experience in user experience design.

**Commercial Job Title: HTML Developer**

Minimum/General Experience: The HTML Developer has experience in development of user interface components for application solutions. A passion for systems development, a strong willingness to learn, and an ability to work independently are essential. Previous experience in web based user interface development. Experience with ASP.NET platform using the Visual Studio development environment. Experience with (X)HTML and XML; client side development in JavaScript and AJAX, Flash, etc.

Functional Responsibilities:

- Achieve relevant industry certifications.
- Participates on project teams, performing development and modification of user interface code.
- Utilizes design tools to produce web site maps, screen design comps.
- Utilizes user interface programming languages and software technologies to ensure applications meet user interaction expectations.

Minimum Education: Bachelor's degree preferred, associate's degree considered, along with 2+ years experience in an application development environment.

### **Commercial Job Title: Senior Quality Assurance Specialist**

Minimum/General Experience: The Senior Quality Assurance Specialist works with the Project Managers to manage the Quality Assurance Process, and manages the testing process in order to deliver quality products with zero defects. Experience leading quality assurance process for large scale system development project. Extensive knowledge of quality assurance processes, test execution and test management tools.

Functional Responsibilities:

- Refines testing procedures to encompass best practice testing techniques and tools.
- Develops and documents test strategy documents, test plans, test scripts and test data.
- Performs functional, system level testing, as well as, performance level testing and regression testing.
- Guides and supports client team on performing user acceptance tests (UAT).
- Ensures and verify /defect resolution.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent along with 5+ year's leadership experience in application solution quality assurance.

### **Commercial Job Title: Quality Assurance Specialist**

Minimum/General Experience: The Quality Assurance Specialist works with the Project Managers to perform the Quality Assurance Process, co-coordinating the testing process in order to deliver quality products with zero defects. Ability to work with development teams from design through deployment. Knowledge of quality assurance processes, test execution and test management tools. Experience leading quality assurance process for application development projects.

Functional Responsibilities:

- Refines testing procedures to encompass best practice testing techniques and tools.
- Develops and documents test strategy documents, test plans, test scripts and test data.
- Performs functional, system level testing, as well as, performance level testing and regression testing.
- Guides and supports client team on performing user acceptance tests (UAT).
- Ensures and verify /defect resolution.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent along with 3+ year's experience in application solution quality assurance.

### **Commercial Job Title: Senior Support Engineer**

Minimum/General Experience: The Senior Support Engineer is a highly experienced systems engineer that provides a wide range of services to customer organizations and provides significant leadership, both technical and operational, to the support services team. Familiar and skilled with various computer operating systems, including Windows, and network equipment and protocols, including TCP/IP. Able to follow and adhere to specific operational processes such as change management, event tracking, and scheduled tasks and reporting.

Functional Responsibilities:

- Design, develop, and implement a wide variety of technical support solutions that help IT organizations operate more efficiently.
- Lead small to medium projects, with other team members involved including estimating effort, managing and assigning, tasks, and managing to a budget.
- Provide technical pre sales support to define and price support services
- Participate fully as a peer in a strong team based organization, sharing skills, and time, to achieve joint team objectives.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent along with 10+ years of experience. Industry certifications such as MCSE required.

**Commercial Job Title: Support Engineer**

Minimum/General Experience: The Support Engineer is an experienced systems engineer that provides a wide range of services to customer organizations. Familiar and skilled with various computer operating systems, including Windows, and network equipment and protocols, including TCP/IP. Able to follow and adhere to specific operational processes such as change management, event tracking, and scheduled tasks and reporting.

Functional Responsibilities:

- Provide single point of contact for select customers in the role of Customer Care Engineer. In this role the engineer facilitates the delivery of all support services required for a specific customer.
- Design, develop, and implement a wide variety of technical support solutions that help IT organizations operate more efficiently.
- Lead small to medium projects, with other team members involved including estimating effort, managing and assigning, tasks, and managing to a budget.
- Provide technical pre sales support to define and price support services
- Participate fully as a peer in a strong team based organization, sharing skills, and time, to achieve joint team objectives.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent along with 5+ years of experience. Industry certification such as MCSE required.

