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

Schedule for: Multiple Award Schedule (MAS)
Federal Supply Group: Information Technology – IT Services
Contract Number: GS-35F-0545X

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract Period: August 11, 2021 through August 10, 2026

ITCON Services, LLC
501 School Street SW, Suite 300,
Washington, DC 20024
Phone: (703) 969-6443
Fax: (703)852-3955
www.itcon-inc.com
Contract Administration: Zarrar Husain

Business Size: Small Business, SBA Certified Small Disadvantaged business

Pricelist current through Modification #PS-0030, dated July 09, 2021

Prices Shown Herein are Net (discount deducted)
1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s)

<table>
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<th>SIN</th>
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<td>54151S</td>
<td>54151SRC</td>
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<td>561422RC</td>
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<td>541611RC</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
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<td>OLMRC</td>
<td>Order Level Materials</td>
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1b. Identification of the lowest priced model number and lowest price unit price for that model for each special item number awarded in the contract. This price is Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affective price. Those contracts that have been unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

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<tr>
<th>Job Title #</th>
<th>Labor Category Description</th>
<th>GSA Hourly Rate</th>
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<td>Contact Center CSR 1</td>
<td>They must resolve non-technical customer issues via telephone or e-mail. They must solve routine problems and communicate solutions or requested information to the customer. They must analyze a customer’s needs and refer them to the appropriate service or technical departments. They must work under the close direction of senior personnel in the functional area.</td>
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1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item.

2. **Maximum Order:**

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<td>OLM</td>
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3. **Minimum Order:** $100.00

4. **Geographic Coverage:** The Geographic Scope of Coverage is Domestic Delivery. This 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.

5. **Point(s) of production (city, county, and State or foreign country):** Same as company address.

6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted). See Attachment.

7. **Quantity Discount:** None

8. **Prompt Payment Terms. Information for ordering Offices:** Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. None

9. **Foreign Items (list items by country of origin):** No foreign items are awarded under this contract.

10a. **Time of Delivery** – 30 Days

10b. ** Expedited Delivery Terms:** As Negotiated between ITCON and the Ordering Activity

10c. **Overnight/2-Day Delivery Terms:** As negotiated between ITCON and the Ordering Activity

10d. **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.

11. **FOB Point:** Destination

12a. **Ordering Address:** Same as company address

12b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. **Payment Address:** Same as company address.

14. **Warranty provision:** Contractor’s standard commercial warranty.

15. **Export Packing Charges (if applicable):** N/A

16. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A

17. **Terms and conditions of installation (if applicable):** N/A

18a. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
18b. Terms and conditions for any other services (if applicable): N/A

19. List of service and distribution points (if applicable): N/A

20. List of participating dealers (if applicable): N/A

21. Preventive maintenance (if applicable): N/A

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). N/A

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/. N/A

23. Data Universal Numbering System (DUNS) number: 831611756

24. Notification regarding registration in System for Award Management (SAM) database. Registered
## SIN 54151S

### PROFESSIONAL INFORMATION TECHNOLOGY (IT) SERVICES

#### RATES

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### SIN 54151HEAL
#### HEALTH INFORMATION TECHNOLOGY (IT) SERVICES RATES

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SIN 541611
Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
Rates

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Labor Category Descriptions
SIN 54151S (Professional IT Services)

Program Manager

Minimum Experience:
Ten years of experience in managing large complex projects including at least twenty-five people in subordinate groups in diverse locations with demonstrated capability in the overall management of contracts of similar type or complexity. Eight of the ten years must be in a role with progressively responsible experience in a government contracting environment.

Functional Responsibilities:
Serves as the contract manager and administrator over the entire contract effort. Acts as the primary interface and point of contact with Government project authorities and representatives on technical and contract administration issues. Supervises project operations by developing management procedures, planning and directing project execution, monitoring and reporting progress.

Manages and controls financial and administrative aspects of the project with respect to contract requirements, enforces work standards, and assigns schedules.

Minimum Education:
Master’s Degree in a recognized technical, engineering, scientific, managerial, business, or other related discipline. An additional two years of relevant experience may be substituted for the master’s degree.

Database Engineer

Minimum Experience:
Six years of experience in a complex, distributed, heterogeneous computing environments, which may involve different types of hardware platforms, operating systems applications, database systems and network environments.

Functional Responsibilities:
Applies current technology in providing solutions. Provides a highly technical expertise in providing business application solutions. Retains a comprehensive understanding of hardware/software and communication environments such as client/server technology, host/mainframe technology, IS, and related peripheral equipment. Specifies proper types of files organization, indexing methods, and security procedures. Advises contractor project teams on the design of complex databases (e.g., schema and subschema details). Defines specialized aspects of user’s database administrator documentation. Performs detailed comparisons of various database systems. Develops backup and archival policies and procedures. Configures storage systems software to meet requirements. Performs administration tasks such as installing, maintaining, monitoring, recovering, rebuilding, upgrading, patching and performance tuning. Implements software solutions for performance enhancement, operator interface, and increased user capability

Minimum Education:
Bachelor of Science Degree in computer science, information systems management, mathematics, engineering, or other relevant discipline.
System/Software Integration Engineer

**Minimum Experience:**
Four years of experience engineering and implementing integration software.

**Functional Responsibilities:**
Applies knowledge of computer science principles, information management principles, data processing functions, ADP hardware and software systems structures and operations, and computer programming languages and techniques to solve automation problems. Addresses scientific engineering or business objectives by writing, modifying, or adapting computer programs in machine level, assembly, and third or fourth generation programming languages. Interfaces with and uses minicomputer and main computer systems in addressing project objectives. Identifies and uses standard, unconventional, and original mathematical, algorithmic, and programmatic approaches to define, plan, organize, design, develop, modify, test, and integrated database or data processing systems, computer hardware systems, and simulation models. Formulates architectural design, functional specification, interfaces, and documentation or hardware or software systems considering system interrelationships, operating modes, and software or equipment configurations. Researches unconventional application of software and operating systems in designing and developing new methodologies, signification modifications, or adaptations of standardized techniques. Responsible for developing project plans, guidelines and controls.

**Minimum Education:**
Bachelor of Science Degree in computer science, information systems, mathematics, engineering or related field.

Test Technician

**Minimum Experience:**
Three years of professional testing activities experience in a technical environment.

**Functional Responsibilities:**
Develops automated and manual test cases and procedures. Establishes benchmark test scenarios. Prepares test reports. Plans, conducts, oversees, and is responsible for all testing activities. Evaluates and recommends new testing technology to meet requirements. Defines requirements for network testing based on database requirements specifications. Develops software test tools requirements on the basis of database design.

**Minimum Education:**
Bachelor of Science Degree in computer science, information systems management, mathematics, engineering or related field.

Helpdesk Specialist

**Minimum Experience:**
Two years of experience as a help desk specialist or a manager with progressively responsible computer operations, network management and/or desktop support experience. Familiarity with appropriate desktop systems. Ability to communicate effectively orally and in writing, and experience interfacing with clients and customers and handling sensitive issues. Ability to resolve problems with
systems, electronic commerce and web hosting. Requires user proficiency with PC hardware, standard software, and specialized applications. Must have knowledge of the office suite and desktop applications required.

**Functional Responsibilities:**
Follows guidelines for response times, reviews, and responds to unanswered calls from the logs and documented problems that could not be solved. Reviews and revises the problem-solving methods based on the feedback from the customer satisfaction surveys. Performs help desk trouble shooting functions for complex problems and has software customer interaction. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. Provides reports on employees and productivity as well as suggest areas in which productivity can be optimized. Serves as a primary POC for clients experiencing technical issues. Identify problems requiring vendor assistance and coordinate vendor technical support in real time situations

**Minimum Education:**
Bachelor of Science Degree in computer science, information systems, mathematics, engineering, or related field.

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**Technical Editor**

**Minimum Experience:**
Two years of professional experience in a position requiring development of structured written materials and visual aids.

**Functional Responsibilities:**
Prepares and writes technical documentation using outlines and resource material provided by functional analysts and computer personnel. Consolidates, formats, and edits documentation written by technical personnel. Interprets documentation standards and instructions listed in the Statement of Work and produces documents that conform to instructions. Applies knowledge of required standards and verifies that documentation conforms to standards.

**Minimum Education:**
Bachelor of Arts Degree required.

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**Application Systems Analyst/Programmer I**

**Minimum Experience:**
Two (2) years of technical experience in applications software development, one (1) of which is in systems analysis. Competent to work at a high technical level for most phases of applications systems analysis and programming activities.

**Functional Responsibility:**
Works under general direction. Formulates/defines system scope and objectives. Devises or modifies procedures to solve moderately complex problems considering computer equipment capacity and
limitations. Codes, tests, debugs, and documents computer programs. May be familiar with Internet technologies. Working knowledge of at least one development language. May be involved in related areas such as database design/management and evaluation of commercial off-the-shelf (COTS) products.

**Minimum Education:**
Bachelor’s degree in Computer Science or a related field.

### Application Systems Analyst/Programmer II

**Minimum Experience:**
Six (6) years of technical experience in applications software development, one (1) of which is in systems analysis. Competent to work at a high technical level for all phases of applications systems analysis and programming activities.

**Functional Responsibility:**
Works under general direction. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents programs. May be familiar with Internet technologies. Working knowledge of at least two development languages. May be involved in related areas such as database design/management, evaluation of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues. May provide guidance to other systems analysts and programmers.

