

**GENERAL SERVICES ADMINISTRATION  
Federal Supply Service  
Authorized Federal Supply Schedule Price List**

Online 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!*<sup>®</sup>, a menu-driven database system. The INTERNET address *GSA Advantage!*<sup>®</sup> is:  
[www.GSAAdvantage.gov](http://www.GSAAdvantage.gov)

**FSC Group 70 Information Technology, Software & Services  
FSC/PSC Class 7030 ADP SOFTWARE**

**SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES**

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified



**Acuity, Inc.  
11710 Plaza America Drive, Suite 700  
Herndon, VA 20190  
703-766-0977  
Fax 703-766-0983  
www.myacuity.com**

Contract Number: GS-35F-0560W

Period Covered by Contract: August 15, 2015 through August 14, 2020

Pricelist current through Modification #PA-0011, dated September 6, 2016.

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s):

SIN	Description
132-51, 132-51STLOC, 132-51RC	<b>Information Technology Services</b>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract:

Job Title #	Labor Category Description	GSA Hourly Rate
Service Desk\Support Analyst	See Page 22	\$67.63

- 1c. Labor Category Descriptions of all corresponding commercial job titles, experience, functional responsibility and education are outlined on Pages 6-22 within this pricelist.
- 2. Maximum order: SIN 132-51, \$500,000
- 3. Minimum order: \$100
- 4. Geographic coverage: CONUS, Lower 48
- 5. Point(s) of production: N/A
- 6. Discount from list prices: All GSA prices shown herein are NET, all discounts deducted.
- 7. Quantity discounts: None
- 8. Prompt payment terms: None
- 9a. Government purchase cards are accepted at or below the micro-purchase threshold.
- 9b. Government purchase cards are accepted above the micro-purchase threshold.
- 10. Foreign items: None
- 11a. Time of delivery: Negotiated between Acuity, Inc. and ordering activity.
- 11b. Expedited Delivery: Negotiated between Acuity, Inc. and ordering activity.
- 11c. Overnight and 2-day delivery: Negotiated between Acuity, Inc. and ordering activity.

- 11d. Urgent Requirements: Negotiated between Acuity, Inc. and ordering activity.
- 12. F.O.B. point: Destination.
  
- 13a. Ordering address:  
  
Acuity, Inc.  
11710 Plaza America Drive, Suite 700  
Herndon, VA 20190
  
- 13b. 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.
- 14. Payment address:  
  
Acuity, Inc.  
11710 Plaza America Drive, Suite 700  
Herndon, VA 20190
  
- 15. Warranty provision: N/A
- 16. Export packing charges: N/A
- 17. Terms and conditions of Government purchase card acceptance: See 9a and 9b above.
- 18. Terms and conditions of rental, maintenance, and repair: N/A.
- 19. Terms and conditions of installation: N/A.
- 20. Terms and conditions of repair parts: N/A
- 20a. Terms and conditions for any other services: N/A.
- 21. List of service and distribution points: N/A.
- 22. List of participating dealers: N/A.
- 23. Preventive maintenance: N/A.
- 24a. Special attributes such as environmental attributes: N/A.
- 24b. If applicable, indicate that Section 508 compliance information is available: N/A. The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).
- 25. Data Universal Number System (DUNS) number: 103312802

26. Acuity is current with SAM registration.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBERS 132-51, 132-51STLOC and 132-51RC)**

*\*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 132-51, 132-51STLOC, and 132-51RC Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

**3. ORDER**

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

**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**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS  COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I  OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

**7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (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) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract.

52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

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

### **13. RESUMES**

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

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

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

### **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**

#### **LABOR CATEGORY: EXPERT TECHNOLOGIST**

**Minimum Education\Experience:** Must have at least a Bachelors degree or equivalent with at least 9 years of work experience including 4 years of specialized experience in the specific technical area(s).