**Commercial Job Title: Support Technician**

Minimum/General Experience: The Support Technician is an entry level position providing basic technical support to a wide variety of customer organizations, over the phone, using remote access, and on site. Familiar and skilled with various computer operating systems, including Windows, and network equipment and protocols, including TCP/IP. Able to follow and adhere to specific operational processes such as change management, event tracking, and scheduled tasks and reporting.

Functional Responsibilities:

- Provide technical support over the phone, using remote access, and at a customer site.
- Define and execute small projects such as applying monthly security updates to servers, deploying a small group of new desktop or laptop computers, or working with a hardware vendor to replace a failed server or network component.
- Creating and maintaining operating procedures

- Participate fully as a peer in a strong team based organization, sharing skills, and time, to achieve joint team objectives.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent. Technical certification in at least one applicable technology preferred.

**Commercial Job Title: Technical Writer**

Minimum/General Experience: The Technical Writer works with the project and support teams to write and editing technical documentation. Ability to delve deep into technical detail to understand project from a system and business perspective, grasp complex software and learn quickly. Proficiency in Microsoft Office and Visio is essential, while HTML and Technical Writing experience is required. Experience developing online HTML Help, Product & Training Documentation that is well written, presented, and communicates efficiently to the end-user. When creating, updating and enhancing the documentation, the technical writer will adhere to format, content and style guidelines, giving consideration to usability and ensuring accuracy, consistency and quality.

Functional Responsibilities:

- Collaborate with project team to understand business requirements, functional use cases, and system design.
- Develops online HTML Help, Product & Training Documentation that is well written, presented, and communicates efficiently to the end-user.
- Adheres to format, content and style guidelines, giving consideration to usability and ensuring accuracy, consistency and quality.
- Reviews all project documentation to verify adherence to pre-defined standards.

Minimum Education: A Bachelor's Degree in Information Technology or related field, plus at least 2 years work experience, or 4+ years practical experience in the application solution development field.

**SIN 132-52**

**Commercial Job Title: Program Manager**

Minimum/General Experience: The Program Manager has demonstrated project, program management and leadership skills in IT solutions development, to deliver best practice technical solutions and business value to our clients. Experience managing large scale system development, business re-engineering projects with multiple technical areas.

Functional Responsibilities:

- Identifies customer opportunities in all functional areas & drive/propose complex solutions.
- Broad knowledge of technical arenas and best practice business and technical processes. Skilled and fluent in broad range of technology solutions.
- Experience managing program schedules and resources using Microsoft Project or other program/project management tool.
- Develops good customer relationships while providing single point of contact for a customer for medium and large programs/projects.
- Collaborates with clients to identify business opportunities and define business requirements for technology solutions. Manages risk collaboratively with the client
- Identifies critical success factors and measurements for client programs.

- Develops time, effort, schedule & resource plans for large complex programs.
- Stays current with technology advances and applied business solutions. Submits & presents materials to Industry Forums.
- Manages program estimates, budgets and overall responsibility for fiscal management of client programs.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent along with 5+ years' project management and 2+ years program management leadership experience in technical solution development.

### **Commercial Job Title: Project Manager**

Minimum/General Experience: The Project Manager has demonstrated project management and leadership skills in IT solutions development, to deliver best practice technical solutions and business value to our clients. Experience using Software Development Life Cycle methodology, to manage functional and data requirements, in accordance to Object Oriented Analysis & Design (OOAD) guidelines, and in managing delivery of Functional Use Cases and User Experience Design.

Functional Responsibilities:

- Experience managing large scale system development, business re-engineering projects.
- Manages complex technology solution delivery with oversight for analysis and development resources and will be accountable for scoping, planning, execution, and monitoring the project, making key technology decisions to ensure quality and timeliness.
- Strong business analysis, analytical and problem solving skills, with solid data analysis skills.
- Leads functional, usability and technical design review for system prior to delivery to ensure that all user requirements and best practices are met.
- Experience managing project schedules and resources using Microsoft Project or other project management tool.
- Collaborates with clients to identify business opportunities and define business requirements for technology solutions.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent along with 3+ years' project management and leadership experience in technical systems analysis and development.

### **Commercial Job Title: IT Management & Strategy Consultant**

Minimum/General Experience: The IT Management & Strategy Consultant work with stakeholders, project leadership and subject matter experts to assist organizations improve their performance, primarily through the thorough analysis of existing business problems and development of plans for improvement.