**Minimum Education:**
Bachelor’s degree in Computer Science or a related field.

### Application Systems Analyst/Programmer III

**Minimum Experience:**
Eight (8) years of technical experience in applications software development, three (3) of which are in systems analysis and one (1) year which is acting as technical lead to a team of programmers/analysts. Has a good understanding of the business or function for which the application is designed.

**Functional Responsibility:**
Plans, directs and monitors the work of team members. Sets priorities to meet the needs of users. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. May be involved in related areas such as database design/management, evaluation of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues. May direct the work of other systems analysts and programmers. This skill is qualified to operate in advanced technical environments that include C++, Client/Server, Oracle, Power Builder, Visual Basic, JAVA, and other source code requirements.

**Minimum Education:**
Bachelor’s degree in Computer Science or a related field.
Cyber Security Subject Matter Expert (SME) II

**Minimum Experience:**

Ten (10) years of technical or functional experience in involved with strategy, design, deployment, and management of Cybersecurity initiatives. Areas of experience can include Risk & Security Assessments, Intrusion Detection, Vulnerability Analysis, Situational Awareness, Penetration Testing, Trusted Computing, Privacy Protection, Digital Forensics, or Security Compliance.

**Functional Responsibility:**

Acts as a recognized technical expert in performing assessments of present levels of cyber security, defines acceptable levels of risk, trains all personnel in proper cyber posture and establishes formal maintenance procedures. Performs privacy impact assessments and provides PII data security and monitoring, and migration strategies. Identifies potential vulnerabilities to cyber and information security using penetration testing and red teams. Provides technologies for identification, modeling, and predictive analysis of cyber threats. Functions as the highest-level individual contributor in at least one technical area. Utilizes expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. Has a high level of diverse technical and industry experience related to a specific skill set. Keeps abreast of technological developments and industry trends. Performs complex assignments with little guidance.

**Minimum Education:**

Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline. Certified Information Systems Security Professional (CISSP) or other certification may be required.

Database Analyst / Programmer I

**Minimum Experience:**

Four (4) years of technical experience in administration, analysis, and programming of computerized databases. Competent to work in most phases of database management.

**Functional Responsibility:**

Under general direction, designs, implements, and maintains moderately complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical methods. Maintains database dictionaries and integrates system through database design.

**Minimum Education:**

Bachelor’s degree in Computer Science or a related field.
**Database Analyst/Programmer II**

*Minimum Experience:*
Six (6) years of technical experience in administration, analysis, and programming of computerized databases. Competent to work in most phases of database management.

*Functional Responsibility:*
Under general direction, designs, implements, and maintains moderately complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical methods. Maintains database dictionaries and integrates system through database design.

*Minimum Education:*
Bachelor’s degree in Computer Science or a related field.

**Database Analyst/Programmer III**

*Minimum Experience:*
Eight (8) years of technical experience in administration, analysis, and programming of computerized databases. Competent to work in most phases of database management.

*Functional Responsibility:*
In a lead or leadership capacity, designs, implements, and maintains moderately complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical methods. Maintains database dictionaries and integrates system through database design. Interfaces with the client on a day-to-day basis. Supports the completion of project specific tasks within estimated time frames and budget constraints. Is capable of identifying best-practices and creating and assessing performance measures relating to database administration, programming, or management.

*Minimum Education:*
Bachelor’s degree in Computer Science or a related field.

**Information Security Analyst III**

*Minimum Experience:*
Fifteen (15) years of technical experience in defining security program requirements or processes for the protection of sensitive or classified information. Competent to work in all phases of network, systems, or application information assurance.

*Functional Responsibility:*
Analyzes and defines security requirements for information protection. Defines and develops security policies. Designs, develops, engineers, and implements solutions that meet network, system, or application security requirements. Gathers and organizes technical information about an organization’s mission goals and needs, existing security products, and ongoing needs. Analyzes the sensitivity of information and performs vulnerability and risk assessments on the basis of defined sensitivity and information flow. Performs vulnerability/risk analyses of networks, computer systems,
or applications during all phases of the system development lifecycle. Must demonstrate the ability to work independently or under only general direction.

**Minimum Education:**

Bachelor’s degree in Computer Science, Engineering, Information Systems, or a related field and a relevant security-related certification (i.e. CISSP).

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**Infrastructure Architect III**

**Minimum Experience:**

Ten (10) years of technical or functional experience in designing or implementing an enterprise; network, or systems architecture. Areas of expertise could include Software as a Service (SaaS), Infrastructure as a Service (IaaS), Cloud Computing, Infrastructure Virtualization, or Data Center Consolidation. Possesses definitive expertise and knowledge of specific methodologies, tools, middleware, process designs, or data management techniques that are deployed.

**Functional Responsibility:**

Top level technical or functional expert in leading activities surrounding the technical design of initiatives that solve specific business needs. Works to define standards in the context of the developed principles and meets with key vendors and services providers to monitor standards and directions. Actively monitors market trends and assists the client in defining a set of technical standards that define the infrastructure architecture. Specializes in component-based architecture and reuse. Defines and recommends initiative blueprints, and validates infrastructure architectures, to ensure that they leverage the deployment of technologies that are proven, stable, interoperable, portable, secure, and scalable. Establishes linkages between agency infrastructure architectures and Federal standards for infrastructure architecture to ensure that components, best practices, and lessons learned are leveraged both within Agencies and across the Federal Government. Performs highly complex responsibilities with considerable latitude. Interprets company initiatives and client requirements.

**Minimum Education:**

Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline. Relevant professional certification may be required.

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**Network Administrator III**

**Minimum Experience:**

Six (6) years of technical or functional experience involved with installation, maintenance, advanced trouble shooting and administration of existing network systems. Includes local and wide area networks, data, voice, and telecommunications. Examples of disciplines: Network Systems Administration, Telecommunications Systems Administration, Network Security Administration, and Communications Systems Administration.

**Functional Responsibility:**

Resolves complex network problems. Addresses network security issues. Interfaces with all client levels. Presents recommendations on network interfaces and configurations. Participates in and may lead aspects of major network installations and upgrades. Works with vendors and network analysts
as appropriate to resolve unusually complex network problems. Provides guidance to less experienced network administrators. Performs complex assignments with little guidance.

**Minimum Education:**
Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical discipline. Certified Network Administrator or other certification may be required.

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**Operations Support Representative III**

**Minimum Experience:**
Six (6) years of administrative or technical experience in providing customer support. Competent to work in most phases of operational support.

**Functional Responsibility:**
Apply competent computer skills or other related technical or clerical skills. Apply technical familiarity with product or system to be supported. Apply competent problem determination skills. Apply working knowledge of customer service techniques. Display a positive attitude. Ability to work individually or in a team. Ability to provide leadership in daily operation and problem resolution. Demonstrate tact and sensitivity in customer communications, projecting a positive image. Capable of interfacing with customer management staff.

**Minimum Education:**
Pursuing a BS/BA Degree from an accredited university/college or equivalent experience.

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**Project Manager**

**Minimum Experience:**
Combination of eight (6) years information technology experience, including three (3) years of experience in a management or supervisory capacity, plus three (3) years of experience in the functional area of the project to be managed.

**Functional Responsibility:**
Responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.

**Minimum Education:**
Bachelor’s degree in Computer Science or a related field, or in the project’s functional area
Senior Project Manager

Minimum Experience:
Combination of eight (8) years information technology experience, including three (5) years of experience in a management or supervisory capacity, plus three (3) years of experience in the functional area of the project to be managed.

Functional Responsibility:
Responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.

Minimum Education:
Bachelor’s degree in Computer Science or a related field, or in the project’s functional area.

Systems Engineer III

Minimum Experience:
Eight (8) years of technical experience involved in providing total systems overview consultation to provide the client with the most practical and technically sound products and solutions available. Systems include integration of software, hardware, networks, subsystems, peripheral components, and interfaces.

Functional Responsibility:
Considered an expert in one or more disciplines or systems. Conceptualizes broad requirements of system and translates into plans for design, development and implementation. Consults with customers at the highest levels to recommend systems solutions.
Researches new technologies and presents new concepts as a systems expert. Has full technical knowledge of all phases of systems design. Resolves highly complex systems problems. Provides high level expertise in writing technical proposals. Provides guidance and direction in all aspects of major projects. Performs highly complex responsibilities with considerable latitude.

Minimum Education:
Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline.

Technical Writer III

Minimum Experience:
Six (6) years of experience in writing, editing, and preparing business or technical documentation. Experience with and knowledge of Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment.
**Functional Responsibility:**

Responsible for documentation development and preparation throughout the production cycle that can include technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Checks documents for spelling, grammar, organization, consistency, and content. Ensures that documents follow the appropriate style guide. Interfaces with the client on a day-to-day basis. Supports the completion of project specific tasks within estimated time frames and budget constraints. Provides input to senior executives, group facilitation, interviewing, training, and other forms of knowledge transfer. Must demonstrate the ability to work independently or under only general direction.

**Minimum Education:**

Bachelor’s Degree in Communications, Journalism, English, or a related field or equivalent experience

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**Web Programmer III**

**Minimum Experience:**

Eight (8) years of progressive experience, of which four (4) must be specialized in programming and systems analysis of Web-based programming languages. Competent to work in all phases of web programming or development.