**Alternative Education\Experience:** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

**Functional Description:** Specific and expert knowledge and expertise in a focused technical product, software, methodology, knowledge, technique, or skill required to successfully implement an IT project. Applies expertise to play an integral role in translating the needs of the customer into engineering requirements and then validating the developed capabilities through applied demonstrations and presentations. Supports the development process through analysis of domain-specific concepts and challenges. Responsible for understanding, communicating, and implementing common industry best practices related to their area of expertise. Works with managers and project staff to identify issues and to provide vision and strategic direction as required. For strategic planning, system framework, and concept development, has demonstrated expertise with a specific area of IT to assess the operational and functional baseline of the

organization, and help to define a new direction and strategy. Develops IT requirements that affect the sponsor's ability to support/meet systems goals, and generate functional area strategies for enhanced transportation systems and IT operations and support. For the systems/software development life cycle (SDLC) activities area use business and/or architectural expertise in adapting IT systems functional business requirements and processes into technical solutions based on an understanding of the overall enterprise architecture and environment. Provides insight into IT and technologies that sets the direction and establishes an approach for technical solutions and has the expertise needed to perform and resolve functional, system, and architectural gap analyses. Leads technical design reviews, validates enterprise approaches, defines application systems that support redesigned or improved business processes, recommends technical architectures that lead to comprehensive business solutions, and assess work products. Has expert knowledge of and is able to apply Federal standards and other guidelines related to the development of IT systems and technical processes.

**LABOR CATEGORY: TECHNICAL EXPERT**

***Minimum Education\Experience:*** Must have at least a Bachelors degree or equivalent with at least 9 years of work experience including 4 years of specialized experience in the specific technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** A Technical Expert who is knowledgeable and experienced in a specified specialty technical subject matter field or specific technical area of computer-based information systems, particularly software applications and computer hardware. Provides specific technical expertise and experience in a required technical field or discipline associated with the design, development, implementation, operation, maintenance, or enhancement of computer information systems. Can apply these specific technical skills to many related areas including data management, networking, engineering computer hardware, database and software design, as well as the management and administration of entire systems. Develops technical plans and requirements for information systems and processes and can design and implement technical training curricula for those systems and processes. Capable of coordinating, managing, and executing the preparation of analyses, evaluations, and recommendations for proper implementation of technical programs and systems technical specifications.

**LABOR CATEGORY: SENIOR SYSTEMS ENGINEER**

***Minimum Education\Experience:*** Must have at least a Bachelors degree or equivalent with at least 9 years of work experience including 4 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in the specific technical area for each year of education.

***Functional Description:*** Extensive knowledge and expertise in the development of the technical architecture for information technology projects. Main responsibilities include defining the

technical architecture, resolving technical issues, ensuring that all components of the technical architecture are properly integrated and implemented, defining the development tools and environment, coaching the technical team in the development of the technical architecture, providing technical support and technical quality control throughout all stages of the project, and coordinating vendor services related to technology selection and implementation. Applies a disciplined, architectural approach to planning, analyzing, designing, and implementing applications within an enterprise. Provides considerable expertise and experience with integrated and evolutionary sets of tasks and techniques that enhance business communication throughout an enterprise enabling it to develop people, procedures and systems to achieve its vision. Can apply these skills to many related areas including organization planning, business re-engineering, application development, information systems planning and systems re-engineering. Develops complex analytical and computational techniques and methodologies for problem solutions. Capable of performing enterprise wide strategic system planning, information planning, business, and analysis. Performs process and data modeling in support of the planning and analysis efforts. Provides technical guidance in software engineering techniques and automated support tools.

**LABOR CATEGORY: SENIOR DEVELOPER**

***Minimum Education\Experience:*** Must have at least a Bachelors degree or equivalent with at least 9 years of work experience including 4 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Extensive knowledge and expertise in the provision of work direction, developing system specifications, and programming technical solutions for complex business problems in order to promote operational efficiency and facilitate management decision making. Develops detailed system design specifications to serve as a guide for system/program development; codes, tests, debugs, and documents more-complex programs, and enhances existing programs to ensure that data processing production systems continue to meet user needs; identifies and resolves system operating problems in order to provide continuous business operations; interfaces with user management regarding project status and user needs to promote an environment of user cooperation and satisfaction; provides guidance and training to less-experienced programmers in order to improve productivity; and assists in scheduling, determining manpower requirements, and estimating costs to project completion in order to meet user requirements. Performs functions that include drawing upon application and data processing experience in order to provide technical solutions to business problems; supporting systems operations by resolving problems and making enhancements; creating efficient, structured, and logical coding, testing, and debugging of the system; preparing and leading informal training sessions and workshops for team members and users; serving as a technical information resource; and meeting with user management on a regular basis to report the status of projects.