Functional Responsibilities:

- Extensive experience with organizational change management, development of coaching skills, technology implementation, strategy development, or operational improvement services.
- Organizational development, process management, information technology, design services, training, and development.
- Consults with clients to effectively drive solutions forward through the optimal use of technology ensuring alignment of IT strategy and planning with company's business goals.
- Links the business mission, strategy, and processes of an organization to its IT strategy, and documents this in a manner that can be communicated to a non-technical audience.

- Researches and provides direction on emerging technologies, services, processes and methodologies.
- Provides independent review of client initiatives, performs risk assessments of projects, to provide directional guidance for client.

Minimum Education: Qualifications include a Bachelor's degree in Information Technology or related field, or equivalent, along with 10+ years experience in a technology solutions environment and 5+ years as an IT management consultant.

**Commercial Job Title: Enterprise Architect**

Minimum/General Experience: The Enterprise Architect works with stakeholders, project leadership and subject matter experts, to build a holistic view of the organization's strategy, processes, information, and information technology assets, using this knowledge to ensure that the business and IT are in alignment.

Functional Responsibilities:

- Links the business mission, strategy, and processes of an organization to its IT strategy, and documents this using multiple architectural models or views that show how the current and future needs of an organization will be met in an efficient, sustainable, agile, and adaptable manner.
- Consults with clients to effectively drive solutions forward through the optimal use of technology ensuring alignment of IT strategy and planning with company's business goals.
- Broad knowledge of technical arenas and best practice technical methodologies. Comprehensive knowledge of hardware, software, application, and systems engineering
- Promotion of shared infrastructure and applications to reduce costs and improve information flows. Ensure that projects do not duplicate functionality or diverge from each other and business and IT strategies.
- Researches and provides direction on emerging technologies, services, processes and methodologies. Achieves and maintains relevant industry certifications.
- Direct or indirect involvement in the development of policies, standards and guidelines that direct the selection, development, implementation and use of Information Technology within the enterprise.
- Work with project teams to provide a consensus based enterprise solution that is scalable, adaptable and in sync with ever changing business needs.
- Optimization of information management approaches through an understanding of evolving business needs and technology capabilities.
- Management of the risks associated with information and IT assets through appropriate standards and security policies.
- Strong application architecture and designs skills and demonstrated strong leadership skills in technical architecture.
- Knowledge of financial modeling as it pertains to IT investment.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent, along with 5+ years experience in an application development environment and 2+ years as an enterprise architect.

**Commercial Job Title: Senior Software Engineer**

Minimum/General Experience: The Senior Software Engineer has demonstrated experience in the design, and development of custom application development solutions for client projects. A strong background in web-based development and object oriented concepts. Experience with ASP.NET platform and C# or

VB.NET using the Visual Studio development environment, relational database design and SQL Server development particularly experience with SQL server 2000/2005, (X)HTML and XML, client side development in JavaScript and AJAX. Proficient utilizing Object Oriented development methods and patterns. Previous experience working in a team environment in development of web portal and ASP.NET applications for major client projects. Experience with rich client side technologies and industry best practices/certifications.

Functional Responsibilities:

- Achieves and maintains relevant industry certifications.
- Provides input for the development of client proposals and for detailing and estimating project tasks. Communicates status to Project Lead on a regular basis and works with Project Lead to mitigate impact of risks.
- Utilizes multiple programming languages and software technologies to ensure applications are fit for purpose and are maintainable going forward. Develops information and database models.
- Develops and tests software application modules using disciplined software development processes. Ensures project has been thoroughly unit tested.
- Participates on project teams, performing application analysis, technical design, development and modification.
- Participates in project planning sessions with businesses, business analysts and team members to analyze business IT requirements.

Minimum Education: Bachelor's degree preferred, associate's degree considered, along with 5+ years experience in an application development environment.

**Commercial Job Title: Senior Database Administrator**

Minimum/General Experience: The Senior Database Administrator has demonstrated experience in architecting database solutions, detail database, implementation, and management of enterprise database solutions for client projects. Experience with Microsoft SQL server including: high availability solutions, Business Continuity/Disaster Recovery, performance and capacity planning, reporting Services, operational management, administration and scalability. A strong background in database design, implementation, migration, and operations to support production, development, and UAT environments.