**Functional Responsibility:**

Formulates/defines system scope and objectives for assigned projects. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitation, operating time and form of desired results. Prepares detailed specifications from which programs will be written. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge of all phases of web-based applications analysis and programming. Has good understanding of the business or function for which applications is designed. Also has duties instructing, directing and checking the work of other systems analysis and programming personnel. Responsible for quality assurance review. Responsible for directing and monitoring the work of team members. May be responsible for project completion and user satisfaction. Must demonstrate the ability to work independently or under only general direction. Able to interface with client management personnel and provide thought leadership or best-practices in web-based programming.

**Minimum Education:**

Bachelor’s degree in Computer Science, Engineering, Information Systems, or a related field.
Labor Category Descriptions
SIN 54151 HEAL (Health IT Services)

Health IT Program Manager

Minimum Experience:
Ten years of experience in managing large complex projects including at least twenty-five people in subordinate groups in diverse locations with demonstrated capability in the overall management of contracts of similar type or complexity. Eight of the ten years must be in a role with progressively responsible experience in a government contracting environment in a Health IT supervisory role. At least two (2) years of experience should be as a Health IT Program Manager.

Functional Responsibilities:
Serves as the contract manager and administrator over the entire contract effort. Acts as the primary interface and point of contact with Government project authorities and representatives on Health IT technical and contract administration issues. Supervises project operations by developing management procedures, planning and directing project execution, monitoring and reporting progress.
Manages and controls financial and administrative aspects of the project with respect to contract requirements, enforces work standards, and assigns schedules.

Minimum Education:
Master’s Degree in a recognized technical, engineering, scientific, managerial, business, or other related discipline. An additional two years of relevant experience may be substituted for the master’s degree.

Health IT Database Engineer

Minimum Experience:
Six years of experience in a complex, distributed, heterogeneous computing environments, which may involve different types of Health IT hardware platforms, operating systems applications, database systems and network environments. At least one (1) year of experience should be as a Health IT Database engineer.

Functional Responsibilities:
Applies current technology in providing Health IT solutions. Provides a highly technical expertise in providing business application solutions. Retains a comprehensive understanding of hardware/software and communication environments such as client/server technology, host/mainframe technology, IS, and related peripheral equipment. Specifies proper types of files organization, indexing methods, and security procedures. Advises contractor project teams on the design of complex databases (e.g., schema and subschema details). Defines specialized aspects of user’s database administrator documentation. Performs detailed comparisons of various database systems. Develops backup and archival policies and procedures. Configures storage systems software to meet requirements. Performs administration tasks such as installing, maintaining, monitoring, recovering, rebuilding, upgrading, patching and performance tuning. Implements software solutions for performance enhancement, operator interface, and increased user capability

Minimum Education:
Bachelor of Science Degree in computer science, information systems management, mathematics, engineering, or other relevant discipline.
Health IT System/Software

Minimum Experience:
Four years of experience engineering and implementing integration software on Health IT Programs.

Functional Responsibilities:
Applies knowledge of computer science principles, information management principles, data processing functions, ADP hardware and software systems structures and operations, and computer programming languages and techniques to solve automation problems. Addresses scientific engineering or business objectives by writing, modifying, or adapting computer programs in machine level, assembly, and third or fourth generation programming languages. Interfaces with and uses minicomputer and main computer systems in addressing project objectives. Identifies and uses standard, unconventional, and original mathematical, algorithmic, and programmatic approaches to define, plan, organize, design, develop, modify, test, and integrated database or data processing systems, computer hardware systems, and simulation models. Formulates architectural design, functional specification, interfaces, and documentation or hardware or software systems considering system interrelationships, operating modes, and software or equipment configurations. Researches unconventional application of software and operating systems in designing and developing new methodologies, signification modifications, or adaptations of standardized techniques. Responsible for developing project plans, guidelines and controls.

Minimum Education:
Bachelor of Science Degree in computer science, information systems, mathematics, engineering or related field.

Health IT Test Technician

Minimum Experience:
Three years of professional testing activities experience in a technical environment on Health IT Programs.

Functional Responsibilities:
Develops automated and manual test cases and procedures. Establishes benchmark test scenarios. Prepares test reports. Plans, conducts, oversees, and is responsible for all testing activities. Evaluates and recommends new testing technology to meet requirements. Defines requirements for network testing based on database requirements specifications. Develops software test tools requirements on the basis of database design.

Minimum Education:
Bachelor of Science Degree in computer science, information systems management, mathematics, engineering or related field.

Health IT Helpdesk Specialist

Minimum Experience:
Two years of experience as a help desk specialist or a manager with progressively responsible computer operations, network management and/or desktop support experience on a Health IT Program. Familiarity with appropriate desktop systems. Ability to communicate effectively orally and in writing, and experience interfacing with clients and customers and handling sensitive issues. Ability to resolve
problems with systems, electronic commerce and web hosting. Requires user proficiency with PC hardware, standard software, and specialized applications. Must have knowledge of the office suite and desktop applications required.

**Functional Responsibilities:**
Follows guidelines for response times, reviews, and responds to unanswered calls from the logs and documented problems that could not be solved. Reviews and revises the problem-solving methods based on the feedback from the customer satisfaction surveys. Performs help desk trouble shooting functions for complex problems and has software customer interaction. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. Provides reports on employees and productivity as well as suggest areas in which productivity can be optimized. Serves as a primary POC for clients experiencing technical issues. Identify problems requiring vendor assistance and coordinate vendor technical support in real time situations

**Minimum Education:**
Bachelor of Science Degree in computer science, information systems, mathematics, engineering, or related field.

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**Health IT Technical Editor**

**Minimum Experience:**
Two years of professional experience in a position requiring development of structured written materials and visual aids on a Health IT Program.

**Functional Responsibilities:**
Prepares and writes technical documentation using outlines and resource material provided by functional analysts and computer personnel. Consolidates, formats, and edits documentation written by technical personnel. Interprets documentation standards and instructions listed in the Statement of Work and produces documents that conform to instructions. Applies knowledge of required standards and verifies that documentation conforms to standards.

**Minimum Education:**
Bachelor of Arts Degree required.

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**Health IT Application Systems Analyst/Programmer I**

**Minimum Experience:**
Two (2) years of technical experience in applications software development, one (1) of which is in systems analysis and (1) of which is in a Health IT analysis. Competent to work at a high technical level for most phases of applications systems analysis and programming activities.

**Functional Responsibility:**
Works under general direction. Formulates/defines system scope and objectives. Devises or modifies procedures to solve moderately complex problems considering computer equipment capacity and limitations. Codes, tests, debugs, and documents computer programs. May be familiar with Internet technologies. Working knowledge of at least one development language. May be involved in related areas such as database design/management and evaluation of commercial off-the-shelf (COTS) products.
Minimum Education:
Bachelor’s degree in Computer Science or a related field.

Health IT Application Systems Analyst/Programmer II

Minimum Experience:
Six (6) years of technical experience in applications software development, one (1) of which is in systems analysis and two (2) of which are in Health IT analysis. Competent to work at a high technical level for all phases of applications systems analysis and programming activities.

Functional Responsibility:
Works under general direction. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents programs. May be familiar with Internet technologies. Working knowledge of at least two development languages. May be involved in related areas such as database design/management, evaluation of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues. May provide guidance to other systems analysts and programmers.

Minimum Education:
Bachelor’s degree in Computer Science or a related field.

Health IT Application Systems Analyst/Programmer III

Minimum Experience:
Eight (8) years of technical experience in applications software development, three (3) of which are in systems Health IT analysis and one (1) year which is acting as technical lead to a team of programmers/analysts. Has a good understanding of the business or function for which the application is designed.

Functional Responsibility:
Plans, directs and monitors the work of team members. Sets priorities to meet the needs of users. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. May be involved in related areas such as database design/management, evaluation of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues. May direct the work of other systems analysts and programmers. This skill is qualified to operate in advanced technical environments that include C++, Client/Server, Oracle, Power Builder, Visual Basic, JAVA, and other source code requirements.

Minimum Education:
Bachelor’s degree in Computer Science or a related field.

Health IT Cyber Security Subject Matter Expert (SME) II

Minimum Experience:
Ten (10) years of technical or functional experience in involved with strategy, design, deployment,

**Functional Responsibility:**

Acts as a recognized technical expert in performing assessments of present levels of cyber security, defines acceptable levels of risk, trains all personnel in proper cyber posture and establishes formal maintenance procedures. Performs privacy impact assessments and provides PII data security and monitoring, and migration strategies. Identifies potential vulnerabilities to cyber and information security using penetration testing and red teams. Provides technologies for identification, modeling, and predictive analysis of cyber threats. Functions as the highest-level individual contributor in at least one technical area. Utilizes expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. Has a high level of diverse technical and industry experience related to a specific skill set. Keeps abreast of technological developments and industry trends. Performs complex assignments with little guidance.

**Minimum Education:**

Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline. Certified Information Systems Security Professional (CISSP) or other certification may be required.

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**Health IT Database Analyst/Programmer I**

**Minimum Experience:**

Four (4) years of technical experience in administration, analysis, and programming of computerized databases. Competent to work in most phases of database management. At least one (1) year of technical experience should be in Health IT analysis.