## **LABOR CATEGORY: PROGRAM MANAGER**

**Minimum Education\Experience:** Must have at least a Bachelors degree or equivalent with at least 8 years of work experience including 4 years of specialized experience in related technical area(s).

**Alternative Education\Experience:** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

**Functional Description:** Extensive knowledge and expertise in the management of multiple interdependent projects that lead towards an improvement in an organization's performance. Provides extensive expertise and experience with a variety of program and project skills that range from initiation, scoping, requirements, management\control, risk and quality. Can apply these skills to many related areas including systems development, software development, business processes, and analyses. Develops plans and requirements for information systems and processes and can design and implement training curricula for those systems and processes. Capable of coordinating, managing, and executing the preparation of analyses, evaluations, and recommendations for proper implementation of programs and systems specifications. Provides day-to-day management of overall contract support operations, involving multiple projects and\or groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Establishes and alters (as necessary) management structure to direct effective contract support activities. Works with the Government Contracting Officer (CO), contract-level Contracting Officer's Representative (COR), task order level COR(s), government management personnel and customer agency representatives. Responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Can lead efforts to establish, operate and enhance Program\Project Management Offices for organizations.

## **LABOR CATEGORY: SYSTEMS\SW TEST MANAGER**

**Minimum Education\Experience:** Must have at least a Bachelors degree or equivalent with at least 8 years of work experience including 4 years of specialized experience in related technical area(s).

**Alternative Education\Experience:** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

**Functional Description:** Extensive knowledge and expertise in the preparation of test plans, the testing of systems\software to required guidelines and standards, and verification that products operate as designed. Primary responsibility is to ensure the quality of projects and processes delivered in an n-tier environment. This includes reviewing functional and design specifications, creating test strategy documentation, articulating and implementing test cases, identifying and managing defects, working closely with developers to analyze and debug assorted code, driving broad testing efforts such as performance or security testing, developing automated tools\test code where needed and managing signoff criteria and product development process improvements. Duties and responsibilities include providing technical expertise in testing and product

knowledge; providing accurate estimates and reports of test progress; developing test procedures, test plans, and test scripts; ensuring high quality and accuracy is maintained through to system/software release; preparing and maintaining test plans for use on automated testing tools; preparing a test plan and test scripts to test each system/software component and demonstrate the business condition under test and the expected results; providing feedback to development teams and ensuring the work is carried out in accordance with the schedule and the quality requirements; and providing estimates and feedback to the systems/software development managers for project scheduling purposes.

**LABOR CATEGORY: QUALITY ASSURANCE/CONTROL MANAGER**

***Minimum Education/Experience:*** Must have at least a Bachelors degree or equivalent with at least 8 years of work experience including 4 years of specialized experience in related technical area(s).

***Alternative Education/Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Extensive knowledge and expertise in strategic, tactical and operational quality planning. Establishes and maintains a process for evaluating systems, software and associated documentation. Determines the resources required for quality control. Responsible for establishment and maintenance of processes for evaluating information technology projects to maintain the target level of quality throughout the project life cycle. Provides extensive expertise and experience with a variety of duties that include determining the resources required for quality control, conducting formal and informal reviews at pre-determined points throughout the project life cycle, providing daily supervision and direction to quality support staff, providing technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, reviewing project documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Can apply these skills to many related areas including preparing milestone status reports and deliveries/presentations on the quality system/process concept to colleagues, subordinates, and end user representatives, evaluating software and associated documentation, participating in formal and informal reviews to determine information technology quality, and development of software quality assurance plans. Examines and evaluates the SQA process and recommends enhancements and modifications and develops information technology quality standards. Develops plans and requirements for quality systems and processes and can design and implement training curricula for those systems and processes. Capable of coordinating, managing, and executing the preparation of analyses, evaluations, and recommendations for proper implementation of quality programs and processes.