Functional Responsibilities:

- Achieves and maintains relevant industry certifications.
- Leads or participates in project planning sessions with clients, technology partners and C2 project managers.
- Provides input for the development of client proposals and for detailing and estimating project tasks.
- Communicates status to customer, technology partner, and C2 Project Managers on a regular basis and works with Project Managers to mitigate impact of risks.
- Leads and participates on project teams, performing solution design, implementation, migration, and knowledge transfer.
- Explores new technologies and technical capabilities and recommends practical application of those technologies for client and internal use.
- Able to apply industry best practice approaches that can apply to custom development or purchased packages with the ability to architect an integrated solution for the client.

Minimum Education: Masters or Bachelor's degree preferred, associate's degree considered, along with 5+ years experience in an enterprise infrastructure environment. Professional certifications from Microsoft, or other database technologies preferred.

**Commercial Job Title: Database Administrator**

Minimum/General Experience: The Database Administrator has demonstrated experience in detail database design, implementation, and management of enterprise database solutions for client projects. A strong background in database implementation, migration, and operations to support production, development, and UAT environments. Understanding of industry best practice approaches that can apply to custom development or purchased packages with the ability to implement an integrated solution for the client. Experience with Microsoft SQL server including: high availability solutions, Business Continuity/Disaster Recovery, performance and capacity planning, Reporting Services, operational management, administration and scalability.

**Functional Responsibilities:**

- Achieves and maintains relevant industry certifications.
- Leads or participates in project planning sessions with clients, technology partners and C2 project managers.
- Provides input for the development of client proposals and for detailing and estimating project tasks.
- Communicates status to customer, technology partner, and C2 Project Managers on a regular basis and works with Project Managers to mitigate impact of risks.
- Participates on project teams, performing solution design, implementation, migration, and knowledge transfer.
- Explores new technologies and technical capabilities and recommends practical application of those technologies for client and internal use.

Minimum Education: Bachelor's degree preferred, Associate's degree considered, along with 2+ years experience in an enterprise infrastructure environment. Professional certifications from Microsoft, or other database technologies preferred.

**Commercial Job Title: Senior Systems Engineer**

Minimum/General Experience: The Senior Systems Engineer has demonstrated experience in the design, and implementation of enterprise infrastructure solutions for client projects. A strong background in enterprise infrastructure design, implementation, migration, and operations. Experience with Microsoft, VMware, EMC, Dell, Citrix, and Symantec products and solutions and the ability to apply a best practices approach for implementation and integration of these technologies for server and desktop environments.

**Functional Responsibilities:**

- Achieves and maintains relevant industry certifications.
- Leads or participates in project planning sessions with clients, technology partners and C2 project managers.
- Provides input for the development of client proposals and for detailing and estimating project tasks.
- Communicates status to customer, technology partner, and C2 Project Managers on a regular basis and works with Project Managers to mitigate impact of risks.
- Leads and participates on project teams, performing solution design, implementation, migration, and knowledge transfer.
- Explores new technologies and technical capabilities and recommends practical application of those technologies for client and internal use.

Minimum Education: Masters or Bachelor's degree preferred, associate's degree considered, along with 5+ years experience in an enterprise infrastructure environment. Professional certifications from Microsoft, VMWare, EMC, Citrix, Symantec, or Dell preferred.

**Commercial Job Title: Systems Engineer**

Minimum/General Experience: The Systems Engineer has demonstrated experience in the design, and implementation of enterprise infrastructure technologies for client projects. A strong background in enterprise infrastructure technologies including design, implementation, migration, and operations. Detailed working knowledge of current technologies including: Active Directory, Exchange, VMware, Blades, SAN's, Backup, Anti-virus Windows server and desktops, with the ability to design and implement in customer environments.

Functional Responsibilities:

- Achieves and maintains relevant industry certifications.
- Participates in project planning sessions with clients, technology partners and C2 project managers.
- Will lead small to medium customer engagements
- Provides input for the development of client proposals and for detailing and estimating project tasks.
- Communicates status to C2 Project Managers on a regular basis and works with Project Managers to mitigate impact of risks.
- Participates on project teams, performing technical design, implementation, migration, and knowledge transfer.
- Explores new technologies and technical capabilities and recommends practical application of those technologies for client and internal use.

Minimum Education:

Bachelor's degree preferred, associate's degree considered, along with 2+ years experience in an enterprise infrastructure environment. Professional certifications from Microsoft, VMware, EMC, Citrix, Symantec, or Dell preferred.