**Functional Responsibility:**

Under general direction, designs, implements, and maintains moderately complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical methods. Maintains database dictionaries and integrates system through database design.

**Minimum Education:**

Bachelor’s degree in Computer Science or a related field.

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**Health IT Database Analyst/Programmer II**

**Minimum Experience:**

Six (6) years of technical experience in administration, analysis, and programming of computerized databases. Competent to work in most phases of database management. At least two (2) years of technical experience should be in Health IT analysis.

**Functional Responsibility:**

Under general direction, designs, implements, and maintains moderately complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical
methods. Maintains database dictionaries and integrates system through database design.

Minimum Education:
Bachelor’s degree in Computer Science or a related field.

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### Health IT Database Analyst/Programmer III

**Minimum Experience:**
Eight (8) years of technical experience in administration, analysis, and programming of computerized databases. Competent to work in most phases of database management. At least two (2) of these years of experience should be in Health IT analysis.

**Functional Responsibility:**
In a lead or leadership capacity, designs, implements, and maintains moderately complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical methods. Maintains database dictionaries and integrates system through database design. Interfaces with the client on a day-to-day basis. Supports the completion of project specific tasks within estimated time frames and budget constraints. Is capable of identifying best-practices and creating and assessing performance measures relating to database administration, programming, or management.

**Minimum Education:**
Bachelor’s degree in Computer Science or a related field.

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### Health IT Information Security Analyst III

**Minimum Experience:**
Fifteen (15) years of technical experience in defining security program requirements or processes for the protection of sensitive or classified information. Competent to work in all phases of network, systems, or application information assurance. At least five (5) of these years of technical experience should be in Health IT analysis.

**Functional Responsibility:**
Analyzes and defines security requirements for information protection. Defines and develops security policies. Designs, develops, engineers, and implements solutions that meet network, system, or application security requirements. Gathers and organizes technical information about an organization’s mission goals and needs, existing security products, and ongoing needs. Analyzes the sensitivity of information and performs vulnerability and risk assessments on the basis of defined sensitivity and information flow. Performs vulnerability/risk analyses of networks, computer systems, or applications during all phases of the system development lifecycle. Must demonstrate the ability to work independently or under only general direction.

**Minimum Education:**
Bachelor’s degree in Computer Science, Engineering, Information Systems, or a related field and a relevant security-related certification (i.e., CISSP).
**Health IT Infrastructure Architect III**

**Minimum Experience:**
Ten (10) years of technical or functional experience in designing or implementing an enterprise; network, or systems architecture. Areas of expertise could include Software as a Service (SaaS), Infrastructure as a Service (IaaS), Cloud Computing, Infrastructure Virtualization, or Data Center Consolidation. Possesses definitive expertise and knowledge of specific methodologies, tools, middleware, process designs, or data management techniques that are deployed. At least three (3) of these years of experience should be in Health IT specifically designing or implementing Health IT enterprise.

**Functional Responsibility:**
Top level technical or functional expert in leading activities surrounding the technical design of initiatives that solve specific business needs. Works to define standards in the context of the developed principles and meets with key vendors and services providers to monitor standards and directions. Actively monitors market trends and assists the client in defining a set of technical standards that define the infrastructure architecture. Specializes in component-based architecture and reuse. Defines and recommends initiative blueprints, and validates infrastructure architectures, to ensure that they leverage the deployment of technologies that are proven, stable, interoperable, portable, secure, and scalable. Establishes linkages between agency infrastructure architectures and Federal standards for infrastructure architecture to ensure that components, best practices, and lessons learned are leveraged both within Agencies and across the Federal Government. Performs highly complex responsibilities with considerable latitude. Interprets company initiatives and client requirements.

**Minimum Education:**
Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline. Relevant professional certification may be required.

**Health IT Network Administrator III**

**Minimum Experience:**
Six (6) years of technical or functional experience involved with installation, maintenance, advanced trouble shooting and administration of existing network systems. Includes local and wide area networks, data, voice, and telecommunications. Examples of disciplines: Network Systems Administration, Telecommunications Systems Administration, Network Security Administration, and Communications Systems Administration. At least one (1) of these years of experience should be in Health IT installation, maintenance or related systems.

**Functional Responsibility:**
Resolves complex network problems. Addresses network security issues. Interfaces with all client levels. Presents recommendations on network interfaces and configurations. Participates in and may lead aspects of major network installations and upgrades. Works with vendors and network analysts.
as appropriate to resolve unusually complex network problems. Provides guidance to less experienced network administrators. Performs complex assignments with little guidance.

**Minimum Education:**

Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical discipline. Certified Network Administrator or other certification may be required.

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**Health IT Operations Support Representative III**

**Minimum Experience:**

Six (6) years of administrative or technical experience in providing customer support. Competent to work in most phases of operational support. At least one (1) year of experience should be in Health IT customer support.

**Functional Responsibility:**

Apply competent computer skills or other related technical or clerical skills. Apply technical familiarity with product or system to be supported. Apply competent problem determination skills. Apply working knowledge of customer service techniques. Display a positive attitude. Ability to work individually or in a team. Ability to provide leadership in daily operation and problem resolution. Demonstrate tact and sensitivity in customer communications, projecting a positive image. Capable of interfacing with customer management staff.

**Minimum Education:**

Pursuing a BS/BA Degree from an accredited university/college or equivalent experience.

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**Health IT Project Manager**

**Minimum Experience:**

Combination of eight (6) years information technology experience, including three (3) years of experience in a management or supervisory capacity, plus three (3) years of experience in the functional area of Health IT.

**Functional Responsibility:**

Responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.

**Minimum Education:**

Bachelor’s degree in Computer Science or a related field, or in the project’s functional area.
Health IT Senior Project Manager

**Minimum Experience:**
Combination of eight (8) years information technology experience, including three (3) years of experience in a management or supervisory capacity, plus three (3) years of experience in the functional area of Health IT.

**Functional Responsibility:**
Responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.

**Minimum Education:**
Bachelor’s degree in Computer Science or a related field, or in the project’s functional area.

Health IT Systems Engineer III

**Minimum Experience:**
Eight (8) years of technical experience involved in providing total systems overview consultation to provide the client with the most practical and technically sound products and solutions available. Systems include integration of software, hardware, networks, subsystems, peripheral components, and interfaces. At least two (2) years of experience should be in Health IT consultation.

**Functional Responsibility:**
Considered an expert in one or more disciplines or systems. Conceptualizes broad requirements of system and translates into plans for design, development and implementation. Consults with customers at the highest levels to recommend systems solutions. Researches new technologies and presents new concepts as a systems expert. Has full technical knowledge of all phases of systems design. Resolves highly complex systems problems. Provides high level expertise in writing technical proposals. Provides guidance and direction in all aspects of major projects. Performs highly complex responsibilities with considerable latitude.

**Minimum Education:**
Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline.

Health IT Technical Writer III

**Minimum Experience:**
Six (6) years of experience in writing, editing, and preparing business or technical documentation. Experience with and knowledge of Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to
the assignment. At least two (2) years of experience should be in writing, editing and preparing
documentation for a Health IT program.

**Functional Responsibility:**
Responsible for documentation development and preparation throughout the production cycle that can
include technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall
documentation review. Checks documents for spelling, grammar, organization, consistency, and
content. Ensures that documents follow the appropriate style guide. Interfaces with the client on a day-
to-day basis. Supports the completion of project specific tasks within estimated time frames and budget
constraints. Provides input to senior executives, group facilitation, interviewing, training, and other
forms of knowledge transfer. Must demonstrate the ability to work independently or under only general
direction.

**Minimum Education:**
Bachelor’s Degree in Communications, Journalism, English, or a related field or equivalent experience

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**Health IT Web Programmer III**

**Minimum Experience:**
Eight (8) years of progressive experience, of which four (4) must be specialized in programming and
systems analysis of Web-based programming languages for a Health IT program. Competent to work
in all phases of web programming or development.

**Functional Responsibility:**
Formulates/defines system scope and objectives for assigned projects. Devises or modifies procedures
to solve complex problems considering computer equipment capacity and limitation, operating time
and form of desired results. Prepares detailed specifications from which programs will be written.
Responsible for program design, coding, testing, debugging and documentation. Has full technical
knowledge of all phases of web-based applications systems analysis and programming. Has good
understanding of the business or function for which applications is designed. Also has duties instructing,
directing and checking the work of other systems analysis and programming personnel. Responsible for
quality assurance review. Responsible for directing and monitoring the work of team members. May be
responsible for project completion and user satisfaction. Must demonstrate the ability to work
independently or under only general direction. Able to interface with client management personnel and
provide thought leadership or best-practices in web-based programming.

**Minimum Education:**
Bachelor’s degree in Computer Science, Engineering, Information Systems, or a related field.

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**Health IT SME I**

**Minimum Experience:**
6 years

**Functional Responsibilities:**
Must have a working knowledge of the specific disciplines such as clinical, engineering or technical
fields. Able to understand the customer requirements in relation to the industry standards, terminologies
and workflows such as health standards. Able to work with the functional and IT communities to help
define or refine functional requirements and ensure technical requirements and associated work products meet client expectations. Demonstrates experience and ability to define problems and analyze and develop plans and requirements for slightly complex systems. Ability to coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the following specialties: Electronic Health Records; Clinical Information Systems; Information Systems Architecture; Data Management; Networking; Telecommunications; Automation; Communications Protocols; Risk Management/Electronic Analysis; Software; Life Cycle Management; Software Development Methodologies; Modeling and Simulation.