**LABOR CATEGORY: LEAD SYSTEMS ENGINEER**

***Minimum Education/Experience:*** Must have at least a Bachelors degree or equivalent with at least 7 years of work experience including 3 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Considerable knowledge and expertise in the interdisciplinary field of engineering that focuses on how complex information systems projects should be designed and managed. Considerable experience and expertise with work-processes and tools to handle such projects, and overlaps with both technical and human-centered disciplines such as control engineering and project management. Uses integrated sets of methodologies and products to guide and develop information systems within an organization starting with enterprise-wide strategic planning and ending with operational applications. Can apply these skills to many related areas including activities required for the support of operational systems oriented to enhancing operations of hardware and software systems to include the collection and analysis of systems information, diagnosis of problems and development of recommendations to resolve problems; establishing and maintaining systems and software configuration baseline data and documentation; redesign activities that modify functionality and/or produce technical improvements to enhance software and security; monitoring system execution and performance; performing problem analysis and resolution; providing technical assistance to the end-user; performing system and software conversion activities that include the transition of existing applications from one environment to another; performing production control activities such as the support of cyclical changes to operational workloads, data compression, data restores, reorganization of files, recovery of systems, production of reports, download/upload of information, and setup and verification of fields and programs for the execution of production runs; preparing and executing disaster recovery procedures; analyzing, compiling and aggregates data to produce statistical trend analysis reports; developing user-friendly interfaces between different automation functions and upload/download capabilities; and developing and implementing audit strategies to ensure the integrity and confidentiality of data.

#### **LABOR CATEGORY: LEAD INFORMATION ENGINEER**

***Minimum Education\Experience:*** Must have at least a Bachelors degree or equivalent with at least 7 years of work experience including 3 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Considerable knowledge and expertise in the application of a disciplined, architectural approach to planning, analyzing, designing, and implementing information technology applications within an enterprise. Provides considerable expertise and experience with integrated and evolutionary sets of tasks and techniques that enhance business communication throughout an enterprise enabling it to develop people, procedures and systems to achieve its vision. Can apply these skills to many related areas including organization planning, business re-engineering, application development, information systems planning and systems re-engineering. Develops complex analytical and computational techniques and methodologies for problem solutions. Capable of performing enterprise wide strategic system planning, information planning, business, and analysis. Performs process and data modeling in support of the planning

and analysis efforts. Provides technical guidance in software engineering techniques and automated support tools.

**LABOR CATEGORY: TELECOMMUNICATIONS LEAD**

**Minimum Education\Experience:** Must have at least a Bachelors degree or equivalent with at least 6 years of work experience including 3 years of specialized experience in related technical area(s).

**Alternative Education\Experience:** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

**Functional Description:** Considerable knowledge and expertise in the planning, analysis, design, development, and maintenance of telecommunications operations support systems used by organizations. Provides considerable expertise and experience with a variety of skills including designing, implementing, operating and maintaining networks with appropriate diagnostic tools and equipment to monitor, troubleshoot and repair end-to-end transmission of voice, video and data traffic support hardware, firmware, software, proof-of-concept capability and prototype engineering maintenance and support to initiate and complete the end-to-end transmission of data. Can apply these skills to many related areas including the end-to-end transmission of voice and video traffic; performance and operational threshold monitoring, tuning, and overall network management to include remote host connectivity; automated network management procedures that can rapidly respond to network fault conditions; management query and reporting of current and historic network performance; and simulation of network operations, fault conditions and proposed conditions. Develops plans and requirements for telecommunications systems and processes and can design and implement training curricula for those systems and processes. Capable of coordinating, managing, and executing the preparation of analyses, evaluations, and recommendations for proper implementation of telecommunications programs and systems specifications.

**LABOR CATEGORY: INFORMATION TECHNOLOGY LEAD**

**Minimum Education\Experience:** Must have at least a Bachelors degree or equivalent with at least 6 years of work experience including 3 years of specialized experience in related technical area(s).

**Alternative Education\Experience:** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

**Functional Description:** Considerable knowledge and expertise in the development of computer systems and associated software. Provides extensive expertise and experience in a variety of development duties ranging from developing detailed architecture and designs for computer systems and supporting software to developing and deploying the systems and associated software into an operational environment. Applies these skills to testing, debugging, and refining the computer systems and software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating overhead and improve efficiency. Provides technical direction to programmers, as

required, to ensure that program deadlines are met and serves as a mentor and resource for tools, techniques, and methods required for systems development. Develops plans and requirements for information systems and processes and can design and implement training curricula for those systems and processes. Capable of coordinating, managing, and executing the preparation of analyses, evaluations, and recommendations for proper development of systems specifications. Can apply these skills to the entire range of systems including custom built systems, COTS based systems, portal, and web based systems using appropriate development tools, software, and methods.