**Commercial Job Title: Systems Technician**

Minimum/General Experience: The Systems Technician has demonstrated experience in the design, and implementation of enterprise infrastructure technologies for client projects. A working knowledge in enterprise infrastructure technologies including design, implementation, migration, and operations. Detailed working knowledge of specific technologies that may include: Active Directory, Exchange, VMware, Blades, SAN's, Backup, Anti-virus Windows server and desktops, with the ability to design and implement in customer environments.

Functional Responsibilities:

- Achieves and maintains relevant industry certifications.
- Participates in project planning sessions with clients, technology partners and C2 project managers.
- Provides input for the development of client proposals and for detailing and estimating project tasks.
- Communicates status to C2 Project Managers on a regular basis and works with Project Managers to mitigate impact of risks.
- Participates on project teams, performing technical design, implementation, migration, and knowledge transfer.

- Explores new technologies and technical capabilities and recommends practical application of those technologies for client and internal use.

Minimum Education: Bachelor's degree preferred, associate's degree considered, along with 1+ years experience in an enterprise infrastructure environment. Professional certifications from Microsoft, VMware, EMC, Citrix, Symantec, or Dell preferred.

**Commercial Job Title: Senior Information Architect**

Minimum/General Experience: The Senior Information Architect has extensive experience as an Information Architect in the interactive application solutions domain, including records management, user interface design and has a solid understanding of web development. Strong understanding around Usability, Accessibility and W3C standards, as well as MS Visio, MS word and CMS systems. Proficient in use of industry standard best practices, international web standards, accessibility standards, etc. Proven real world experience of user experience design, information architecture, interaction design, usability or a related field including information management, information governance and information lifecycles experience, meta-data and meta-model development and management, business intelligence environment design and development and spatial information management and systems deployment.

Functional Responsibilities:

- Facilitation of client workshops for user experience requirements discovery/gathering.
- Design information architectures and initiate interaction design for a diverse range of applications including client and web applications.
- Scope, develop and understand technical considerations with the assistance of the project Technical Lead and, as required, with the client and/or third party partner(s).
- Visualize concepts quickly and cleanly through rapid prototyping methods. Produce clean, concise site maps, transaction flows, diagrams and interface schematics
- Analyze audiences and their information and functional needs. Initiate and perform user research or usability studies including: stakeholder interviews, user interviews and contextual inquiry
- Advise IT team on the application of architecture models and develop design patterns

Minimum Education: Bachelor's degree in Information Technology or related creative design field, or equivalent along with 5+ year's information architecture experience.

**Commercial Job Title: Information Architect**

Minimum/General Experience: The Information Architect has prior experience as an Information Architect in the interactive application solutions domain and has a solid understanding of web development. Problem solver able to research, analyze and design a variety of digital interfaces from traditional websites through to innovative client applications. Proven real world experience of user experience design, information architecture, interaction design, usability or a related field including information management, information governance and information lifecycles experience, information and data modeling, business analysis, business requirements analysis or business modeling and meta-data and meta-model development and management.

Functional Responsibilities:

- Design information architectures and initiate interaction design for a diverse range of applications including client and web applications.
- Visualize concepts quickly and cleanly through rapid prototyping methods. Produce clean, concise site maps, transaction flows, diagrams and interface schematics
- Understand both business and user goals and, as appropriate, helping to define/refine same with other team members. Reviews application throughout development and quality assurance to ensure applications meet user experience expectations.
- Provide insights to help steer business decisions and product development initiatives
- Initiate and perform user research or usability studies including: stakeholder interviews, user interviews and contextual inquiry

Minimum Education: Bachelor's degree in Information Technology or related creative design field, or equivalent along with 2+ year's information architecture experience.

**Commercial Job Title: Senior Quality Assurance Specialist**

Minimum/General Experience: The Senior Quality Assurance Specialist works with the Project Managers to manage the Quality Assurance Process, and manages the testing process in order to deliver quality products with zero defects. Experience leading quality assurance process for large scale system development project. Extensive knowledge of quality assurance processes, test execution and test management tools.

Functional Responsibilities:

- Refines testing procedures to encompass best practice testing techniques and tools.
- Develops and documents test strategy documents, test plans, test scripts and test data.
- Performs functional, system level testing, as well as, performance level testing and regression testing.
- Guides and supports client team on performing user acceptance tests (UAT).
- Ensures and verify /defect resolution.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent along with 5+ year's leadership experience in application solution quality assurance.