**Minimum Education:**
Bachelor's Degree, Computer Science, Electronics Engineering, Nursing, Pharmacy, Social work, Psychology, Laboratory Science, Medical technology, Logistics management, engineering or technical or other health related disciplines is required. 8 years of additional relevant experience may be substituted for education.

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**Health IT SME II**

**Minimum Experience:**
8 years

**Functional Responsibilities:**
Must have a working knowledge of the specific disciplines such as clinical, engineering or technical fields. Able to understand the customer requirements in relation to the industry standards, terminologies and workflows such as health standards. Able to work with the functional and IT communities to help define or refine functional requirements and ensure technical requirements and associated work products meet client expectations. Demonstrated experience and ability to define the problems and analyze and develop plans and requirements for complex clinical systems. Ability to coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of health programs and systems specifications in the following specialties: Electronic Health Records; Clinical Information Systems; Information Systems Architecture; Data Management; Networking; Telecommunications; Automation; Communications Protocols; Risk Management/Electronic Analysis; Software; Life Cycle Management; Software Development Methodologies; Modeling and Simulation.

**Minimum Education:**
Bachelor's Degree, Computer Science, Electronics Engineering, Nursing, Pharmacy, Social work, Psychology, Laboratory Science, Medical technology, Logistics management, engineering or technical or other health related disciplines is required. 8 years of additional relevant experience may be substituted for education.

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**Health IT SME III**

**Minimum Experience:**
10 years

**Functional Responsibilities:**
Must have a working knowledge of the specific disciplines such as clinical, engineering or technical fields. Able to understand the customer requirements in relation to the industry standards, terminologies
and workflows such as health standards. Able to work with the functional and IT communities to help define or refine functional requirements and ensure technical requirements and associated work products meet client expectations. Demonstrated experience and ability to provide technical direction for problem definition, analysis, requirements development and implementation for complex to moderately complex health information systems. Ability to make recommendations and advise on organization wide system improvements, optimization or maintenance efforts in the following specialties: Electronic Health Records; Clinical Information Systems; Information Systems Architecture; Data Management; Networking; Telecommunications; Automation; Communications Protocols; Risk Management/Electronic Analysis; Software; Life Cycle Management; Software Development Methodologies; Modeling and Simulation.

**Minimum Education:**

Master's Degree, Physician Assistant, Clinical Informaticist, Nurse Practitioner, Computer Science, Electronics Engineering, Nursing, Pharmacy, Social work, Psychology, Laboratory Science, Medical technology, Logistics management, engineering or technical or other health related disciplines is required or other engineering or technical discipline is required. 10 years of additional relevant experience may be substituted for education.

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**Health IT SME IV**

**Minimum Experience:**

12 years

**Functional Responsibilities:**

Must have a working knowledge of the specific disciplines such as clinical, engineering or technical fields. Able to understand the customer requirements in relation to the industry standards, terminologies and workflows such as health standards. Able to work with the functional and IT communities to help define or refine functional requirements and ensure technical requirements and associated work products meet client expectations. Demonstrated experience and ability to provide enterprise wide technical management and direction for problem definition, analysis and requirements development and implementation for highly complex clinical systems.

**Ability to provide workable recommendations and advice to client executive management on emerging technology, system improvements, optimization and maintenance in the following areas:**

Electronic Health Records; Clinical Information Systems; Information Systems Architecture; Data Management; Automation; Telecommunications; Networking; Communication Protocols; Software; Electronic Email; Modeling and Simulation; Data Storage and Retrieval.

**Minimum Education:**

Master's Degree, Physician Assistant, Clinical Informaticist, Nurse Practitioner, Computer Science, Electronics Engineering, Nursing, Pharmacy, Social work, Psychology, Laboratory Science, Medical technology, Logistics management, engineering or technical or other health related disciplines is required. 10 years of additional relevant experience may be substituted for education.
Minimum Experience:
14 years

Functional Responsibilities:
Must have a working knowledge of the specific disciplines such as clinical, engineering or technical fields. Able to understand the customer requirements in relation to the industry standards, terminologies and workflows such as health standards. Able to work with the functional and IT communities to help define or refine functional requirements and ensure technical requirements and associated work products meet client expectations. Demonstrated experience and ability to provide enterprise wide technical management and direction for problem definition, analysis and requirements development and implementation for extremely complex health systems.

Ability to provide workable recommendations and advice to client executive management on emerging technology, system improvements, optimization and maintenance in the following areas: Electronic Health Records; Clinical Information Systems; Information Systems Architecture; Data Management; Clinical/Medical Informatics; Human Factors Engineering; Automation; Telecommunications; Networking; Communication Protocols; Software; Electronic Email; Modeling and Simulation; Data Storage and Retrieval.

Minimum Education:
A Doctorate or Ph.D., physician, dentist, human factors, clinical informatics, Computer Science, Electronics Engineering, Nursing, Pharmacy, Social work, Psychology, Laboratory Science, Medical technology, Logistics management, engineering or technical or other health related disciplines is required. A Master’s degree and 10 years of additional relevant experience may be substituted for education.
Labor Category Descriptions
SIN 561422 (Automated Contact Center Solutions)

Contact Center Senior Director

Minimum Experience:
Candidates for the Contact Center Senior Director role must have 10+ years of relevant experience in managing large projects, including 25+ member teams in varied locations. They must have demonstrated competence in the overall management of similar, complex contracts. Of their 10+ years of experience, 8 years must have been in a government contracting environment in which they were progressively given more responsibility.

Functional Responsibilities:
They will fill an executive leadership role at the Contact Center and report to the CEO. As the Contact Center executive-level point of contact, they will promote and develop services. To do so they will establish relationships with representatives of client agencies, stakeholders, and community organizations. They will ensure project compliance with applicable corporate, contract, state, and federal requirements and regulations. They will manage and provide the project's financial plan and forecast.

Minimum Education:
They must have a master’s degree in a managerial, technical, business, or other related discipline.

Contact Center Program Manager

Minimum Experience:
Candidates must have 8 years of relevant experience managing government contracts.

Functional Responsibilities:
They will lead the end-to-end operational strategies and services that enhance the customer experience (CX) at the contact center, meeting or exceeding all compliance requirements. They will manage very complex and/or high-risk contact center programs. Daily, they will supervise technical and managerial staff and task activities, meeting client and corporate work objectives. They will maintain the quality of all task products, services, and deliverables by participating in reviews, audits, and site visits. They will coordinate with clients to negotiate tasks and solve problems. They will monitor subcontractor activities and financial reporting.

Minimum Education:
They must have a bachelor’s degree in information systems management, mathematics, business administration, or a relevant discipline.

Contact Center Operations Manager

Minimum Experience:
Candidates must have 6 years of relevant experience.
**Functional Responsibilities:**
They will be responsible for the strategic and tactical oversight of the Contact Center. They will maintain updated knowledge of the Contact Center’s performance requirements and client standard operation procedures, as well as corporate and project policies. They will oversee quality control and if necessary, implement corrective actions to ensure consistency and compliance. They will develop and monitor performance goals and objectives for the Contact Center. They will provide coaching and develop Contact Center managers and staff, conduct performance evaluations, and assist in the creating and implementing innovative methodologies to improve Contact Center operations.

**Minimum Education:**
They must have a bachelor’s degree in information systems management, business administration, or related field.

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**Contact Center IT Manager**

**Minimum Experience:**
Candidates must have 5 years of relevant experience.

**Functional Responsibilities:**
They will manage all Contact Center IT activities for a program, project, or function. These activities may include programming, resources and facilities management, system analysis and design, database planning and design, conversion and implementation support, network services, data/records management, and other computer related services. They will implement and maintain the policies and goals of the IT department needed to support the Contact Center. They will ensure proper information system operations and plan necessary upgrades. They will manage and advise IT team members, giving performance reviews as needed.

**Minimum Education:**
They must have a bachelor’s degree in computer science, information systems management, mathematics, engineering, or a related field.

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**Contact Center Facilities Manager**

**Minimum Experience:**
Candidates must have 5 years of relevant experience.

**Functional Responsibilities:**
They will ensure optimal functioning and maintenance of Contact Center properties, managing administrative and operational staff, systems, and activities. They will ensure maintenance of Contact Center systems including electrical, plumbing, mechanical, fire/life safety, and waste management. They will plan and execute preventive maintenance schedules. They will supervise and train their staff in the day-to-day performance of their jobs, including the general maintenance of buildings, grounds, infrastructures, and equipment. They will ensure maintenance work follows safety standards, conforms to specifications, and that work orders are tracked and completed within the budgeted guidelines. They may oversee contractors engaged in facility renovation projects. They ensure project milestones are met and they adhere to approved budgets.

**Minimum Education:**
They must have a bachelor’s degree in business administration, computer science, information systems management, mathematics, engineering, or in a related field.
Minimum Experience:
Candidates must have 7 years of relevant experience.

Functional Responsibilities: They will manage Contact Center human capital, ensuring high quality and effective human capital operations and administration. They will oversee all human capital initiatives, directing project recruitment to ensure compliance with contract requirements. They will maintain employee data and other pertinent information. They will participate in the development, delivery, and coordination of training activities. They will make recommendations concerning salary, bonuses, and awards.