**LABOR CATEGORY: SERVICE DESK\SUPPORT MANAGER**

***Minimum Education\Experience:*** Must have at least a Bachelors degree or equivalent with at least 7 years of work experience including 3 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Considerable knowledge and expertise in the full range of technical expertise in all areas of service desk\customer support concepts\methodologies, organization, operations for IT organizations. Provides extensive expertise and experience with a variety of duties including management and delivery of service desk\customer support at tiers 1 thru 3, operation and maintenance of computer systems and associated peripheral equipment such as servers, monitors, disk-drives, printers and modems. Support requests may be requested in mainframe, minicomputer, network server, and/or personal computer environments. Develops plans and requirements for service desk and customer support information systems and processes and can design and implement training curricula for those systems and processes. Capable of coordinating, managing, and executing the preparation of analyses, evaluations, and recommendations for proper implementation of service desk\customer support programs and systems.

**LABOR CATEGORY: SYSTEMS\SW TEST LEAD**

***Minimum Education\Experience:*** Must have at least a Bachelors degree or equivalent with at least 6 years of work experience including 3 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Considerable knowledge and expertise in the design, development, implementation, support or management of testing of computer-based information systems, particularly software applications. Provides considerable expertise and experience with designing and executing IT system\software tests and evaluating results to ensure compliance with applicable regulations, preparing test scripts and all required test documentation, designing and preparing all needed test data, analyzing internal security within systems, and reviewing test results and evaluating for conformance to design requirements and specifications. Can apply these

skills to many related areas including IV&V, systems testing, integration testing, User Acceptance Testing, and Post Production testing. Develops plans and requirements for testing information systems and processes and can design and implement training curricula for those testing systems and processes. Capable of coordinating, managing, and executing the preparation of analyses, evaluations, and recommendations for proper implementation of programs and test specifications.

#### **LABOR CATEGORY: PROJECT MANAGER**

***Minimum Education\Experience:*** Must have at least a Bachelors degree or equivalent with at least 5 years of work experience including 2 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Significant knowledge and expertise in the management of projects to meet scope, time, and budget objectives. Provides significant expertise and experience with a variety of project skills that range from initiation, scoping, and requirements, through management\control, risk management and quality control. Can apply these skills to many related areas including systems development, software development, business processes, and analyses. Develops plans and requirements for information systems and processes and can design and implement training curricula for those systems and processes. Capable of coordinating, managing, executing and controlling project plans, schedules, generation of artifacts, and reporting. Provides day-to-day management of overall project execution, involving multiple tasks and\or groups of personnel at multiple locations. Can lead efforts to establish, operate and enhance Program\Project Management Offices for organizations. Assists the Program Manager with the execution of a program if required.

#### **LABOR CATEGORY: PRINCIPAL DEVELOPER**

***Minimum Education\Experience:*** Must have at least a Bachelors degree or equivalent with at least 5 years of work experience including 2 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Significant knowledge and expertise in the development of computer systems and associated software. Develops elements of detailed architecture and designs for computer systems and supporting software. Develops and deploys systems components and developed software into an operational environment. During development, tests, debugs, and refines the developed systems components and\or software code to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating overhead and improve efficiency. Executes technical direction to ensure that system\software development deadlines are met. Investigates, analyzes, and recommends tools, techniques, and methods required for systems\software development efforts. Develops system components and software code to support information systems and

processes and can design and implement training curricula for those supported systems and processes. Capable of coordinating, managing, and executing the preparation of analyses, evaluations, and recommendations for proper development of systems\software specifications. Can apply these skills to the entire range of systems including custom built systems, COTS based systems, portal, and web based systems using appropriate development tools, software, and methods.

**LABOR CATEGORY: HARDWARE\NETWORK PRINCIPAL**

***Minimum Education\Experience:*** Must have at least a Bachelors degree or equivalent with at least 5 years of work experience including 2 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Significant knowledge and expertise in the design, development, implementation, and operation of local and wide area networks and any associated hardware. Provides significant expertise and experience in a variety of skills including planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites and configuring communication media with concentrators, bridges, and other devices; resolving interoperability problems to obtain operations across all platforms including email, file transfer, multimedia, and teleconferencing; configuring systems to user requirements; supporting the acquisition of hardware and software as well as subcontractor services as needed; performing various tests and documenting results; administering and maintaining local and wide area networks; providing technical support and troubleshooting to users; planning network layout design; administering network security; and performing database administration. Can apply these skills to many related areas including data management, networking, engineering computer hardware, database and software design, as well as the management and administration of entire systems. Develops plans and requirements for hardware and network components of information systems and processes and can design and implement training curricula for those systems and processes. Capable of coordinating, managing, and executing the preparation of analyses, evaluations, and recommendations for proper implementation of programs and systems specifications.