**Commercial Job Title: Quality Assurance Specialist**

Minimum/General Experience: The Quality Assurance Specialist works with the Project Managers to perform the Quality Assurance Process, co-coordinating the testing process in order to deliver quality products with zero defects. Ability to work with development teams from design through deployment. Knowledge of quality assurance processes, test execution and test management tools. Experience leading quality assurance process for application development projects.

Functional Responsibilities:

- Refines testing procedures to encompass best practice testing techniques and tools.
- Develops and documents test strategy documents, test plans, test scripts and test data.
- Performs functional, system level testing, as well as, performance level testing and regression testing.
- Guides and supports client team on performing user acceptance tests (UAT).
- Ensures and verify /defect resolution.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent along with 3+ year's experience in application solution quality assurance.

**Commercial Job Title: Senior Support Engineer**

Minimum/General Experience: The Senior Support Engineer is a highly experienced systems engineer that provides a wide range of services to customer organizations and provides significant leadership, both technical and operational, to the support services team. Familiar and skilled with various computer operating systems, including Windows, and network equipment and protocols, including TCP/IP. Able to follow and adhere to specific operational processes such as change management, event tracking, and scheduled tasks and reporting.

Functional Responsibilities:

- Design, develop, and implement a wide variety of technical support solutions that help IT organizations operate more efficiently.
- Lead small to medium projects, with other team members involved including estimating effort, managing and assigning, tasks, and managing to a budget.
- Provide technical pre sales support to define and price support services
- Participate fully as a peer in a strong team based organization, sharing skills, and time, to achieve joint team objectives.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent along with 10+ years of experience. Industry certifications such as MCSE required.

**Commercial Job Title: Support Engineer**

Minimum/General Experience: The Support Engineer is an experienced systems engineer that provides a wide range of services to customer organizations. Familiar and skilled with various computer operating systems, including Windows, and network equipment and protocols, including TCP/IP. Able to follow and adhere to specific operational processes such as change management, event tracking, and scheduled tasks and reporting.

Functional Responsibilities:

- Provide single point of contact for select customers in the role of Customer Care Engineer. In this role the engineer facilitates the delivery of all support services required for a specific customer.
- Design, develop, and implement a wide variety of technical support solutions that help IT organizations operate more efficiently.
- Lead small to medium projects, with other team members involved including estimating effort, managing and assigning, tasks, and managing to a budget.
- Provide technical pre sales support to define and price support services
- Participate fully as a peer in a strong team based organization, sharing skills, and time, to achieve joint team objectives.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent along with 5+ years of experience. Industry certification such as MCSE required.

**Commercial Job Title: Support Technician**

Minimum/General Experience: The Support Technician is an entry level position providing basic technical support to a wide variety of customer organizations, over the phone, using remote access, and on site. Familiar and skilled with various computer operating systems, including Windows, and network equipment and protocols, including TCP/IP. Able to follow and adhere to specific operational processes such as change management, event tracking, and scheduled tasks and reporting.

Functional Responsibilities:

- Provide technical support over the phone, using remote access, and at a customer site.
- Define and execute small projects such as applying monthly security updates to servers, deploying a small group of new desktop or laptop computers, or working with a hardware vendor to replace a failed server or network component.
- Creating and maintaining operating procedures
- Participate fully as a peer in a strong team based organization, sharing skills, and time, to achieve joint team objectives.

Minimum Education: Bachelor's degree in Information Technology or related field, or equivalent. Technical certification in at least one applicable technology preferred.

### **Commercial Job Title: Technical Writer**

Minimum/General Experience: The Technical Writer works with the project and support teams to write and editing technical documentation. Ability to delve deep into technical detail to understand project from a system and business perspective, grasp complex software and learn quickly. Proficiency in Microsoft Office and Visio is essential, while HTML and Technical Writing experience is required. Experience developing online HTML Help, Product & Training Documentation that is well written, presented, and communicates efficiently to the end-user. When creating, updating and enhancing the documentation, the technical writer will adhere to format, content and style guidelines, giving consideration to usability and ensuring accuracy, consistency and quality.