Minimum Education:
They must have a Bachelor of Science degree in computer science, information systems, mathematics, engineering, or in a related field.

Contact Center Administrative Senior Assistant

Minimum Experience:
Candidates must have 6 years of relevant experience

Functional Responsibilities:
They will lead the execution of complex tasks. They will provide secretarial support in a Contact Center environment to an individual and/or the individual’s staff. They will maintain a close relationship to their supervisor and staff, working fairly independently while receiving minimal supervision and guidance. They will perform various secretarial duties that require knowledge of office routine and an understanding of the organization, programs, and office procedures. Computers may exist in the environment. Working knowledge of certain office software programs may be required.

Minimum Education:
A high school diploma is required.

Contact Center Administrative Junior Assistant

Minimum Experience:
Candidates must have 2 years of relevant experience.

Functional Responsibility:
They will provide secretarial support in a Contact Center to an individual and/or the individual’s staff. They will maintain a close relationship with their supervisor and staff, working fairly independently under moderate supervision and guidance. They will perform various clerical and secretarial duties requiring knowledge of office routine and an understanding of the organization, programs, and office procedures. They may create and distribute reports on a regular schedule. Computers may exist in the environment. Working knowledge of certain office software programs may be required.

Minimum Education:
They must have a high school diploma.
Contact Center Senior Analyst – Finance & Accounting

**Minimum Experience:**
Applicants must have 5 years of relevant experience.

**Functional Responsibility:**
They will create and document financial analysis projects, including reports concerning financial and expense performance, rate of return, depreciation, working capital, and investments. They will analyze trends and produce forecasts in competitive environments, and present findings to senior management. They will create and analyze monthly, quarterly, and annual reports, ensuring the accuracy of financial documents. They may conduct special financial and business-related studies, cooperating with other departments. They may contribute to moderately complex aspects of a given project.

**Minimum Education:**
They must have a bachelor’s degree in Economics, Business Administration, or a related field.

Contact Center Analyst – Finance & Accounting

**Minimum Experience:**
Candidates must have 3 years of relevant experience.

**Functional Responsibility:**
They will create and document financial analysis projects, including reports concerning financial and expense performance, rate of return, depreciation, working capital, and investments. They will analyze trends and produce forecasts in competitive environments, and present findings to senior management. They will reconcile internal accounts. They will be involved in several aspects of complex tasks within their job function.

**Minimum Education:**
They must have a bachelor’s degree in Economics, Business Administration, or in a related field.

Contact Center Senior Operations Admin

**Minimum Experience:**
Candidates must have 3 years of relevant experience.

**Functional Responsibility:**
In support of the Contact Center Operations, they will provide diverse administrative support. They will collect, review, and analyze complex and/or confidential data, and prepare reports, charts, budgets, and other documents and presentations. They will respond to or route confidential inquiries from external or internal sources. They will manage group activities, such as scheduling and coordinating meetings, travel, and other activities. They are moderately skilled with word processing, spreadsheets, and graphic software.

**Minimum Education:**
They must have a high school diploma.
**Contact Center Quality Assurance Manager**

**Minimum Experience:**
Candidates must have 5 years of relevant experience.

**Functional Responsibility:**
They will oversee Contact Center Quality Assurance programs. They will develop standard operating procedures that structure customer interactions. They will implement monitoring programs. They will develop and manage quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures. They will develop and define quality characteristics, including quality metrics and scoring parameters. They will determine requisite quality control resources. They will establish and manage processes for evaluating deliverables and associated documentation.

**Minimum Education:**
They must have a bachelor’s degree in Business Administration or a related field.

**Contact Center Quality Assurance Analyst**

**Minimum Experience:**
Candidates must have 3 years of relevant experience.

**Functional Responsibility:**
They will complete quality evaluations as part of the Quality Management Plan and drive continuous improvement. They support Contact Center staff, including monitoring and evaluating customer interactions for quality and tracking with quality monitoring systems and tools. They will provide feedback to improve performance and create training programs.

**Minimum Education:**
They must have a bachelor’s degree in Computer Science or a related field.

**Contact Center Training Senior Manager**

**Minimum Experience:**
Applicants must have 5 years of relevant experience.

**Functional Responsibility:**
They will oversee, manage, and coordinate Contact Center staff training and development activities. They will lead the development team in executing learning interventions, promoting operational effectiveness and continuous quality improvement. They will design, develop, and analyze instructional approaches and/or strategies to meet training and media requirements. They will create training objectives. They will test and design training materials. They will ensure integrity of task analysis, training requirements, training hierarchies, instructional materials, and evaluation plans. In addition, they will design and develop computer-based training, web-based training, electronic performance support systems, and other technology-based learning solutions. They will develop flow diagrams and story boards. They will design instructional lessons suitable for various media. They will interact with customers and subject matter experts to ensure technical accuracy of instructional content. They will also provide guidance and work leadership to lower-level personnel and may serve as a technical team or task lead.
Minimum Education:
They must have a bachelor’s degree in Computer Science or a related field.

Contact Center Training Coordinator

Minimum Experience:
Candidates must have 2 years of relevant experience.

Functional Responsibility:
They will provide training to diverse audiences with varying levels of experience, knowledge, and roles within the Contact Center. They will produce new hire training/continuing education/return to work training to all staff members at all levels of the project, administering post-training course exams and surveys, and reporting and tracking training activities.

Minimum Education:
They must have a high school diploma.

Contact Center Subject Matter Expert (SME) II

Minimum Experience:
Candidates must have 10 years of relevant experience.

Functional Responsibility:
They must have a working knowledge of relevant disciplines such as programmatic, technical, or engineering fields. They must understand customer requirements in relation to industry standards, terminologies, and workflows – such as contact center and customer experience best practices. They must work with the functional community to help define or refine functional requirements, and with the IT community to ensure technical requirements and associated work meet client expectations. They must have experience providing technical direction for problem definition, analysis, requirements development, and implementation for complex contact center systems. They must recommend and advise on organization-wide system improvements, optimization, security, or maintenance efforts in the following specialties: Artificial Intelligence (AI), Chat Bots, Robotic Process Automation, Interactive Voice Response (IVR), Voice/Speech Recognition, Text-to-Speech, Voicemail, Callback, Web Callback, Email Delivery, Hosted Online Ordering, Hosted Email Web Form, Howed FAQ Service, etc.

Minimum Education:
They must have a master’s degree in a technical, engineering, or customer service-related field, such as Computer Science, Psychology, Logistics Management, and Business Administration.

Contact Center Subject Matter Expert (SME) III

Minimum Experience:
Candidates must have 8 years of relevant experience.
**Functional Responsibility:**

They must have a working knowledge of relevant disciplines such as programmatic, technical, or engineering fields. They must understand customer requirements in relation to industry standards, terminologies, and workflows – such as contact center and customer experience best practices. They must work with the functional community to help define or refine functional requirements, and with the IT community to ensure technical requirements and associated work meet client expectations. They must have experience providing technical direction for problem definition, analysis, requirements development, and implementation for complex contact center systems. They must recommend and advise on organization-wide system improvements, optimization, security, or maintenance efforts in the following specialties: Artificial Intelligence (AI), Chat Bots, Robotic Process Automation, Interactive Voice Response (IVR), Voice/Speech Recognition, Text-to-Speech, Voicemail, Callback, Web Callback, Email Delivery, Hosted Online Ordering, Hosted Email Web Form, Hwed FAQ Service, etc.

**Minimum Education:**

They must have bachelor’s degree in a related field, or in the project’s functional area.

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**Contact Center Subject Matter Expert (SME) I**

**Minimum Experience:**

Candidates must have 6 years of relevant experience.

**Functional Responsibility:**

They must have a working knowledge of relevant disciplines such as programmatic, technical, or engineering fields. They must understand customer requirements in relation to industry standards, terminologies, and workflows – such as contact center and customer experience best practices. They must work with the functional community to help define or refine functional requirements, and with the IT community to ensure technical requirements and associated work meet client expectations. They must have experience providing technical direction for problem definition, analysis, requirements development, and implementation for complex contact center systems. They must recommend and advise on organization-wide system improvements, optimization, security, or maintenance efforts in the following specialties: Artificial Intelligence (AI), Chat Bots, Robotic Process Automation, Interactive Voice Response (IVR), Voice/Speech Recognition, Text-to-Speech, Voicemail, Callback, Web Callback, Email Delivery, Hosted Online Ordering, Hosted Email Web Form, Hwed FAQ Service, etc.

**Minimum Education:**

They must have a bachelor’s degree in a related field, or in the project’s functional area.

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**Contact Center Team Lead**

**Minimum Experience:**

Candidates must have 1 year of relevant experience.

**Functional Responsibility:**

In support of the Contact Center, they must lead a customer service team that responds to non-technical customer service requests via phone and e-mail. They must respond to and resolve escalated issues
and/or unique or complex requests from customers. They must monitor daily workflow and ensure team members follow correct procedures. They must identify system and workflow improvements to enhance team efficiency. They must mentor less experienced team members. They may assist with scheduling. They must contribute to complex aspects of a project.