**LABOR CATEGORY: OPERATIONS\MAINTENANCE PRINCIPAL**

***Minimum Education\Experience:*** Must have at least a Bachelors degree or equivalent with at least 5 years of work experience including 2 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Significant knowledge and expertise in the operations and maintenance of computer systems. Provides significant expertise and experience with a variety of duties that include ensuring production schedules are met, computer system resources are used effectively, and coordinating the resolution of production-related problems. Develops and maintains proper

relationships between customers, developers, and vendors to facilitate the delivery of information technology services. Provides users with computer output. Supervises staff operations and manages the daily activities of configuration and operation of computer systems which may be mainframe, mini, client/server, web or portal based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using computer systems. Develops plans and requirements for operation and maintenance of computer systems and processes and can design and implement training curricula for the operation and maintenance of those systems and processes. Capable of coordinating, managing, and executing the preparation of analyses, evaluations, and recommendations for proper operation and maintenance of programs and systems.

**LABOR CATEGORY: SYSTEMS\SW TEST PRINCIPAL**

***Minimum Education\Experience:*** Must have at least a Bachelors degree or equivalent with at least 5 years of work experience including 2 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Significant knowledge and expertise in the implementation or support of testing of computer-based information systems, software applications, and computer program code modules. Executes IT system\software tests, documents results, and evaluates outcomes to ensure compliance with applicable regulations. Prepares test scripts and all required test documentation, designs and prepares all needed test data, analyzes internal security within systems, and reviews test results and evaluates for conformance to design requirements and specifications. Applies these skills in all testing related areas including IV&V, systems testing, integration testing, User Acceptance Testing, and Post Production testing. Assists in the development of plans and requirements for testing information systems and processes and implements training curricula for those testing systems and processes. Capable of executing the preparation of analyses, evaluations, and recommendations for proper implementation of programs and test specifications.

**LABOR CATEGORY: TECHNICAL WRITER\DOCUMENTATION PRINCIPAL**

***Minimum Education\Experience:*** Must have at least a Bachelors degree or equivalent with at least 5 years of work experience including 2 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Significant knowledge and expertise in the areas of technical writing and documentation generation. Provides significant expertise and experience with a variety of duties including collecting and organizing information for preparation of user manuals, training materials, installation guides, proposals, and reports. Can apply these skills to many related areas including functional descriptions, system specifications, user manuals, special reports, and any

other customer deliverables and documents. Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and nontechnical personnel. Develops documentation for information systems and processes and assists in the design and implementation of training curricula for those systems and processes. Capable of coordinating, managing, and executing the preparation of analyses, evaluations, and recommendations for proper implementation of programs and systems specifications.

**LABOR CATEGORY: SYSTEMS ENGINEER**

***Minimum Education\Experience:*** Must have at least a Associates degree or equivalent with at least 4 years of work experience including 1 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Knowledgeable and experienced in the analysis and design of complex information systems, applications, and supporting business processes. Implements integrated sets of methodologies and products to analyze business processes and then design information systems to support and improve the execution of those processes. Areas of focus includes activities required for the support of operational systems; the collection and analysis of systems information; diagnosis of problems and development of recommendations to resolve problems; establishing and maintaining systems and software configuration baseline data and documentation; redesign activities that modify functionality and/or produce technical improvements to enhance software and security; monitoring system execution and performance; performing problem analysis and resolution; producing statistical trend analysis reports; and developing user-friendly interfaces between different automation functions and upload/download capabilities.

**LABOR CATEGORY: DEVELOPER**

***Minimum Education\Experience:*** Must have at least a Associates degree or equivalent with at least 4 years of work experience including 1 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Knowledgeable and experienced in the development of computer applications and software. Prepares application specifications and user requirements. Encodes, tests, debugs, and documents programs for IT projects. Participates in the deployment of developed application components and software into an operational environment. During development, tests, debugs, and refines the developed applications components and software code. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating overhead and improve efficiency. Executes technical direction to ensure that system\software development deadlines are met. Implements

training curricula for developed applications and processes as required. Applies these skills to the entire range of applications including custom built systems, COTS based systems, portal, and web based systems using appropriate development tools, software, and methods.