Functional Responsibilities:

- Collaborate with project team to understand business requirements, functional use cases, and system design.
- Develops online HTML Help, Product & Training Documentation that is well written, presented, and communicates efficiently to the end-user.
- Adheres to format, content and style guidelines, giving consideration to usability and ensuring accuracy, consistency and quality.
- Reviews all project documentation to verify adherence to pre-defined standards.

Minimum Education: A Bachelor's Degree in Information Technology or related field, plus at least 2 years work experience, or 4+ years practical experience in the application solution development field.

### Competitive Computing Pricing Matrix

SIN	Labor Category	GSA Price (per hour)	GSA Level 1* 10% Volume Discount Price (per hour)	GSA Level 2* 15% Volume Discount Price (per hour)
132-51	Program Manager	\$191.43	\$181.35	\$171.28
132-51	Project Manager	\$177.07	\$167.75	\$158.43
132-51	IT Management & Strategy Consultant	\$215.35	\$204.02	\$192.68
132-51	Enterprise Architect	\$215.35	\$204.02	\$192.68
132-51	Technical Lead	\$172.28	\$163.22	\$154.15
132-51	Sr Software Engineer	\$172.28	\$163.22	\$154.15
132-51	Software Engineer	\$157.93	\$149.61	\$141.30
132-51	Jr Software Engineer	\$138.78	\$131.48	\$124.17
132-51	Sr Database Administrator	\$172.28	\$163.22	\$154.15
132-51	Database Administrator	\$157.93	\$149.61	\$141.30
132-51	Sr Systems Engineer	\$157.93	\$149.61	\$141.30
132-51	Systems Engineer	\$143.57	\$136.01	\$128.46
132-51	Systems Technician	\$119.64	\$113.34	\$107.05
132-51	Sr Business Analyst	\$172.28	\$163.22	\$154.15
132-51	Business Analyst	\$157.93	\$149.61	\$141.30
132-51	Sr Information Architect	\$172.28	\$163.22	\$154.15
132-51	Information Architect	\$143.57	\$136.01	\$128.46
132-51	User Experience Designer	\$143.57	\$136.01	\$128.46
132-51	HTML Developer	\$119.64	\$113.34	\$107.05
132-51	Sr Quality Assurance Specialist	\$138.78	\$131.48	\$124.17
132-51	Quality Assurance Specialist	\$124.43	\$117.88	\$111.33
132-51	Sr Support Engineer	\$157.93	\$149.61	\$141.30
132-51	Support Engineer	\$143.57	\$136.01	\$128.46
132-51	Support Technician	\$119.64	\$113.34	\$107.05
132-51	Technical Writer	\$95.71	\$90.68	\$85.64
132-52	Program Manager	\$191.43	\$181.35	\$171.28
132-52	Project Manager	\$177.07	\$167.75	\$158.43
132-52	IT Management & Strategy Consultant	\$215.35	\$204.02	\$192.68
132-52	Enterprise Architect	\$215.35	\$204.02	\$192.68
132-52	Sr Software Engineer	\$172.28	\$163.22	\$154.15
132-52	Sr Database Administrator	\$172.28	\$163.22	\$154.15
132-52	Database Administrator	\$157.93	\$149.61	\$141.30
132-52	Sr Systems Engineer	\$157.93	\$149.61	\$141.30
132-52	Systems Engineer	\$143.57	\$136.01	\$128.46
132-52	Systems Technician	\$119.64	\$113.34	\$107.05
132-52	Sr Information Architect	\$172.28	\$163.22	\$154.15
132-52	Information Architect	\$143.57	\$136.01	\$128.46
132-52	Sr Quality Assurance Specialist	\$138.78	\$131.48	\$124.17
132-52	Quality Assurance Specialist	\$124.43	\$117.88	\$111.33
132-52	Sr Support Engineer	\$157.93	\$149.61	\$141.30
132-52	Support Engineer	\$143.57	\$136.01	\$128.46
132-52	Support Technician	\$119.64	\$113.34	\$107.05
132-52	Technical Writer	\$95.71	\$90.68	\$85.64

\* - Two levels of volume discount are offered to GSA based on an FTE model. The discounts are applied to the ("GSA Price") hourly rates and determined by total value of the project. Level 1: For a project with a total value of \$100K - \$299K, a 10% discount will be applied. Level 2: For a project with a total value of \$300K or above, a 15% discount will be applied. An FTE is defined as a Full Time Equivalent resource working over the period of the project contributing 1,650 billable hours per year.