**Minimum Education:**
A high school diploma is required.

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**Contact Center Help Desk Senior Technician**

**Minimum Experience:**
Candidates must have 2 years of relevant experience.

**Functional Responsibility:**
They must work with the user community and Help Desk staff to identify, research, and resolve problems relating to office automation and data center operations. They must track and report complaints, spotting trends or problem areas for quick resolution. They may use problem-tracking databases or other specialized Help Desk software. They must be responsible for ensuring timely and effective resolutions to problems. When warranted, they may escalate problems to the appropriate department.

**Minimum Education:**
A high school diploma is required.

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**Contact Center Customer Service Representative (CSR) - Bilingual**

**Minimum Experience:**
Candidates may have 1 month of relevant experience.

**Functional Responsibility:**
They must resolve customer issues via telephone or e-mail. They must resolve problems and communicate solutions or requested information to the customer. They must analyze a customer's service needs and refer them to the appropriate service or technical departments. They must possess a moderate understanding of the role. They must work under the close direction of senior personnel in the functional area. They must speak and read English, as well as the relevant other language fluently.

**Minimum Education:**
They must have high school diploma.

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**Contact Center Customer Service Representative (CSR) III**

**Minimum Experience:**
Candidates must have 3 years of relevant experience.

**Functional Responsibility:**
They must respond to customer inquiries by telephone or e-mail to provide non-technical problem resolution. They must resolve more complex problems and communicate solutions or requested information to the customer. They must analyze a customer's service needs and refer them to the appropriate service or technical departments. They must be gaining or have attained full proficiency in a specific discipline. They must work under moderate supervision.

**Minimum Education:**
They must have a high school diploma.

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**Contact Center Customer Service Representative (CSR) II**

**Minimum Experience:**
Candidates must have 1 year of relevant experience.

**Functional Responsibilities:**
They must resolve non-technical customer issues via telephone or e-mail. They must resolve complex problems and communicate solutions or requested information to the customer. They must analyze a customer's service needs and refer them to the appropriate service or technical departments. They must be gaining or have attained full proficiency in a specific discipline. They must work under moderate supervision.

**Minimum Education:**
They must have a high school diploma.

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**Contact Center Customer Service Representative (CSR) I**

**Minimum Experience:**
Candidates may have 0 years of relevant experience.

**Functional Responsibilities:**
They must resolve non-technical customer issues via telephone or e-mail. They must solve routine problems and communicate solutions or requested information to the customer. They must analyze a customer's needs and refer them to the appropriate service or technical departments. They must work under the close direction of senior personnel in the functional area.

**Minimum Education:**
They must have a high school diploma.
Labor Category Descriptions
SIN 541611
(Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services)

Program Manager

Minimum Experience:
Twelve (12) years

Functional Responsibilities:
Responsible for managing multiple project tasks, interfacing with senior leadership and assuring the quality of overall programs. Responsible for oversight, coordination and integration of multiple business improvement and enterprise transformation projects. Assists the customer in determining schedules, in reviewing deliverables and in participating in project reviews that look across the totality of the customer’s programs. Must possess a strong background in business and management. Sets overall project approach and shapes senior management agenda. Must know process improvement strategies for complex projects, business analysis methods and techniques, sophisticated consulting strategies and techniques, functional area test practices, organizational development and systems approaches to integrating total solutions.

Minimum Education:
Bachelor's Degree and 12 years of experience. At least 6 of the 12 years of experience in specialized/relevant sector.

Project Manager

Minimum Experience:
Six (6) years

Functional Responsibilities:
Responsible for managing project tasks and assuring the quality of tasks. Responsible for oversight, coordination and integration of business improvement and enterprise transformation projects. Assists the customer in determining schedules, in reviewing deliverables and in participating in project reviews. Must possess a strong background in business and management. Must know process improvement strategies for complex projects, business analysis methods and techniques, sophisticated consulting strategies and techniques, functional area test practices, organizational development and systems approaches to integrating total solutions. Minimum Education/Experience: Bachelor's Degree and 6 years of experience. At least 1 of the 6 years of experience in specialized/relevant sector

Minimum Education:
Bachelor’s Degree and 6 years of experience. At least 1 of the 6 years of experience in specialized/relevant sector.

Task Manager

Minimum Experience:
Four (4) years

Functional Responsibilities:
Responsible for the overall performance of an individual task order such as formulating work standards, assigning task team schedules and resources, reviewing performance, cost and budget
information, and supervising task team personnel. Interfaces with customer on all aspects of the task order. Candidate must have a strong background in project management. Areas of expertise may include business process reengineering, statistical process control, organizational assessment, process modeling and simulation, organizational development and change management.

**Minimum Education:**
Bachelor's Degree and 4 years of experience.

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**Subject Matter Expert I**

**Minimum Experience:**
Ten (10) years

**Functional Responsibilities:**
Performs analytic work in support of business improvement and reengineering activities including organizational development and process modernization. Subject matter functional expertise includes areas such as facilitation, management consulting, training or business improvement skills, methodology development, change management, data modeling, performance measurement, benchmarking and identifying best practices.

**Minimum Education:**
Bachelor's Degree and 10 years of experience. At least 5 of the 10 years of experience in specialized/relevant sector.

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**Subject Matter Expert II**

**Minimum Experience:**
Twelve (12) years

**Functional Responsibilities:**
Performs analytic work in support of business improvement and reengineering activities including organizational development and process modernization. Subject matter functional expertise includes areas such as facilitation, management consulting, training or business improvement skills, methodology development, change management, data modeling, performance measurement, benchmarking and identifying best practices. Must proficiently use tools and techniques associated with business improvements. May provide leadership to small teams of functional or technical personnel.

**Minimum Education:**
Bachelor's Degree and 12 years of experience. At least 7 of the 12 years of experience in specialized/relevant sector.

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**Subject Matter Expert III**

**Minimum Experience:**
Fourteen (14) years

**Functional Responsibilities:**
Performs analytic work in support of business improvement and reengineering activities including organizational development and process modernization. Responsible for effectively transitioning existing project teams and facilitating teams in the accomplishment of project activities and objectives. Able to anticipate reactions to change and develop effective, creative solutions or
responses and guide the client while managing their expectations. Subject matter functional expertise includes areas such as strategic and business planning, activity-based costing, financial management analysis, facilitation, management consulting, training or business improvement skills, methodology development, change management, data modeling, performance measurement, benchmarking and identifying best practices. Must proficiently use tools and techniques associated with business improvements. May provide leadership and training to small teams of functional or technical personnel.

**Minimum Education:**
Bachelor's Degree and 14 years of experience. At least 9 of the 14 years of experience in specialized/relevant sector

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### Subject Matter Expert IV

**Minimum Experience:**
Fifteen (15) years

**Functional Responsibilities:**
Serves as a coach or mentor to the other team members and be recognized as an authority on one or more business improvement subject areas such as change management, strategic and business planning, statistical process control, organizational design, simulation methods or Business Process Reengineering methodologies. Candidate must be notably fluent in the areas of business improvement, strategic business planning, management and organizational techniques. Help shape senior management agendas, create and maintain executive level management momentum for change and be able to design and deliver presentations and interventions. Must possess demonstrated ability and experience in management consulting and cross-team facilitation at the senior management level.

**Minimum Education:**
Bachelor's Degree and 15 years of experience. At least 10 of the 15 years of experience in specialized/relevant sector

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### Administrative Assistant

**Minimum Experience:**
Two (2) years

**Functional Responsibilities:**
Provides clerical and administrative services and applies appropriate technology to support office operations including library functions and visitor control. Provides graphics and editorial support plus desktop publishing services.

**Minimum Education:**
Associate degree and 2 years of experience

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### Technical Writer

**Minimum Experience:**
Two (2) years

**Functional Responsibilities:**
Writes and prepares technical documentation using outlines and resource materials provided by
Subject Matter Experts, Consultants and Analysts. Consolidates, formats, rewrites and edits documentation written by technical and functional personnel. Interprets documentation standards and instructions listed in the Statement of Work and produces documents that conform to instructions and applicable Government and industry standards. Provides documentation and library support.

Minimum Education: Associate degree and 2 years of experience

Consultant I

Minimum Experience:
Ten (10) years

Functional Responsibilities:
Requires knowledge in fields defined as non-technical such as accounting, agriculture, business organization and management, communications, economics, education, finance, health sciences, humanities, marketing, social science, and related fields. Provides supporting consultation with clients to define needs or problems, conducts research, performs studies and surveys to obtain data, and analyzes data to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization.

Minimum Education:
Bachelor's Degree and 10 years of experience. At least 5 of the 10 years of experience in specialized/relevant sector.

Consultant II

Minimum Experience:
Twelve (12) years

Functional Responsibilities:
Requires knowledge in fields defined as non-technical such as accounting, agriculture, business organization and management, communications, economics, education, finance, health sciences, humanities, marketing, social science, and related fields. Provides supporting consultation with clients to define needs or problems, conducts research, performs studies and surveys to obtain data, and analyzes data to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization.

Minimum Education:
Bachelor's Degree and 12 years of experience. At least 7 of the 12 years of experience in specialized/relevant sector.

Consultant III

Minimum Experience:
Fourteen (14) years

Functional Responsibilities:
Requires knowledge in fields defined as non-technical such as accounting, agriculture, business organization and management, communications, economics, education, finance, health sciences, humanities, marketing, social science, and related fields. Consults with clients to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes data to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific
discipline or field of specialization.

**Minimum Education:**
Bachelor's Degree and 14 years of experience. At least 9 of the 14 years of experience in specialized/relevant sector.