**LABOR CATEGORY: PROJECT ANALYST**

***Minimum Education\Experience:*** Must have at least a Associates degree or equivalent with at least 4 years of work experience including 1 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Knowledgeable and experienced in the analysis, development, and tracking of IT systems requirements. Primary responsibility is to elicit, analyze, validate, specify, verify, and manage the real needs of the project stakeholders, including customers and end users. Serves as the conduit between the customer community and the software development team through which requirements flow and is involved at some level throughout the entire system or software development life cycle. Upon establishment of the requirements baseline, the focus is shifted towards the management of the requirements specification and verifying the fulfillment of all requirements. Understands and implements contemporary requirements elicitation, analysis, specification, verification, and management practices. Major tasks include identifying project stakeholders and user classes; elicit requirements using interviews, document analysis, requirements workshops, storyboards, surveys, site visits, business process descriptions, use cases, scenarios, event lists, business analysis, competitive product analysis, task and workflow analysis, and/or viewpoints; write requirements specifications according to standard templates, using natural language simply, clearly, unambiguously, and concisely; decompose high-level business and user requirements into functional requirements and quality, specified in an appropriate level of detail suitable for use by those must base their work on the requirements; define quality attributes, external interfaces, constraints, and other nonfunctional requirements; represent requirements using alternative views, such as analysis models (diagrams), prototypes, or scenarios, where appropriate; lead requirements analysis and verification, ensuring that requirement statements are complete, consistent, concise, comprehensible, traceable, feasible, unambiguous, and verifiable, and that they conform to standards; participate in requirements prioritization; enter, manipulate, and report on requirements stored in a requirements management tool; manage requirements traceability information and track requirements status throughout the project; identify requirements errors and defects, and write requirements defect identification and notification reports; manage changes to baselined requirements through effective application of change control processes and tools.

**LABOR CATEGORY: ADMINISTRATION PRINCIPAL**

***Minimum Education\Experience:*** Must have at least a Bachelors degree or equivalent with at least 4 years of work experience including 1 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Significant knowledge and expertise in the areas of office management, administration, and support processes. Provides significant expertise and experience with a variety of duties including the preparation of management plans, various customer reports, developing and presenting results to program and executive management and providing direction to other administrative personnel. Can apply these skills to many related areas including data management, office automation, communications management, as well as the management and administration of offices and processes. Develops plans and requirements for office administration systems and processes and can design and implement training curricula for those systems and processes. Capable of coordinating, managing, and executing the preparation of analyses, evaluations, and recommendations for proper implementation of programs and systems specifications. Performs high level of secretarial work including typing and proofreading correspondence, reports, and documentation; maintains filing systems; answers telephones; responds to routine questions/requests; greets visitors; schedules meetings; mail distribution; and makes travel arrangements.

**LABOR CATEGORY: HARDWARE\NETWORK SPECIALIST**

***Minimum Education\Experience:*** Must have at least a Associates degree or equivalent with at least 4 years of work experience including 1 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** N\A

***Functional Description:*** Knowledgeable and experienced in the implementation, and operation of local and wide area networks and any associated hardware. Assists in planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites and configuring communication media with concentrators, bridges, and other devices; resolves interoperability problems to obtain operations across all platforms including email, file transfer, multimedia, and teleconferencing; configures systems to user requirements; supports the acquisition of hardware and software; oversees technical subcontractor services as needed; performs tests and documents results; administers and maintains local and wide area networks; provides technical support and troubleshooting to users; and implements network layout designs. Supports technical areas including networking, network devices, and computer hardware and peripherals.

**LABOR CATEGORY: SYSTEMS\SW TEST SPECIALIST**

***Minimum Education\Experience:*** Must have at least a Associates degree or equivalent with at least 4 years of work experience including 1 years of specialized experience in related technical area(s).

***Alternative Education\Experience:*** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

***Functional Description:*** Knowledgeable and experienced in the executing IT system\software tests, documents results, and evaluates outcomes to ensure compliance with applicable

regulations. Executes test scripts and all required test documentation, prepares all needed test data, and reviews test results and evaluates for conformance to design requirements and specifications. Supports all testing related areas including IV&V, systems testing, integration testing, User Acceptance Testing, and Post Production testing. Assists in the development of plans and requirements for testing information systems and processes and supports the implementation of training curricula for those testing systems and processes. Supports the preparation of analyses, evaluations, and recommendations for proper implementation of programs and test specifications.

**LABOR CATEGORY: SYSTEMS ENGINEERING SPECIALIST**

**Minimum Education\Experience:** Must have at least a Associates degree or equivalent with at least 1 years of work experience including 1 years of specialized experience in related technical area(s).

**Alternative Education\Experience:** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

**Functional Description:** Knowledgeable and experienced in the analysis of business processes and plan and develop the hardware systems and software that allow a computer to complete these processes. Also work to improve computer systems already in use. Normally the sequence of events that occurs is discussion of the current system or process with stakeholders and users to establish what the new system should do; then decomposition of the system into steps and collects information about what has to happen at each of these stages; plan a new system that will meet the business needs; and then describes the new system to stakeholders and makes any necessary changes. After the system has been accepted, prepares specifications, process diagrams, and system flow charts that describe to computer programmers how to program the computer to operate the system. Responsible for explaining and training the system to the people who will be using it. Analyzes, evaluates and modifies existing or proposed systems and related devices. Coordinates with users to ensure timely and efficient manufacturer's software release installation. May design, encode, test and debug programs or user defined modifications.

**LABOR CATEGORY: SERVICE DESK\SUPPORT ANALYST**

**Minimum Education\Experience:** Must have at least a Associates degree or equivalent with at least 3 years of work experience including 1 years of specialized experience in related technical area(s).

**Alternative Education\Experience:** In place of the minimum required education can substitute 1 year of general work experience and 1 year of specialized experience in related technical area(s) for each year of education.

**Functional Description:** Knowledgeable in the implementation, and operation of local and wide area networks and any associated hardware. Assists in planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites and configuring communication media with concentrators, bridges, and other devices; resolves interoperability problems to obtain operations across all platforms including email, file transfer, multimedia, and teleconferencing; configures systems to user requirements; supports the acquisition of hardware and software; oversees technical subcontractor services as needed; performs tests and documents results; administers and

maintains local and wide area networks; provides technical support and troubleshooting to users; and implements network layout designs. Supports technical areas including networking, network devices, and computer hardware and peripherals. Can also support implementation, operation and maintenance of telecommunications operations support systems. Uses diagnostic tools and equipment to monitor, troubleshoot and repair end-to-end transmission of voice, video and data traffic support hardware, firmware, software, proof-of-concept capability and prototype engineering maintenance and support to initiate and complete the end-to-end transmission of data. Supported areas can include the end-to-end transmission of voice and video traffic; performance and operational threshold monitoring, tuning, and overall network management to include remote host connectivity; automated network management procedures that can rapidly respond to network fault conditions; management query and reporting of current and historic network performance; and simulation of network operations, fault conditions and proposed conditions.

**Labor Category Hourly Rates, SIN 132-51**

<b>Labor Category</b>	<b>GSA Rate With IFF</b>
Expert Technologist	\$256.52
Technical Expert	\$208.57
Senior Systems Engineer	\$203.45
Senior Developer	\$196.13
Program Manager	\$192.46
Systems\SW Test Manager	\$175.96
Quality Assurance\Control Manager	\$174.12
Lead Systems Engineer	\$172.94
Lead Information Engineer	\$171.38
Telecommunications Lead	\$157.35
Information Technology Lead	\$155.80
Service Desk\Support Manager	\$150.31
Systems\SW Test Lead	\$149.58
Project Manager	\$134.09
Principal Developer	\$127.48
Hardware\Network Principal	\$117.94
Operations\Maintenance Principal	\$115.56
Systems\SW Test Principal	\$114.38
Technical Writer\Documentation Principal	\$107.22
Systems Engineer	\$91.55
Developer	\$88.25
Project Analyst	\$86.60
Administration Principal	\$85.78
Hardware\Network Specialist	\$81.65
Systems\SW Test Specialist	\$79.18
Systems Engineering Specialist	\$76.31
Service Desk\Support Analyst	\$67.63