**Consultant IV**

**Minimum Experience:**
Seventeen (17) years

**Functional Responsibilities:**
Requires knowledge in fields defined as non-technical such as accounting, agriculture, business organization and management, communications, economics, education, finance, health sciences, humanities, marketing, social science, and related fields. Consults with clients to define needs or problems, conducts research, performs studies and surveys to obtain data, and analyzes data to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization.

**Minimum Education:**
Bachelor's Degree and 17 years of experience. At least 12 of the 17 years of experience in specialized/relevant sector.

**Consultant V**

**Minimum Experience:**
Twenty (20) years

**Functional Responsibilities:**
Requires knowledge in fields defined as non-technical such as accounting, agriculture, business organization and management, communications, economics, education, finance, health sciences, humanities, marketing, social science, and related fields. Coordinates consultations with clients to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes data to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization.

**Minimum Education:**
Bachelor’s Degree and 20 years of experience. At least 15 of the 20 years of experience in specialized/relevant sector.

**Consultant VI**

**Minimum Experience:**
Twenty-three (23) years

**Functional Responsibilities:**
Requires knowledge in fields defined as non-technical such as accounting, agriculture, business organization and management, communications, economics, education, finance, health sciences, humanities, marketing, social science, and related fields. Oversees and coordinates consultations with clients to define needs or problems, conducts research, performs studies and surveys to obtain data, and analyzes data to advise on or recommend solutions, utilizing knowledge of theory,
principles, or technology of specific discipline or field of specialization.

**Minimum Education:**
Bachelor's Degree and 23 years of experience. At least 18 of the 23 years of experience in specialized/relevant sector.

### Organizational Analyst I

**Minimum Experience:**
Thirteen (13) years

**Functional Responsibilities:**
Supports analysis of organizational structure, responsibilities, teamwork, capabilities of incumbents, business or operating procedures, reporting relationships, processes, and workflow to devise most efficient methods of accomplishing work.

**Minimum Education:**
Bachelor's Degree and 13 years of experience. At least 8 of the 13 years of experience in specialized/relevant sector.

### Organizational Analyst II

**Minimum Experience:**
Sixteen (16) years

**Functional Responsibilities:**
Analyze organizational structure, responsibilities, teamwork, capabilities of incumbents, business or operating procedures, reporting relationships, processes, and workflow to devise most efficient methods of accomplishing work.

**Minimum Education**
Bachelor’s Degree and 16 years of experience. At least 11 of the 16 years of experience in specialized/relevant sector.

### Organizational Analyst III

**Minimum Experience:**
Twenty (20) years

**Functional Responsibilities:**
Coordinates analysis of organizational structure, responsibilities, teamwork, capabilities of incumbents, business or operating procedures, reporting relationships, processes, and work flows to devise most efficient methods of accomplishing work.

**Minimum Education:**
Bachelor's Degree and 20 years of experience. At least 15 of the 20 years of experience in specialized/relevant sector
Organizational Analyst IV

**Minimum Experience:**
Twenty-three (23) years

**Functional Responsibilities:**
Oversees and coordinates analysis of organizational structure, responsibilities, teamwork, capabilities of incumbents, business or operating procedures, reporting relationships, processes, and work flows to devise most efficient methods of accomplishing work.

**Minimum Education:**
Bachelor's Degree and 23 years of experience. At least 18 of the 23 years of experience in specialized/relevant sector.

Methods & Procedures Analyst I

**Minimum Experience:**
Nine (9) years

**Functional Responsibilities:**
Provides supporting recommendations for revision of methods of operation, policies and procedures, forms, reports, material handling, alterations in equipment or office layout, simplification, computer systems, or other changes to increase production or improve standards. May make recommendations concerning organizational structure to avoid duplication or overlapping functions.

**Minimum Education:**
Bachelor’s Degree and 9 years of experience. At least 4 of the 9 years of experience in specialized/relevant sector.

Methods & Procedures Analyst II

**Minimum Experience:**
Eleven (11) years

**Functional Responsibility:**
Provides supporting recommendations for revision of methods of operation, policies and procedures, forms, reports, material handling, alterations in equipment or office layout, computer systems, or other changes to increase production or improve standards. May make recommendation concerning organizational structure to avoid duplication or overlapping functions. Minimum Education/Experience: Bachelor’s Degree and 11 years of experience. At least 6 of the 11 years of experience in specialized/relevant sector.

**Minimum Education:**
Bachelor's Degree and 11 years of experience. At least 6 of the 11 years of experience in specialized/relevant sector.
Methods & Procedures Analyst III

**Minimum Experience:**
Thirteen (13) years

**Functional Responsibilities:**
Recommends revision of methods of operations, policies and procedures, forms, reports, material handling, alterations in equipment or office layout, simplification, computer systems, or other changes to increase production or improve standards. May make recommendations concerning organizational structure to avoid duplication or overlapping functions.

**Minimum Education:**
Bachelor's Degree and 13 years of experience. At least 8 of the 13 years of experience in specialized/relevant sector.

Methods & Procedures Analyst IV

**Minimum Experience:**
Fifteen (15) years

**Functional Responsibilities:**
Coordinates and recommends revision of methods of operation, policies and procedures, forms, reports, material handling, alterations in equipment or office layout, simplification, computer systems, or other changes to increase production or improve standards. May make recommendations concerning organizational structure to avoid duplication or overlapping functions.

**Minimum Education:**
Bachelor's Degree and 15 years of experience. At least 10 of the 15 years of experience in specialized/relevant sector.

Methods & Procedures Analyst V

**Minimum Experience:**
Eighteen (18) years

**Functional Responsibilities:**
Coordinates revision of methods of operation, policies and procedures, forms, reports, material handling, alterations in equipment or office layout, simplification, computer systems, or other changes to increase production or improve standards. May make recommendations concerning organizational structure to avoid duplication or overlapping functions.

**Minimum Education:**
Bachelor's Degree and 18 years of experience. At least 13 of the 18 years of experience in specialized/relevant sector.
Methods & Procedures Analyst VI

**Minimum Experience:**
Twenty-three (23) years

**Functional Responsibilities:**
Oversees and coordinates revision of methods of operation, policies and procedures, forms, reports, material handling, alterations in equipment or office layout, simplification, computer systems, or other changes to increase production or improve standards. May make recommendations concerning organizational structure to avoid duplication or overlapping functions.

**Minimum Education:**
Bachelor's Degree and 23 years of experience. At least 18 of the 23 years of experience in specialized/relevant sector.

Operations Research Analyst I

**Minimum Experience:**
Six (6) years

**Functional Responsibilities:**
Responsible for determining better way to coordinate the effective use of money, materials and equipment by applying analytical methods from mathematics, science, engineering, finance and economics.

**Minimum Education:**
Bachelor's Degree and 6 years of experience. At least 1 of the 6 years of experience in specialized/relevant sector.

Operations Research Analyst II

**Minimum Experience:**
Eight (8) years

**Functional Responsibilities:**
Responsible for determining better way to coordinate the effective use of money, materials and equipment by applying analytical methods from mathematics, science, engineering, finance and economics.

**Minimum Education:**
Bachelor's Degree and 8 years of experience. At least 3 of the 8 years of experience in specialized/relevant sector.

Operations Research Analyst III

**Minimum Experience:** Eleven (11) years

**Functional Responsibilities:**
Coordinates better use of money, materials and equipment by applying analytical methods from mathematics, science, engineering, finance and economics.
Minimum Education:
Bachelor's Degree and 11 years of experience. At least 6 of the 11 years of experience in specialized/relevant sector.

Operations Research Analyst IV

Minimum Experience:
Thirteen (13) years

Functional Responsibilities:
Oversees and coordinates better use of money, materials and equipment by applying analytical methods from mathematics, science, engineering, finance and economics.

Minimum Education:
Bachelor's Degree and 13 years of experience. At least 8 of the 13 years of experience in specialized/relevant sector.

Graphic Artist

Minimum Experience:
Five (5) years

Functional Responsibilities:
May create graphic material and lettering to be used for title, background, organizational and flow charts, graphs, presentation and training materials and other visual layouts for customer deliverables.

Minimum Education:
Associate degree and 10 years of experience. At least 5 of the 10 years of experience in specialized/relevant sector.

Experience & Degree Substitution Equivalencies

The following qualifications may be substituted for one another as shown.

Associate’s degree = 2 years of relevant experience

Bachelor’s degree = Associate’s degree and 2 years of relevant experience = 4 years of relevant experience

Bachelor’s degree and 2 years of relevant experience = Associate’s degree and 4 years of relevant experience = 6 years of relevant experience

Master’s degree = 10 years of relevant experience

Master’s degree and 2 years of relevant experience = Bachelor’s degree and 4 years of relevant experience = 8 years of relevant experience
*NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.*

1. **SCOPE**
   a. The prices, terms and conditions stated under Special Item Numbers 54151S Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

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

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

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

   (1) Cancel the stop-work order; or

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

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

   (1) The stop-work order results in an increase in the time required for, or in the Contractor’s cost properly allocable to, the performance of any part of this contract; and

   (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6. **INSPECTION OF SERVICES**


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 (Dec 2007) Rights in Data – General, may apply.
8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIA TION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIA TION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:
(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
   (1) The offeror;
   (2) Subcontractors; and/or
   (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING