



A Subsidiary of VSE Corporation
HIGH IMPACT. HIGH PRIORITY.

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

Special Item Number 132-51 - Information Technology (IT) Professional Services
Special Item Number 132-51RC - IT Professional Services for Recovery Purchasing

SIN 132-51 AND 132-51RC - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Automated News Services, Data Services, or Other Information Services
FPDS Code D399	Other ADP and Telecommunications Services, Not Elsewhere Classified

- Note 1:** All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.
- Note 2:** Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. . FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.
- Note 3:** This contract is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performed by the publisher or manufacturer or one of their authorized agents.

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Kihei, HI 96753
(407) 875-2457 X 237 (office)
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Contract Number: GS-35F-0597L

Period Covered by Contract: September 17, 2001 through September 16, 2016

Prices Current through Modification No. PO-0037, Effective April 7, 2016

General Services Administration
Federal Acquisition Service

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



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I. Information for Ordering Activities

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

For orders exceeding the micro-purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ online shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service home page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

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

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

1. Geographic Scope of Contract

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

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

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

2. Contractor's Ordering Address and Payment Information

Akimeka, LLC
Attn: Contracts Department
901 N. Lake Destiny Drive, Suite 151
Maitland, FL 32751-4889

contracts@akimeka.com

Contractors must accept the credit card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number can be used by ordering agencies to obtain technical and/or ordering assistance:

407-475-3820

3. Liability for Injury or Damage

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



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4. *Statistical Data for Government Ordering Office Completion of Standard Form 279*

Block 9: G. Order/Modification under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number: **969675123**
Block 30: Type of Contractor - **Large Business**
Block 31: Woman-Owned Small Business - **No**
Block 36: Contractor's Taxpayer Identification Number (TIN): **TIN Number is on file in SAM**

- a. CAGE Code: **1KWE4**
- b. Contractor has registered with the Central Contractor Registration Database.

5. *FOB Point*

FOB Point is Destination

6. *Delivery Schedule*

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

Special Item

132-51	As negotiated between the government agency and the contractor.
132-51RC	As negotiated between the government agency and the contractor.

- b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. *Discounts*

Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: .5% - up to 20 days and 1% up to 15 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: None
- c. Dollar Volume: .5% over \$100,000 and 1% over \$300,000
- d. Government Educational Institutions- Same Discounts as Federal Government.

8. *Trade Agreements Act of 1979, as amended*

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

9. *Statement Concerning Availability of Export Packing*

Not Applicable

10. *Small Requirements*

The minimum dollar value of orders to be issued is \$ 100.

11. *Maximum Order*

(All dollar amounts are exclusive of any discount for prompt payment.)

The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

Special Item Numbers 132-51 and 132-51RC - Information Technology (IT) Professional Services

12. *Ordering Procedures for Federal Supply Schedule Contracts*

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

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

13. *Federal Information Technology/Telecommunication Standards Requirements*

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

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

13.2 Federal Telecommunication Standards (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD. Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202) 619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301) 975-2833.

14. Contractor Tasks/Special Requirements (C-FSS-370) (Nov2003)

- (1) **Security Clearances:** The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) **Travel:** The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub.L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) **Certifications, Licenses and Accreditations:** As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) **Insurance:** As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) **Personnel:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) **Documentation/Standards:** The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) **Data/Deliverable Requirements:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) **Government-Furnished Property:** As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) **Availability of Funds:** Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) **Overtime:** For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed at time and a half of the labor rate).

15. Contract Administration for Ordering Activities

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

16. GSA Advantage!

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

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

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

17. Purchase of Open Market Items

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

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

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

18. Contractor Commitments, Warranties and Representations

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

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

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

19. Overseas Activities

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

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract, except as indicated below:
No exceptions.

20. Blanket Purchase Agreements (BPAs)

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

21. Contractor Team Arrangements

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

22. Installation, Deinstallation, Reinstallation

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

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or SIN 132-9.

23. Section 508 Compliance

Section 508 compliance standards for information for electronic and information technology is available at the following website: www.Section508.gov/.

24. Prime Contractor Ordering from Federal Supply Schedules

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

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

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

25. Insurance—Work on a Government Installation (Jan 1997)(FAR 52.228-5)

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

the contract.

- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
- (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. Software Interoperability

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

27. Advance Payments

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

II. Recovery Purchasing for State and Local Governments

552.238-76, Definition (Federal Supply Schedules)--Recovery Purchasing (Feb 2007)

Ordering activity (also called -ordering agency" and -ordering office") means an eligible ordering activity (see 552.238-78, Alternate I) authorized to place orders under Federal Supply Schedule contracts.

552.238-78, Scope of Contract (Eligible Ordering Activities) (MAY 2004) (Alternate I – Feb 2007), Paragraph (d)

The following activities may place orders against Federal Supply Schedules for products and services determined by the Secretary of Homeland Security to facilitate recovery from major disasters, terrorism, or nuclear, biological, chemical, or radiological attack, on an optional basis; PROVIDED, the Contractor accepts order(s) from such activities: State and local government entities, includes any state, local, regional or tribal government or any instrumentality thereof (including any local educational agency or institution of higher learning). —State and local government entities, ll means the states of the United States, counties, municipalities, cities, towns, townships, tribal governments, public authorities (including public or Indian housing agencies under the United States Housing Act of 1937), school districts, colleges and other institutions of higher education, council of governments (incorporated or not), regional or interstate government entities, or any agency or instrumentality of the preceding entities (including any local educational agency or institution of higher education), and including legislative and judicial departments. The term does not include contractors of, or grantees of, State or local governments.

- (1) Local educational agencyll has the meaning given that term in section 8013 of the Elementary and Secondary Education Act of 1965 (20 U.S.C. 7713).
- (2) Institution of higher educationll has the meaning given that term in section 101(a) of the Higher Education Act of 1965 (20 U.S.C. 1001(a)).
- (3) Tribal governmentll means—
 - (i) The governing body of any Indian tribe, band, nation, or other organized group or community located in the continental United States (excluding the State of Alaska) that is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians; and
 - (ii) Any Alaska Native regional or village corporation established pursuant to the Alaska Native Claims Settlement Act (43 U.S.C. 1601 et seq.).

552.238-80, Use of Federal Supply Schedule Contracts by Certain Entities— Recovery Purchasing (Feb 2007), Paragraphs (a) and (b)

(a) If an entity identified in paragraph (d) of the clause at 552.238-78, Scope of Contract (Eligible Ordering Activities)- Alternate I (see above), elects to place an order under this contract, the entity agrees that the order shall be subject to the following conditions:

(1) When the Contractor accepts an order from such an entity, a separate contract is formed which incorporates by reference all the terms and conditions of the Schedule contract except the Disputes clause, the patent indemnity clause, and the portion of the Commercial Item Contract Terms and Conditions that specifies —Compliance with laws unique to Government contractsll (which applies only to contracts with entities of the Executive branch of the U.S. Government). The parties to this new contract which incorporates the terms and conditions of the Schedule contract are the individual ordering activity and the Contractor. The U.S. Government shall not be liable for the performance or nonperformance of the new contract. Disputes which cannot be resolved by the parties to the new contract may be litigated in any State or Federal court with jurisdiction over the parties, applying Federal procurement law, including statutes, regulations and case law, and, if pertinent, the Uniform Commercial Code. To the extent authorized by law, parties to this new contract are encouraged to resolve disputes through Alternative Dispute Resolution. Likewise, a Blanket Purchase Agreement (BPA), although not a contract, is an agreement that may be entered into by the Contractor with such an entity and the Federal Government is not a party.

(2) Where contract clauses refer to action by a Contracting Officer or a Contracting Officer of GSA, that shall mean the individual responsible for placing the order for the ordering activity (e.g., FAR 52.212-4 at paragraph (f) and FSS clause I-FSS-249 B.)

(3) As a condition of using this contract, eligible ordering activities agree to abide by all terms and conditions of the Schedule contract, except for those deleted clauses or portions of clauses mentioned in paragraph (a)(1) of this clause. Ordering activities may include terms and conditions required by statute, ordinance, regulation, order, or as otherwise allowed by State and local government entities as a part of a statement of work (SOW) or statement of objective (SOO) to the extent that these terms and conditions do not conflict with the terms and conditions of the Schedule contract. The ordering activity and the Contractor expressly acknowledge that, in entering into an agreement for the ordering activity to purchase goods or services from the Contractor, neither the ordering activity nor the Contractor will look to, primarily or in any secondary capacity, or file any claim against the United States or any of its agencies with respect to any failure of performance by the other party.

(4) The ordering activity is responsible for all payments due the Contractor under the contract formed by acceptance of the ordering activity's order, without recourse to the agency of the U.S. Government, which awarded the Schedule contract.

(5) The Contractor is encouraged, but not obligated, to accept orders from such entities. The Contractor may, within 5 days of receipt of the order, decline to accept any order, for any reason. The Contractor shall fulfill orders placed by such entities, which are not declined within the 5-day period.

(6) The supplies or services purchased will be used for governmental purposes only and will not be resold for personal use. Disposal of property acquired will be in accordance with the established procedures of the ordering activity for the disposal of personal property.

(7) The state or local government ordering activity will be responsible for purchasing products or services to be used to facilitate recovery from a major disaster declared by the President under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5121 et seq.) or to facilitate recovery from terrorism or nuclear, biological, chemical, or radiological attack.

(b) If the Schedule Contractor accepts an order from an entity identified in paragraph (d) of the clause at [552.238-78](#), Scope of Contract (Eligible Ordering Activities) - Alternate I, the Contractor agrees to the following conditions:

(1) The ordering activity is responsible for all payments due the Contractor for the contract formed by acceptance of the order, without recourse to the agency of the U.S. Government, which awarded the Schedule contract.

(2) The Contractor is encouraged, but not obligated, to accept orders from such entities. The Contractor may, within 5 days of receipt of the order, decline to accept any order, for any reason. The Contractor shall decline the order using the same means as those used to place the order. The Contractor shall fulfill orders placed by such entities, which are not declined within the 5-day period.

III. Terms and Conditions Applicable to Information Technology (IT) Professional Services (Special Item Numbers 132-51 and 132-51RC)

1. Scope

a. The prices, terms and conditions stated under Special Item Numbers 132-51 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 in accordance with this clause.

b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. Order

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

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. Performance of Services

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT 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-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 (Deviation – Dec 2007) Rights in Data – General, may apply.

8. Responsibilities of the Ordering Activity

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

9. Independent Contractor

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

10. Organizational Conflicts of Interest

a. Definitions.

—Contractor^{ll} means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

—Contractor and its affiliates^{ll} and —Contractor or its affiliates^{ll} 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^{ll} 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 (Oct 2008) (ALTERNATE I – Oct 2008) (DEVIATION I – Feb 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (Oct 2008) (ALTERNATE I – Oct 2008) (DEVIATION I – Feb 2007) applies to labor-hour orders placed under this contract. As prescribed in 16.601(e)(3), the following provision applies:



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FAR 52.216-31 (Feb 2007), Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition

- (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 Services and Pricing*

See Sections VII and VII.

IV. USA Commitment to Promote Small Business Participation Procurement Programs

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

To develop and promote company policy initiatives that demonstrates our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged, and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged, and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact:

Akimeka, LLC
Attn: Contracts Department
901 N. Lake Destiny Drive, Suite 151
Maitland, FL 32751-4889
Telephone (407) 875-2457 Ext. 237
Fax (407) 875-3640
E-mail: contracts@akimeka.com



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(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE

POINT OF CONTACT

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

(a) Name of

Contractor; (b) Contract

Number;

(c) BPA Number;

(d) Model Number or National Stock Number

(NSN); (e) Purchase Order Number;

(f) Date of
Purchase;

(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of
Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

VI. Basic Guidelines for Using Contractor Team Arrangements

Federal Supply Schedule Contractors may use Contractor Team Arrangements¹¹ (see FAR 9.6) to provide solutions when responding to an ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract. Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team

Arrangements. Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer's needs, or
- Federal Supply Schedule Contractors may individually submit a Schedules Team Solution to meet the customer's requirement.
- Customers make a best value selection.

VII. Labor Category Descriptions

General Information

Consistent with industry wide practice, it is Akimeka's company policy that personnel shall be evaluated in a holistic manner taking two factors into consideration: (1) formal education, certifications and training; and (2) workplace experience. Consistent with practices customary in the field of Information Technology Management and Development, Akimeka evaluates all personnel on a case-by-case basis to ensure that each employee meet or exceeds the minimum requirements of the specific labor categories. Experience may also satisfy the formal educational requirement, and education may also satisfy the experience requirement in accordance with this approach.

E.g. Employee X has 10 Years experience and a H.S. Diploma. Using the Experience and Education substitutions Employee X would satisfy the experience and education requirements for the labor category of Chief Technical Officer.

Experience Substitutions:

2 Years Professional Experience	Equals	Associate's Degree
4 Years Professional Experience	Equals	Bachelor's Degree
6 Years Professional Experience	Equals	Master's Degree
10 Years Professional Experience	Equals	Ph.D.

Education Substitutions:

Ph.D	Equals	10 Years Professional Experience
Master's Degree	Equals	6 Years Professional Experience
Bachelor's Degree	Equals	4 Years Professional Experience
Associate's Degree	Equals	2 Years Professional Experience

Commercial Job Titles, Descriptions, Responsibility, Experience and Education

Administrative Support/Graphics Specialist			
Education:	High school diploma		
General Experience:	Minimum of two years experience. Requires a high school diploma and a minimum of two years experience in office administration and developing graphic/artistic presentations for publications and documents (preferably technical documentation). At minimum, one year of specialized experience using commercial automated word processing, graphics systems, and desktop publishing systems. Demonstrated ability to work independently or under only general direction. With an associate's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline: one year general experience of which at least one year is specialized experience is required.		
Functional Responsibility & Duties:	Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents. Note: This labor category cannot be sold by itself and must be sold in conjunction with an IT Service labor category		
Level	Minimum Education	Responsibility	Experience
1	High School Diploma with relevant experience, or Associates degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline	Works independently or under only general direction.	2-3 years Minimum of two years experience in office administration and developing graphic/artistic presentations for publications and documents (preferably technical documentation). At minimum, one year of specialized experience using commercial automated word processing, graphics systems, and desktop publishing systems. With Associates degree: one year general experience
2	High School Diploma With relevant experience, or Associates degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline	Works independently or under only general direction on moderately complex assignments.	3-5 years

Application Systems Analyst/Programmer 1	
Education:	BA or BS degree preferred
General Experience:	Minimum of two years of general experience. Under general supervision, develops codes, tests, and debugs new software or enhancements to existing software. Has good understanding of business applications. Requires two years experience in the field.
Functional Responsibility & Duties:	Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. Will assist in development of software user manuals.



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Application Systems Analyst/Programmer 2	
Education:	BA or BS degree preferred
General Experience:	Minimum of five years general experience and two years specific experience. Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems.
Functional Responsibility & Duties:	Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents, and maintains those programs. Competent to work on most phases of applications systems analysis and programming activities, but requires instruction and guidance in other phases.

Application Systems Analyst/Programmer 3	
Education:	BA or BS degree preferred
General Experience:	Minimum of eight years general experience and two years of specific experience. Under general direction, formulates and defines system and or application scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results.
Functional Responsibility & Duties:	Prepares detailed specifications from which programs will be written. Designs, codes, tests, debug, and document those programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. Will be responsible for completion of a phase of a project. Regularly provides guidance and training to less experienced analyst/programmers.

Application Systems Analyst/Programmer 4	
Education:	BA or BS degree
General Experience:	Minimum of 10 years general experience and three years specific experience. Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Requires five years experience in the field.
Functional Responsibility & Duties:	Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. Will act as team leader on less complex projects. Assists in training less experienced software development staff.

Application Systems Analyst/Programmer 5	
Education:	BA or BS degree
General Experience:	Minimum of 10 years general experience and five years specific experience. Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Specialized training or education can be substituted for some experience.



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Functional Responsibility & Duties:	<p>Serves as IT Specialist performing research and support for multiple development and production environments.</p> <p>Responsible for application database management, tools, query packages, application and database security, scripts, operating procedures, software release control, and stress testing support.</p> <p>Provides customer acquisition support for prospective customers by providing insight on level of effort for application management services.</p> <p>Provides technical expertise to staff by researching and resolving problems encountered. Performs analysis for defining data requirements and specifications.</p> <p>Troubleshoots and resolves technical problems and provides first level on-call support. Performs research for problems, defines solutions, and coordinates patching of application with staff.</p> <p>Evaluates and provides recommendations on new database technologies and architectures. Provides expert technical advice, guidance, and recommendations to management and other technical specialists on critical IT issues. This includes the preparation of briefings on complex, controversial, and technical issues to a broad audience with diverse technical backgrounds.</p> <p>Will have specific requirements based on technologies used.</p>
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Application Systems Analyst/Programmer 6	
Education:	BA or BS degree
General Experience:	<p>Minimum of 10 years general experience and seven years specific experience. Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software.</p> <p>Specialized training or education can be substituted for some experience.</p>
Functional Responsibility & Duties:	Under minimal direction, formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems considering requirements, constraints and potential risks. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. May be responsible for completion of a phase of a project. May provide guidance and training to less experienced analyst/programmers. May provide subject matter expertise for a specific technology.

Assistive Technology Hardware Engineer	
Education:	BS Computer Related degree or HS plus 6 years IT related experience
General Experience:	2 years experience installation configuration and troubleshooting wide range of hardware.
Functional Responsibility & Duties:	Configure Windows based systems for use with a wide range of specialized hardware. May troubleshoot hardware, device driver, and registry issues in a range of Microsoft Windows (XP, Vista, 7) environments. Experience configuring document scanning and video input devices to work in the existing Windows environment. Focus on assistive technology hardware and device drivers and have prior knowledge of assistive technology.

Assistive Technology Software Engineer	
Education:	BS computer related degree involving some programming or HS plus 6 years IT related experience including programming.
General Experience:	2 years in formal IT support in a Windows environment. 1 year with formal tier 2 or tier 3 software support.



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Functional Responsibility & Duties:	<p>May utilize programming or scripting experience in the implementation of AT software. In depth knowledge of Windows XP, Vista, and Windows 7 configurations. May create and troubleshoot batch files in a Windows environment. Utilizing in depth knowledge of the Windows registry and error logs for troubleshooting and problem resolution. Prior knowledge of assistive hardware and software. Experience with document scanners and other video input devices and implementation/integration of TWAIN devices.</p> <p>Focus on assistive technology software and device drivers.</p>
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Assistive Technology Help Desk Manager

Education:	BS degree computers or HS plus 9 years IT experience
General Experience:	2 years experience IT help desk. 3 years experience managing IT help desk.
Functional Responsibility & Duties:	<p>Good troubleshooting skills. Excellent verbal and written English language skills. Good knowledge of MS Windows XP and Vista. Experience with assistive hardware and software. Understanding of user and customer concerns revolving around section 508 issues, Ability to manage team training of help desk staff. Proven ability to adjust scheduling and encourage peer to peer training in other ways. Ability to keep employee turnover to a minimum to maintain historical knowledge of the help desk.</p>

Assistive Technology Help Desk Lead Technician

Education:	Associates Degree in IT or HS plus 7 years IT experience
General Experience:	2 years experience in formal IT support role. 3 years advanced troubleshooting experience in a formal IT support role. 2 years experience in leadership role. Excellent knowledge of MS Windows
Functional Responsibility & Duties:	<p>May work with batch files, remote access, and registry modification. Will have good troubleshooting skills and excellent verbal and written English language skills. Experience acquiring proficiency with new software. Will provide telephone support and be able to do so without the use of remote control.</p> <p>Assist users in operation and configuration of assistive technology software and hardware. Analyze the user's issues to successfully resolve any trouble tickets.</p> <p>May take on team lead responsibilities as required.</p>

Assistive Technology Help Desk Technician 1

Education:	High School Diploma
General Experience:	4 years experience in formal IT support role (education cannot be substituted). Good knowledge of MS Windows XP and Vista.
Functional Responsibility & Duties:	<p>May work with batch files, remote access, and registry modification. Will have good troubleshooting skills and excellent verbal and written English language skills. Experience acquiring proficiency with new software. Will provide telephone support and be able to do so without the use of remote control.</p> <p>Assist users in operation and configuration of assistive technology software and hardware. Analyze the user's issues to successfully resolve any trouble tickets.</p>

Assistive Technology Help Desk Technician 2

Education:	High School Diploma
General Experience:	2 years experience in formal IT support role (education cannot be substituted). Good knowledge with MS Windows XP and Vista.



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Functional Responsibility & Duties:	<p>May work with batch files, remote access, and registry modification. Will have good troubleshooting skills and excellent verbal and written English language skills. Experience acquiring proficiency with new software. Will provide telephone support and be able to do so without the use of remote control.</p> <p>Assist user's in operation and configuration of assistive technology software and hardware. Analyze the user's issues to successfully resolve any trouble tickets.</p>
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Business Process Consultant

Education:	BA or BS degree
General Experience:	Minimum of five years experience. Responsible for most complex IT/business systems process analysis, design, and simulation. The individual will determine the -as-is model for the business and corresponding IT infrastructure as well as the -to-be business model and IT infrastructure. Focus is on business process analysis, IT infrastructure, and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment and IT environment.
Functional Responsibility & Duties:	Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. Will lead re-engineering team and act as project manager in some cases.

Business Systems Analyst

Description:	<p>Formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Provides domain expertise for system development teams. Devises or modifies procedures to solve information technology problems considering computer equipment capacity and limitations, operating time, and form of desired results. Tasks include analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Provide systems analysis while considering the business implications of the application of technology to the current and future business environment.</p> <p>Ability to create, compose, and edit written materials. Consultative and advisory skills. Skilled in the use of survey and market research methodologies, systems, and techniques. Analyzes data, performs SWOT analysis, presents recommendations and ensures the execution (i.e. implementation processes, policies, reporting). Defines, builds, operates and maintains dashboards ensuring data integrity of reported metrics. Participates in reviews and presents Key Performance Indicators to the Management Team.</p> <p>Note: This labor category cannot be sold by itself and must be sold in conjunction with an IT Service labor category.</p>
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Level	Education	Responsibility	Experience
1	Bachelor Degree or equivalent job experience	Works under the supervision of the business system analyst personnel. Assigned simple projects to complete independently.	0-3 years
2	Bachelor Degree or equivalent job experience	Works with limited supervision with responsibility for moderately complex assignments.	5 years
3	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	8 years
4	Bachelor Degree or equivalent job experience	Leads complex assignments and responsibility for quality and accuracy of products.	12 years

Computer Systems Analyst/Programmer

Description:	<p>The Computer Systems Analyst/Programmer performs analysis, design, development, and unit testing of next generation IT applications, including those developed in a Service-Oriented Architecture.</p> <p>Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating systems requirements that will allow implementation by the development team and COTS products. Provides application design (including systems requirements), development, testing, and maintenance support for SSA's programmatic, administrative, business intelligence, and strategic analysis software applications. Knowledge and skills in identifying/fixing problems within existing software, designing/implementing new systems, and enhancing existing applications. Knowledge and skills in designing and developing applications in accordance with standard lifecycle and development methodologies, as well as Section 508, accessibility, and usability standards. Identifies best practices and provide technical support for the following activities throughout all phases of the Systems Development Lifecycle (SDLC): establishing and supporting development environments, which include, but are not limited to, server installation, configuration, maintenance, and troubleshooting; providing technical briefing and reports; participating in meetings and walkthroughs; analyzing problems and providing solutions; providing user support; and conducting research. Provides recommendations and solutions for complex problems throughout all phases of the SDLC. Performs configuration management, software integration, and interpretation of software test results, as well as recommending solutions for unsatisfactory test results. Experience should include, but is not limited to, at least one of the following technical areas: telecommunications (i.e., TCP/IP, OIS/CMIP/X25), computer languages (i.e., COBOL, JAVA, XML, SQL, etc.), operating systems and platforms (i.e., Windows, UNIX, and WebSphere), database/DBMS (i.e., DB2, Oracle, Access, and Sybase) and/or applications (i.e., Tivoli, PeopleSoft, etc.).</p>		
Level	Education	Responsibility	Experience
1	High School diploma and equivalent experience BA/BS Preferred	Demonstrates the ability to develop, maintain, and support applications, computer/network operating systems, and other system software, through design, coding, unit testing, benchmark testing, modeling, simulation, debugging and documentation. Demonstrates the ability to work with some technical oversight and/or as a member of a team in a variety of roles ranging from providing assistance to assuming limited leadership.	0-2 years
2	High School diploma and equivalent experience BA/BS Preferred	Demonstrates the ability to manage and maintain utility programs, job control language, macros, subroutines and other control modules. Demonstrates the ability to support multi-phases of software systems/application programming. Has accountability for technical efforts on major projects and will develop systems requirements, code, test, and/or implement proposed systems. Demonstrates the experience and ability to work independently and/or to lead or supervise a team of specialists.	3-5 years

3	High School diploma and equivalent experience BA/BS Preferred	Must demonstrate the experience and ability to work with senior Agency technical managers and staff to provide expert-level support for Agency application design (including systems requirements), development, testing, and maintenance support efforts. Possesses experience in identifying and recommending best practices. Demonstrates the experience and ability to serve as the key coordinator among multiple project teams and/or components to ensure enterprise-wide consistency of application development efforts. Must demonstrate experience in managing technical application development projects and systems analysis projects for medium to large scale projects, and project management experience specific to the full SDLC. Demonstrates the experience and ability to work without technical oversight and to lead and/or supervise a team of specialists.	6-9 years
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Computer Telephony Integration Engineer 1	
Education	Technical Bachelor's Degree and or 6 years experience in Telecommunications, Data Networking, or Information Systems can be substituted for the Bachelor's Degree.
General Experience	Possess knowledge in one or more aspects of telecommunications or data system integration. This individual possesses broad knowledge in areas of the telecommunications or data network arenas and may possess specialized knowledge in one of the following areas: routing/switching infrastructures, transport technology, network management systems, or network protocols for computer telephony integration (CTI). Capable of working with supervision on specific tasks associated with the implementation of specific aspects of computer telephony integration
Functional Responsibility & Duties:	<ul style="list-style-type: none"> • Provides assistance and performs general technical tasks for computer telephony integration. • Performs research in support of the development of requirements or standards for a specific CTI specialty. • Performs general technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration. • Assists in testing or analysis of CTI interoperability with data or telecommunication protocols or services. • May be responsible for designing Voice over Internet Protocol (VoIP) systems. • May perform other duties as required

Computer Telephony Integration Engineer 2	
Education	Technical Master's Degree and 2 years experience. A Bachelor's Degree and 4 years experience. 10+ years of experience Telecommunications, Data Networking, or Information Systems can be substituted for the Bachelor's Degree.
General Experience	Posses a broad knowledge in one or more areas of telecommunication systems or data network integration. The position requires a broad knowledge of networking protocols, routing and switching, and network management systems associated with the computer telephony integration (CTI). Assists in the development of technical documents and conducts research on technical issues pertaining to telecommunications and/or data networking. Provides technical support in one or more specific areas of research associated with telecommunications/networking interoperability and integration. Must be capable of working alone with minimal supervision and/or guidance. Must also have experience in providing some degree of management/guidance for lower level engineers pertaining to Computer Telephony Integration projects. CMMI, ITIL and ISO knowledge and/or certifications are a plus.



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Functional Responsibility & Duties:	<ul style="list-style-type: none"> • Provides general support for computer telephony integration. • Provides support in national or international forums on requirements or standards for a specific CTI specialty. • Provides technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration. • Provides support for the development of technical analysis, white papers, or research for specific technical areas on a CTI project. • Provides general analysis on CTI interoperability with data or telecommunication protocols or services. • May be responsible for designing or implementing Voice over Internet Protocol (VoIP) systems. • May perform other duties as required.
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Computer Telephony Integration Engineer 3

Education	Technical Doctorate Degree and 6 years experience. A Master's Degree and 8 years of experience or a Bachelor's Degree with 10 + years of experience or 15+ years of related experience Telecommunications, Data Networking, or Information Systems
General Experience	Must have in-depth knowledge in multiple aspects of telecommunications or data system integration. Possess subject matter expertise (SME) knowledge in either the telecommunications or data network arenas or may be specialized in routing/switching infrastructures, transport technology, network management systems, or network protocols in computer telephony integration (CTI). Supervises or manages the implementation of specific aspects of computer telephony integration (CTI) and is capable of supervising a team of specialty Engineers in highly complex data or telecommunications internetworking projects. CMMI, ITIL and ISO knowledge and/or certifications are a plus.
Functional Responsibility & Duties:	<ul style="list-style-type: none"> • Provides lead specialty engineer support for a specific CTI technology area associated with the computer telephony integration. • Participates in national or international forums on requirements or standards for a specific CTI specialty. • Provides technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration. • Performs technical lead management responsibilities for specific technical areas of expertise on a CTI project. • Provides in-depth analysis on CTI interoperability with data or telecommunication protocols or services. • May be responsible for designing Voice over Internet Protocol (VoIP) systems. • May perform other duties as required.

Configuration Management Specialist

Description:	<p>Carries out Configuration Management activities which include identifying, defining, and establishing baselines for configuration items. Controlling modifications and releases of configuration items. Reporting and recording status of configuration items and any requested modifications. Ensuring completeness, consistency, and correctness of configuration items. Controlling storage, handling, and delivery of the configuration items</p> <p>At a higher level, may be responsible for defining the CM process for a particular product or release and ensure the proper Quality controls, audit and testing procedures and overall responsibility of releases. May be responsible for adherence to the Change control process, Configuration and Process audits, and release documentation.</p>		
Level	Education	Responsibility	Experience
1	Associates Degree	Under direction carries out Configuration Management activities	1-3 years experience in Configuration Management



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2	BA or BS Degree	Under direction carries out Configuration Management activities	3-4 years of experience in CM
3	BA or BS Degree preferred	Under general direction carries out Configuration Management activities	5 years experience in CM

Data Architect

Description: Develops strategies for data acquisitions, archive recovery, and implementation of a database. Can work in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.

Monitors use of specified information technology based upon experience in the data environment. Develops an overall data infrastructure to address both identified and potential organizational needs. Works to deliver a robust scalable architecture that meets the business goals of the organization. Requires creativity and non-technical communication skills. Also requires excellent problem-solving skills. Works independently. Typically reports to senior management.

Level	Education	Responsibility	Experience
1	Bachelor Degree or equivalent job experience	Works under the supervision of the technical personnel. Assigned simple projects to complete independently.	3 years
2	Bachelor Degree or equivalent job experience	Works under general supervision with responsibility for moderately complex projects	5 years
3	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	8 years
4	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	10 years
5	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	12 years
6	Bachelor Degree or equivalent job experience	Leads complex assignments and responsibility for quality and accuracy of products.	15 years
7	Bachelor Degree or equivalent job experience	Leads complex assignments and responsibility for quality and accuracy of products.	16 years

Data Security Analyst 1

Education:	BA or BS degree
General Experience:	Minimum of three years experience. Under general supervision, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction.



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Functional Responsibility & Duties:	Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. Conducts accurate evaluation of the level of security required. Provides management with status reports. Frequently reports to a Data Security Administration Manager.
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Data Security Analyst 2	
Education:	BA or BS degree
General Experience:	Minimum of five years experience. Performs all procedures necessary to ensure the safety of information systems and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures and policy to enforce agency and Federal regulations. Ensures that user community understands and adheres to necessary procedures to maintain security.
Functional Responsibility & Duties:	Will require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. Will require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management.

Database Analyst			
Description:	<p>Understands facets of computer components at the mainframe, UNIX, Linux and microcomputer levels including planning, installation, maintenance, administration and integration of system software DB products. Performs DB research and analysis and provides recommendations for the most productive use of the variety of computer resources. Participates with or leads teams in the analysis and design of new large-scale application DB systems and/or modifications or changes to existing systems. Performs capacity planning and management of large-scale DB environments and recommends expansion/replacement of existing hardware and software components utilizing latest state-of-the-art hardware and software available from a wide range of commercial vendors.</p> <p>Designs and implements DB data mart or data warehouse systems in conjunction with other application technical personnel. This includes backup and recovery procedures and daily operational procedures in support of large-scale DB systems. Leads or participates in technical and functional teams responsible for the development of the operating systems in support of large-scale DB systems. This includes investigative and feasibility studies, requirements definition, analysis, design, development and technical support to application specialists and programmers. Maintains security configuration management software for the DB environments, system/component controls and documentation/procedures in accordance with client policies relevant to the IT systems managed and operated by the client. Oversees and performs installations of mainframe and Client/Server operating system software and hardware, in particular, DB environmental support.</p> <p>Performs a variety of tasks in all areas of analysis, design, installation, implementation, configuration, tuning and administration of state-of-the-art mainframe and mid-tier based DB software and data bases.</p>		
Level	Education	Responsibility	Experience
1	Bachelor Degree in Computer Science or Engineering or equivalent job experience	Works under the supervision of the senior database or task lead personnel. Assigned simple projects to complete independently.	0-2 years
2	Bachelor Degree in Computer Science or Engineering or equivalent job experience	Works with limited supervision with responsibility for moderately complex assignments.	5 years
3	Bachelor Degree in Computer Science or Engineering or equivalent job experience	Works independently with responsibility for complex assignments.	8 years

4	Bachelor Degree in Computer Science or Engineering or equivalent job experience	Leads complex assignments and responsibility for quality and accuracy of products.	12 years
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Database Analyst/Programmer			
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Description:	<p>Reviews, evaluates, designs, implements and maintains company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures.</p> <p>Provides technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.</p> <p>Designs, implements, and maintains databases. Maintains database dictionaries and integration of systems through database design.</p> <p>For higher levels, work may require specialized experience including: demonstrated experience using current DBMS' technologies, application design utilizing various DBMS and experience with DBMS internals. General experience includes increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to work independently or under only general direction.</p>		
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Level	Education	Responsibility	Experience
1	May require a Bachelor degree	Under general supervision, may design, implement, and/or maintain simple databases.	0-2 Years
2	May require a Bachelor degree	Under general supervision, may design, implement, and/or maintain simple to moderately complex databases.	2-4 years
3	May require a Bachelor degree	Under general supervision, may design, implement, and/or maintain simple to moderately complex databases.	4-6 years

Database Management Specialist			
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Description:	<p>Develops, implements, administers, and maintains policies and procedures for ensuring the security and integrity of the database(s). Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks.</p> <p>At a higher level may manage the administration of the organization's database(s). May establish policies and procedures related to database administration and design. May oversee the design, maintenance and implementation of the systems that manage an internal database.</p>		
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Level	Education	Responsibility	Experience
1	Bachelor Degree or equivalent job experience	Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a manager.	2- 4 years
2	Bachelor Degree or equivalent job experience	Under limited supervision, may design, implement, and/or maintain moderately complex databases.	5-7 years

Desktop Technician			
Description:	<p>Assists staff with the installation and configuration of desktop computers, peripheral equipment, and software using established standards and guidelines; works with vendor support contacts to resolve technical problems with desktop computing equipment and software; works with Help Desk and Network Operations staff as appropriate to determine and resolve problems received from clients; interacts with numerous computer platforms in a multi-layered client server environment; ensures desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers, and administrative systems; trains and orients staff on use of hardware and software; recommends and/or performs upgrades on systems to ensure longevity; works with procurement staff to purchase hardware and software; assesses functional needs to determine specifications for purchases.</p> <p>Specialized knowledge to analyze and solve simple and or complex problems. Provides technical assistance to system users. Responds to users' requests for assistance by phone and in person. Staff help desk or information center. Installs and modifies computer hardware and software.</p>		
Level	Education	Responsibility	Experience
1	High School Diploma	Works under the supervision of the technical personnel. Assigned simple projects to complete independently.	N/A
2	High School Diploma	Works with limited supervision with responsibility for moderately complex assignments.	2 years
3	High School Diploma	Works independently with responsibility for complex assignments.	5 years
4	High School Diploma	Leads complex assignments and responsibility for quality and accuracy of products.	8 years
5	High School Diploma, B.A./B.S. Preferred	Leads complex assignments under limited direction and is responsible for quality and accuracy of products.	9 years

Documentation/Graphic Specialist			
Description:	<p>Responsible for graphics design and use. Executes graphic projects. Prepares or assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Integrates graphics generated with automated tools into the deliverable documents. Coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget, and to user's satisfaction. Interfaces with users to determine scope of project and best graphic medium</p> <p>Note: This labor category cannot be sold by itself and must be sold in conjunction with an IT Service labor category</p>		
Leve	Education	Responsibility	Experience
1	Associate Degree or equivalent job experience	Works under the supervision of document management/ graphics personnel. Assigned simple projects to complete independently.	0-1 years
2	Associates degree or equivalent job experience	Works under general supervision for simple to complex projects.	3 years



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3	Associate Degree or equivalent job experience	Works independently with responsibility for complex assignments.	5 years
4	Bachelors degree or equivalent job experience	Works independently with responsibility for complex assignments.	6 years
5	Bachelors degree or equivalent job experience	Works independently with responsibility for complex assignments.	7 years
6	Bachelors degree or equivalent job experience	Competent to work at the highest level of all phases of documentation. May act as project leader for large positions.	8 years

Enterprise Architect			
Description:	<p>Establishes standards framework, long range enterprise information architecture plans, and roadmaps. Supports enterprises information architecture via review boards. Provides appropriate project level architecture and design and ensures the project architecture aligns with the overall architecture direction and strategy. Designs and implements multiple technology solutions via architecture frameworks spanning applications, data, business processes and infrastructure.</p> <p>Functional responsibility and duties include activity and data modeling, identifying best practices, and creating and assessing performance measurements. Extensive understanding of life-cycle development methodologies within the various areas of the Zachman Information Systems Architecture Framework as well as other accepted methodologies. Expertise includes enterprise information system architecture, enterprise application integration (EAI), FEA, DODAF, object- relational integration, business process reengineering, client-server architecture, open systems standards and technologies, relational database technologies, object oriented technologies, and Internet technologies.</p> <p>Applies SDLC in infrastructure and applications projects-requirements, design, development, QA and development of software applications using established industry methodologies and techniques (e.g. Rational Unified Process (RUP), J2EE frameworks, Service Oriented Development and Architectures, Business Rules Engines).</p> <p>Strong teamwork and collaboration plus strong influencing and negotiation skills.</p>		
Level	Education	Responsibility	Experience
1	Bachelor Degree in Computer Science or Engineering or equivalent job experience	Works under the supervision of the technical personnel. Assigned simple projects to complete independently.	3 years
2	Bachelor Degree in Computer Science or Engineering or equivalent job experience	Works with limited supervision with responsibility for moderately complex assignments.	5 years
3	Bachelor Degree in Computer Science or Engineering or equivalent job experience	Works with minimal supervision with responsibility for complex assignments.	10 years
4	Bachelor Degree in Computer Science or Engineering or equivalent job experience	Works independently with responsibility for complex assignments.	12 years
5	Bachelor Degree in Computer Science or Engineering or equivalent job experience	Leads complex assignments and responsibility for quality and accuracy of products.	15 years

Hardware Specialist			
Description:	<p>Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning hardware. Prepares functional requirements and specifications for hardware acquisitions.</p> <p>Ensures that problems have been properly identified and solutions will satisfy the user's requirements. Develops and implements methodologies for analysis, installation and support of distributed processing client/server systems.</p>		
Level	Education	Responsibility	Experience
1	Associate Degree Required, BA or BS Preferred.	Works under general supervision. Assigned simple projects.	1-2 years
2	Associate Degree Required, BA or BS Preferred.	Works under general supervision. Assigned simple to moderately complex projects.	2-3 years

Help Desk Coordinator	
Education:	High school diploma
General Experience:	Minimum of two years experience. Under general supervision, responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are assigned to senior level support. Will involve use of problem management database and help desk systems.
Functional Responsibility & Duties:	Provides technical assistance to system users. Responds to users' requests for assistance by phone and in person. Will staff a help desk or information center. Installs and modifies computer hardware and software.

Help Desk Manager	
Education:	BA or BS degree
General Experience:	Minimum of five years experience. Has overall responsibility for help desk operations associated with the identification, prioritization, and resolution of reported problems. Requires three years experience in the field.
Functional Responsibility & Duties:	Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked, and resolved appropriately. Will maintain responsibility for development, maintenance, and integrity of help desk software.

Help Desk Specialist			
Description:	<p>Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Escalates customer/application problems to functional or programming staff if unable to resolve personally, working directly with the support staff towards problem resolution. Uses of problem management database and help desk systems. Understands fundamental of customer service, incident response, problems response and change management.</p> <p>Provides technical assistance to system users. Responds to users' requests for assistance by phone and in person. Staffs help desk or information center. Installs and modifies computer hardware and software.</p>		
Level	Education	Responsibility	Experienc
1	High School Diploma	Works under the supervision of the technical personnel. Assigned simple projects to complete independently.	0-1 years



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2	High School Diploma	Works with limited supervision with responsibility for moderately complex assignments.	2 years
3	High School Diploma	Works independently with responsibility for complex assignments.	5 years
4	High School Diploma	Leads complex assignments and responsibility for quality and accuracy of products.	8 years

Information Assurance			
Description:	<p>Perform or assist in Certification and Accreditation activities, FISMA compliance support and or tracking, disaster recovery/contingency planning/Continuity of Operation Planning analysis, documentation, implementation and testing. May support the design, integration, and implementation of enterprise-wide security architectures, penetration testing, computer forensics, intrusion detection tools and intrusion response, and firewall implementation and support. Analyzes and defines security requirements. Designs, develops, engineers, and implements solutions to computer security requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the computer security arena.</p> <p>Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems, and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected.</p> <p>Responsible for ensuring compliance with federal information assurance standards and compliance through analysis, testing, and certification activities. Conducts system analysis, system test and evaluation, prepares system security documentation, and provides support in developing agency policy.</p>		
Level	Education	Responsibility	Experience
1	Bachelor Degree or equivalent job experience	Works under the supervision of the technical personnel. Assigned simple projects to complete independently.	2 years
2	Bachelor Degree or equivalent job experience	Works with limited supervision with responsibility for moderately complex assignments.	4 years
3	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	5 years
4	Bachelor Degree or equivalent job experience	Leads complex assignments and responsibility for quality and accuracy of products.	8 years

Information Engineer	
Description:	<p>Applies a set of disciplines for planning, analysis, design, construction, and maintenance of information systems business wide or across a major sector of the business. Performs systems planning, information planning, and analysis. Performs process and data modeling in support of the planning and analysis efforts, using both manual and automated tools, such as I-CASE tools. Must be able to apply reverse engineering and reengineering disciplines to develop migration strategic and planning documents. Provides technical guidance on software engineering techniques and automated support tools.</p> <p>Applies business practices to re-engineer methodologies/ principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis, and modern business methods and performance of measurement techniques. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems.</p>

Level	Education	Responsibility	Experience
1	Bachelor Degree in Computer Science or equivalent job experience	Works under the supervision of the technical personnel. Assigned simple projects to complete independently.	2 years
2	Bachelor Degree in Computer Science	Works with limited supervision with responsibility for moderately complex assignments.	4 years
3	Bachelor Degree in Computer Science	Works independently with responsibility for complex assignments.	5 years
4	Bachelor Degree in Computer Science	Leads complex assignments and responsible for quality and accuracy of products.	8 years
5	Bachelor Degree in Computer Science or equivalent job experience	Leads complex assignments and responsible for quality and accuracy of products.	9 years
6	Bachelor Degree in Computer Science or equivalent job experience	Leads complex assignments and responsible for quality and accuracy of products.	12 years

Information Engineer Principal	
Education:	BA or BS degree in related discipline
General Experience:	Minimum of seven years of experience in managing the implementation of information engineering projects and experience in system analysis, design, and programming.
Functional Responsibility & Duties:	Must be capable of applying enterprise-wide set of disciplines for planning, analyzing, implementing, designing, and constructing information systems enterprise wide or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Must be capable of performing enterprise-wide strategic system planning, information planning, business, and analysis. Performs pilot testing in support of the planning and analysis efforts, using manual and automated solutions, such as MAXIMO MRO software. Provides technical guidance or in software engineering techniques and automated support tools.

Information Services Consultant			
Description:	<p>Applies enterprise-wide set of disciplines for planning, analyzing, implementing, designing, and constructing information systems enterprise wide or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic system planning, information planning, business, and analysis. Performs pilot testing in support of the planning and analysis efforts, using manual and automated solutions. Provides technical guidance for software engineering techniques and automated support tools.</p>		
Level	Education	Responsibility	Experience



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1	Bachelor Degree or equivalent job experience	Works under the supervision of the technical personnel. Assigned simple projects to complete independently.	4 years
2	Bachelor Degree or equivalent job experience	Works with limited supervision with responsibility for moderately complex assignments.	6 years
3	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	8 years
4	Bachelor Degree or equivalent job experience	Leads complex assignments and responsible for quality and accuracy of products.	10 years

Information Services Engineer			
Description:	<p>Analyzes application software and design specifications for information process activities. Develops block diagrams and logic flow charts. Translates detailed design into application software. Tests, debugs, and refines the application software to produce the required product.</p> <p>Analyzes and studies complex information system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Provides input to estimate software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. May manage, coordinate, or install system upgrades.</p> <p>Applies an enterprise-wide set of disciplines for the management, planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Utilizes various methodologies, e.g., IDEF 0 process modeling and IDEF 1X data modeling. Manages and coordinates planned system and implementation activities including system upgrades, security, and allocation of resources, availability, and in-service training. Manages tasks, priorities and objectives.</p>		
Level	Education	Responsibility	Experience
1	Bachelor Degree in Computer Science or Engineering or equivalent job experience	Works under the supervision of the technical personnel. Assigned simple projects to complete independently.	5 years
2	Bachelor Degree in Computer Science or Engineering or equivalent job experience	Works with limited supervision with responsibility for moderately complex assignments.	8 years
3	Bachelor Degree in Computer Science or Engineering or equivalent job experience	Works independently with responsibility for complex assignments.	10 years
4	Bachelor Degree in Computer Science or Engineering or equivalent job experience	Leads complex assignments and responsible for quality and accuracy of products.	12 years

Information Specialist			
Description:	<p>Records management or document control or associated library work to include management of both manual and automated information systems as well as a variety of software packages for database management and project management. Familiarity with library, records, and/or document collection center requirements and processes is also required.</p> <p>Responsible for indexing, sorting, and analyzing active and inactive document. Oversees the filing, retrieving, and scanning of specific documents and collections. Responds to customers seeing information about historical collections using both manual and automatic systems. Provides assistance with the circulation and distribution of documents, publications, and other materials to other staff, agencies, and organizations. Applies established access controls to information holdings.</p> <p>Note: This labor category cannot be sold by itself and must be sold in conjunction with an IT Service labor category</p>		
Level	Education	Responsibility	Experience
1	Associate Degree or equivalent job experience	Works under the supervision of the technical personnel. Assigned simple projects to complete independently.	0-2 years
2	Bachelor degree or related discipline or equivalent job experience	Works with limited supervision with responsibility for moderately complex assignments.	4 years
3	Bachelor degree or related discipline or equivalent job experience	Works independently with responsibility for complex assignments.	6 years
4	Bachelor degree or related discipline or equivalent job experience	Leads complex assignments and responsible for quality and accuracy of products.	8 years

Instructional Designer/Trainer			
Description:	<p>Conducts needs analysis of groups, processes, or software to identify performance requirements of training and curricula to insure effectiveness in achieving desired training results and meet mission objectives. Analyzes, develops, delivers, and evaluates training and support materials, including instructor and student materials. Assures delivery of training courses supporting specific customer needs.</p> <p>Determines appropriate design to ensure that training products are instructionally and educationally sound and develops training materials based on results of content research conducted with subject matter experts and customers. Selects and provides guidance on use of various types of media to be integrated into training products. Evaluates training products and services to measure effectiveness in achieving desired results. Delivers training courses supporting specific customer or corporate business needs and provides guidance to other instructors.</p> <p>Note: This labor category cannot be sold by itself and must be sold in conjunction with an IT Service labor category.</p>		
Level	Education	Responsibility	Experience
1	Bachelors Degree or equivalent job experience	Works under supervision. Assigned simple projects.	0-2 years
2	Bachelors Degree or equivalent job experience	Works under general supervision. Assigned simple to moderately complex projects.	3 years

IT Security Analyst - Intermediate	
Education:	BA or BS degree in related discipline



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General Experience:	Minimum of six years of experiences analyzing and defining security requirements for Multilevel Security (MLS) issues.
Functional Responsibility & Duties:	Designs, develops, engineers, and implements solutions to Security requirements. Responsible for the implementation and development. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs. Performs risk analyses and risk assessments.
IT Security Analyst—Senior	
Education:	BA or BS degree
General Experience:	Minimum of 12 years experience. Under general supervision, responsible for the overall security and integrity of organizational electronic data, data systems, and data networks. Typically requires five or more years of experience in disaster recovery/business resumption planning.
Functional Responsibility & Duties:	Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems, and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected.

LAN/WAN Administrator	
Education:	BA or BS degree preferred
General Experience:	Minimum of three years experience. Monitors, troubleshoots, and configures LAN, WAN, and servers.
Functional Responsibility & Duties:	Responsibilities include performing data configuration and installation of routers and firewalls in support of the WAN. Monitors and conducts performance evaluations of network bandwidth. Supports, installs, maintains, and troubleshoots all local area and wide area networking devices and related software for branch offices and internal and external networks.

Network Engineer	
Description:	<p>Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications; responsible for the technical/engineering part of a major project or a project of lesser complexity and importance; coordinates the activities of Network Technicians assigned to specific network engineering projects. Knowledge and experience architecting, configuring, and operating Network Management solutions (i.e. routers, firewalls, intrusion prevention systems).</p> <p>Provides assistance to the design, development, and deployment of fault and performance network management systems that provide the required trouble isolation and identification required for the applications. Supports the identification of deficiencies in existing Network Management platforms and proposes solutions that mediate these problems. Supports customizations to existing Network Management implementations to reduce the interval from identification of a fault to problem resolution. Supports integration of multiple vendor products into a seamless operation for a Network Operations Center (NOC).</p> <p>Knowledge and experience in architecting and/or managing Network Management solutions (i.e., routers, firewalls, switches, access servers, intrusion prevention systems, other networking equipment and software such as routing protocols - BGP, EIGRP, HSRP).</p> <p>Performs a variety of network engineering tasks which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Performs functions assigned with minimal latitude for un- reviewed actions and decisions.</p>



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Level	Education	Responsibility	Experience
1	Bachelor Degree in Computer Science or Engineering or equivalent job experience	Works under the supervision of the technical personnel. Assigned simple projects to complete independently.	0-2 years
2	Bachelor Degree in Computer Science or Engineering or equivalent job experience	Works with limited supervision with responsibility for moderately complex assignments.	4 years
3	Bachelor degree in Computer Science or Engineering or equivalent job experience	Works independently with responsibility for complex assignments.	6 years
4	Bachelor in Computer Science or Engineering or equivalent job experience	Works independently with responsibility for complex assignments.	8 years
5	Bachelor in Computer Science or Engineering or equivalent job experience	Works independently with responsibility for complex assignments.	10 years
6	Bachelor in Computer Science or Engineering or equivalent job experience	Leads complex assignments and responsible for quality and accuracy of products.	13 years

Network Engineer (Company Site)

Education:	BA or BS degree preferred
General Experience:	Minimum of five years experience. Under general supervision, oversees the purchase, installation, and support of network communications, including LAN/WAN systems. Works on problems of diverse scope where analysis of situation requires evaluation and judgment. Typically requires two to five years of experience.
Functional Responsibility & Duties:	Responsible for evaluating current network infrastructure. Assists in the planning of large-scale systems projects through vendor comparison and cost studies. Requires thorough knowledge of LAN/WAN systems, networks, and applications.

Network/Hardware Support Technician—Senior

Education:	BA or BS degree preferred
General Experience:	Minimum of four years general experience and two years specific experience. Experience in the design, installation and acceptance testing of high-speed networks and hardware. Applies the principles of assessing and analyzing network transmission and hardware malfunctions to resolve reported malfunctions
Functional Responsibility & Duties:	Evaluates, troubleshoots, tests, installs, and modifies networked and single user computer and workstation systems equipment. Evaluates and tests application software packages to determine compatibility with existing systems, ease of use and maintenance, and suitability for organization's overall needs and requirements.

Operations Technician			
Description:	<p>Monitors and controls a computer by operating the central console or on line terminal in accordance with established routines. Adapt to a variety of non-standard procedures that may include the introduction of new programs and equipment. Assists in determining equipment settings and operating instructions for unique, non-standard processing. Continuously observes the operation of the equipment, resolving any deviations from standard. Assists in manipulating controls to rearrange sequence of job steps and re-route processing in non-standard methods to quickly resolve problems potentially involving loss of critical data and to continue operations when individual units of the system malfunction. Operates computer systems and peripheral equipment, conforming to unique, non-standard site specific operating procedures. Monitors and controls a computer by operating the central console or on line terminal in accordance with established routines. Maintains records regarding output units and supply inventories. Familiar with all normal operating procedures and capable of implementing non-standard, unique, complex procedures independently. Monitors Intrusion Detection Monitoring systems escalating events to appropriate levels as required. Creates and maintains comprehensive operations procedures covering all aspects of master console operations. Monitors production schedules via Control-M or equivalent products on various platforms or via enterprise wide scheduling products for open system scheduling activities. Perform Tape / Print operations as required. Maintains, monitors, and fixes production schedules by creating and maintaining Control-M batch scheduling definitions and JCL on z/OS platform and schedules controlling scripts on the open system platforms via Control-M Enterprise Manager. Creates and maintains comprehensive operations procedures covering all aspects of production control functions. Creates and maintains Control-O or equivalent product system automation rules governing mainframe system activity. Monitors IBM mainframe z/OS and UNIX/Windows Open Systems stand-alone and automated tape library tape/cartridge operations. Responds to tape mount requests on tape drives as necessary in a timely manner.</p> <p>Operates computer systems and peripheral equipment where site-specific operating procedures.</p>		
Level	Education	Responsibility	Experience
1	High School Diploma	Works under the supervision of the technical personnel. Assigned simple projects to complete independently.	2 years
2	High School Diploma	Works with limited supervision with responsibility for moderately complex assignments.	4 years
3	High School Diploma	Works independently with responsibility for complex assignments.	5 years
4	High School Diploma	Leads complex assignments and responsible for quality and accuracy of products.	8 years

PC Systems Specialist	
Education:	High school diploma
General Experience:	Minimum of two years experience. Under general supervision, performs analytical, technical, and administrative work in the planning, design, and installation of new and existing personal computer systems. Works on moderately complex applications.
Functional Responsibility & Duties:	Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. Will maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software. Frequently reports to a PC Support Manager.



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Program Manager			
Description:	Responsible for delivery of all aspects of the development and implementation of assigned projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems. May supervise project managers and project leads.		
Level	Education	Responsibility	Experience
1	Bachelor Degree	Responsible for the performance of one or more complex programs.	10-12 years
2	Bachelor Degree	Responsible for one or more large, complex programs with meaningful impact to a client organization's performance.	12-14 years

Project Lead			
Description:	Directs the performance of a variety of highly complex projects which may be organized by technology, program or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Program areas typically include engineering, integration, test, systems analysis, quality assurance, etc. The Management staff typically is responsible for the technical contract management of programs and projects. Majority of contact with various management levels within operating unit, at other operating units and within the customer community concerning programs/projects, operational decisions, and contractual clarifications. Responsible for the cost, schedule, and quality performance for a project.		
Level	Education	Responsibility	Experience
1	Bachelor Degree or equivalent job experience	Responsible for 2 or more related projects that establish a program.	8 years
2	Bachelor Degree or equivalent job experience	Responsible for a significant program for the client organization. Program success directly related to client organization overall performance.	12 years
3	Bachelor Degree or equivalent job experience	Responsible for a major program for the client organization. Program success has a major impact to the client organization.	15 years
4	Bachelor Degree or equivalent job experience	Responsible for a major program for the client organization. Program success has a major impact to the client organization.	18 years

Project Manager			
Description:	Directs the performance of one or more projects which may be organized by technology, or client. Holds supervisory responsibility to manage all client requirements to a well defined project cost and schedule. Regularly communicates project status to customer and internal management organization.		
Level	Education	Responsibility	Experience
2	Bachelor Degree	Responsible for the performance of a complex project.	3 year



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3	Bachelor Degree	Responsible for several, moderately complex project.	5 years
4	Bachelor Degree	Responsible for a large, complex project with meaningful impact to a client organization's performance.	8 years

Project Manager A

Education:	BA or BS degree
General Experience:	Minimum of seven years project management support experience.
Functional Responsibility & Duties:	Must be capable of overseeing medium scaled projects comprised of sub-projects and distinct deliverables; typically coordinates and delegates the assignments for the consultant project staff numbering over 10; focal point of contact for Issuing Entity regarding project status, meetings, reporting requirements; scope changes, and financial, administrative, and technical issues and concerns raised by consultant staff or Issuing Entity.

Research Analyst

Education:	Associate's degree or bachelor's degree in related discipline
General Experience:	Personnel in this category should have at least two years of data processing, and research experience. Must have experience in end-user training support and the development of documentation for end users. Preferably, should have experience in various query systems, databases, and office automation. Special skills for mapping software and graphic presentations of demographic or other statistical data will be required. Able to effectively use software packages such as MS Word, Excel, PowerPoint, and electronic mail
Functional Responsibility & Duties:	Conducts research as needed. May develop documentation for end users. May provide end-user training based upon developed documentation. Use mapping software and graphic presentations to determine demographic or other statistical data, as required. Note: This labor category cannot be sold by itself and must be sold in conjunction with an IT Service labor category.

Security Administrator

Description:	Maintains systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. Has knowledge of commonly-used concepts, practices, and procedures within the field. Relies on instructions and pre-established guidelines to perform the functions of the job. May provide technical security support to a customer during application conversions and customer initiatives.		
Level	Education	Responsibility	Experience
1	Bachelor Degree or equivalent job experience	Works under general supervision and at the direction of others	0-2 years
2	Bachelor Degree or equivalent job experience	Works with limited supervision. May direct and train other Security Administrators	3 year



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Security Analyst			
Description:	<p>Maintains systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. Knowledge of OSI networking model and TCP/IP protocols; ability to design and configure firewalls; ability to design and implement network security policies; ability to design implementation and configuration of network management software; ability to evaluate emerging technology. Knowledge of network security –best-practices for TCP/IP networks; Performs all procedures necessary to ensure the safety of information systems and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures and policy to enforce agency and Federal regulations. Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems, and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected. Understands and adheres to necessary procedures to maintain security.</p> <p>Designs and implements security features for information systems. Performs system monitoring by evaluating security log information and other data to ensure safe operations. Maintains currency with threats and regulations. Recommends improvements to security measures as appropriate.</p>		
Level	Education	Responsibility	Experience
1	Bachelor Degree or equivalent job experience	Works under the supervision of the technical personnel. Assigned simple projects to complete independently.	2 years
2	Bachelor Degree or equivalent job experience	Works with limited supervision with responsibility for moderately complex assignments.	4 years
3	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	5 years
4	Bachelor Degree or equivalent job experience	Leads complex assignments and responsible for quality and accuracy of products.	7 years
Senior Consultant			
Education:	BA or BS degree		
General Experience:	Minimum of 10 years of consulting support experience.		
Functional Responsibility & Duties:	But not limited to, the following areas: Support preparation of the OCIO Strategic Plan; Yearly OMB reporting requirements; Agency; IT organization planning and implementation processes; Customer Relations Management; E-Government initiative planning and support; Technology analysis and review; OMB 300 Business Case Development.		



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Software Architect			
Description:	<p>Designs and codes software components, units, and modules that meet product specification and development schedules. Tests and debugs assigned components and units. Participates in large systems and subsystem planning. Adheres to product build and release schedules and strategies. Acts as a technical resource for lower-level developers.</p> <p>Acts as technical expert, addressing problems of systems integration, compatibility, and multiple platforms.</p> <p>Requires comprehensive knowledge of one or more platforms and operating systems, and of programming languages such as C and C++. Typically requires knowledge of one or more systems architectures such as client/server and distributed processing. Three years of applicable experience can be substituted for a degree.</p>		
Level	Education	Responsibility	Experience
1	Bachelor Degree or equivalent job experience	Works under general direction on a variety of software systems.	4 years
2	Bachelor Degree or equivalent job experience	Works under minimal direction designing and developing new software or major enhancements to existing software. May lead a team in the design of complex software systems.	5-8 years

Software Systems Engineer			
Description:	<p>Performs systems analysis and design techniques for complex computer systems. Designs and codes software components, units, and modules that meet product specification and development schedules. Tests and debugs assigned components and units. Participates in large systems and subsystem planning. Specifies system hardware and software. Develops concepts of operations, functional and non-functional requirements specifications. Adheres to product build and release schedules and strategies.</p> <p>Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with appropriate levels to ensure problem solution and user satisfaction. Makes recommendations, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.</p> <p>Software design or development experience. Requires comprehensive knowledge of one or more platforms and operating systems, and of programming languages. Typically requires knowledge of one or more systems architectures such as client/server and distributed processing.</p> <p>Performs a variety of engineering tasks which are broad in nature and are concerned with the design and implementation of integrated systems, including personnel, hardware, software and support facilities and/or equipment. Responsibilities may also include independent verification and validation of engineering processes and products.</p>		
Level	Education	Responsibility	Experience
1	Bachelor Degree or equivalent job experience	Works with limited supervision with responsibility for simple to moderately complex assignments.	4 years
2	Bachelor Degree or equivalent job experience	Works with limited supervision with responsibility for moderately complex assignments.	5 years
3	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	8 years



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4	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	12 years
5	Bachelor Degree or equivalent job experience	Leads complex assignments and responsible for quality and accuracy of products.	15 years
6	Bachelor Degree or equivalent job experience	Leads complex assignments and responsible for quality and accuracy of products.	15 years

Subject Matter Expert			
Description:	Provides task unique functional expertise necessary to interpret requirements, ensure responsiveness and achieve successful performance. Experience in business and requirements analysis; system analysis, design and implementation; database modeling, design, and development; hardware and software evaluation and selection; reverse engineering; object modeling, design and development; system integration and subject matter and unique technical knowledge. Assists with the analysis, evaluation, and implementation of required tasks. Recognized for strong expertise in industry issues and trends. Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas include Human Resources, Finance, Supply, Service, etc. Works with senior managers and executives to provide industry vision and strategic direction with regard to their enterprise. Guide the determination of information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross- functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.		
Level	Education	Responsibility	Experience
1	Bachelor Degree or equivalent job experience	Provides subject matter expertise for simple to moderately complex assignments.	8 years
2	Bachelor Degree or equivalent job experience	Provides subject matter expertise for moderately complex to complex assignments.	12 years
3	Bachelor Degree or equivalent job experience	Provides subject matter expertise for complex assignments.	15 years
4	Bachelor Degree or equivalent job experience	Provides subject matter expertise for complex assignments. May lead assignments.	18 years
5	Bachelor Degree or equivalent job experience	Leads complex assignments and responsible for quality and accuracy of products.	20 years
6	Bachelor Degree or equivalent job experience	Operates in a capacity of rare expertise in a given field	25 years
7	Bachelor Degree or equivalent job experience	Leads complex assignments and responsible for quality and accuracy of products.	20 years
8	Bachelor Degree or equivalent job experience	Operates in a capacity of rare expertise in a given field	20-24 years



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Systems Administrator	
Education:	BA or BS degree preferred
General Experience:	Minimum of three years experience. Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including Web servers, in support of business processing requirements.
Functional Responsibility & Duties:	Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.

Systems Analyst			
Description:	Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.		
Level	Education	Responsibility	Experience
1	Bachelor Degree or equivalent job experience	Works with supervision with responsibility for simple to moderately complex assignments.	3 years
2	Bachelor Degree or equivalent job experience	Works with limited supervision with responsibility for moderately complex assignments.	4 years
3	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	6 years
4	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	8 years
5	Bachelor Degree or equivalent job experience	Leads complex assignments and responsible for quality and accuracy of products.	12 years

Systems Analyst-Senior	
Education:	BA or BS degree
General Experience:	Minimum of 10 years Systems Analyst support experience.



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Functional Responsibility & Duties:	Must be capable of writing application software, data analysis, data access, data structures, data manipulation, databases, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid range, personal computers, laptop; available to assist and/or lead in the design of program specifications and the implementation of software solutions.
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Systems Integration Engineer			
Description:	Continually assesses the performance of appropriate software systems to identify and correct problems which impact operation efficiency and work quality. Maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements. Analyzes performance indicators such as system's response time and number of programs being processed to ensure operational efficiency. Designs, codes, install, and maintains appropriate systems software program. Identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages. Performs special system regenerations where applicable to reflect changes in peripheral configuration. Ensures the maintenance of adequate software systems documentation. Recommends to management the purchase or lease of system software packages and related hardware. Analyzes functional business applications and design specifications for functional areas such as finance, accounting, personnel, manpower, logistics, and contracts. Develops block diagrams and logic flowcharts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time and improve efficiency. Provides technical direction to programmers, as required, to ensure that program deadlines are met.		
Level	Education	Responsibility	Experience
1	Bachelor Degree or equivalent job experience	Works under the supervision of the technical personnel. Assigned simple projects to complete independently.	0-5 years
2	Bachelor Degree or equivalent job experience	Works with limited supervision with responsibility for moderately complex assignments.	8 years
3	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	10 years
4	Bachelor Degree or equivalent job experience	Leads complex assignments and responsible for quality and accuracy of products.	12 years

Task Lead/Manager			
Description:	Directs the performance of a variety of tasks and activities. Oversees the technology development and/or application. Possesses skills and experience in one or more technical disciplines. Responsible for supervision and quality of team activities.		
Level	Education	Responsibility	Experience
1	Bachelor Degree or equivalent job experience	Works under the supervision of project manager or a more senior task manager. Assigned task with small teams and well developed project plans.	2 years
2	Bachelor degree in Computer Science or Engineering or equivalent job experience	Works under the supervision of project manager. Assigned task with teams of 5 or more personnel and well developed project plans.	4 years

Technical Writer			
Description:	<p>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 non-technical personnel.</p> <p>Specialized experience includes: preparing technical documentation, which is to include researching for applicable Government and industry documentation standards.</p> <p>Note: This labor category cannot be sold by itself and must be sold in conjunction with an IT Service labor category</p>		
Level	Education	Responsibility	Experience
2	Associate Degree or equivalent job experience	Works with limited supervision with responsibility for moderately complex assignments.	5 years
3	Associate Degree or equivalent job experience	Works independently with responsibility for complex assignments.	8 years
4	Associate Degree or equivalent job experience	Works independently with responsibility for complex assignments.	10 years
5	Associate Degree or equivalent job experience	Works independently with responsibility for complex assignments.	11 years
6	Associate Degree or equivalent job experience	Works independently with responsibility for complex assignments.	12 years

Technical Writer/Editor	
Education:	BA or BS degree involving communications skills or a technical discipline.
General Experience:	Five years of specialized experience consisting of progressively responsible work as a writer of material which has required substantial subject matter knowledge of the field involved (i.e., technical articles for publication, instruction manual, technical proposals, and/or seminars). The individual must have a minimum of two years as an Editor of Information Technology documentation and material written by technical staff. Demonstrated knowledge of scientific, technical, engineering, computer systems, networked systems, integrated logistics, or other professional disciplines related to the commodities in the contract line item for which the person is proposed.
Functional Responsibility & Duties:	Assists in collecting and organizing information for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, and any other customer deliverables and documents. Extensive experience in preparing deliverables for IT projects, business case models, strategic plans, infrastructure analysis, budget reports, and presentation preparation. Must demonstrate the ability to work independently or under only general direction.

Technical/Network Architect	
Education:	BA or BS degree
General Experience:	Minimum of seven years experience in any combination of the following:(a) Computer, and/or Network Systems background in systems analysis, systems design, systems operations, and/or systems integration; (b) Systems Integration experience in government or commercial systems integration work with major systems, sub-systems, computer interfaces conducting module and integrated systems test programs, (c) Database Systems background shall include experience in database prototyping, integration of new and existing database systems; and (d) Information Systems Planning.
Functional Responsibility & Duties:	Perform strategic planning, business process re-engineering, information engineering, migration studies, data flow operations, and related operations research including the use of CASE modeling tools such as System Architect, Design IDEF, Composer, BPWin, IEF, IEW, and/or ERWin.

Technician			
Description:	Performs application related system administration functions and responds to user requests for hardware, peripheral equipment and software support; hardware diagnostics, repair and maintenance; plans and installs new software; performs software migrations and upgrades in accordance with established procedures; ensure adherence to software standards and licensing; manages a server environment including configuration, shares and permissions; develops backup and recovery procedures for recovery from loss and destruction of data; defines and/or administers the backup and recovery schedules and procedures including software installation and node management; maintains and updates a variety of images of base server configuration; configures new servers or rebuilds servers in accordance with established procedures; monitors and evaluates system performance for proper system operation using performance and capacity management software. Applies configuration management disciplines to formally document and control the system administration aspects of software during its life cycle. Reviews and updates related documentation on a regular basis.		
Level	Education	Responsibility	Experience
1	Bachelor Degree or equivalent job experience	Works under the supervision of the technical personnel. Assigned simple projects to complete independently.	0-2 years
2	Bachelor Degree or equivalent job experience	Works with limited supervision with responsibility for moderately complex assignments.	4 years
3	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	6 years
4	Bachelor Degree or equivalent job experience	Leads complex assignments and responsible for quality and accuracy of products.	8 years

Test Engineer			
Description:	Establish a Quality Assurance/Test Plan associated with an IT development project. Review Program Documentation and Design. Assists in creating a testing plan and executes upon completion of software units and systems. Assures adherence with appropriate standards, polices, and procedures. Provides milestone reports and status information.		
	Thoroughly tests software to ensure compliance with requirements and freedom from defects. Documents and works to resolve all identified issues. Reports progress on problem resolution to management.		
	More senior individuals coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in one or more of the following specialties: Systems Testing, information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements.		
Level	Education	Responsibility	Experience
1	High School diploma	Works under the supervision of experienced QA Manager/Test Engineer. Assists in creating and implementing QA and test plans.	1-3 years
2	Associates degree or equivalent job experience	Under general supervision, creates and implements QA and test plans.	3-5 years
3	Bachelors Degree or equivalent job experience	With limited supervision, creates and implements QA and test plans. May lead a testing team.	5-7 years



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UNIX Systems Administrator			
Education:	BA or BS degree preferred		
General Experience:	Minimum of three years experience. Responsible for the installation, configuration, and maintenance of UNIX operating systems.		
Functional Responsibility & Duties:	Responsible for the installation, configuration, and maintenance of UNIX operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review. Requires extensive knowledge of computer operations and familiarity with shell and kernel programming. Typically requires two to four years of experience.		
Web Software Developer			
Description:	<p>Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site design instincts.</p> <p>Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the Web site. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the Web site. Responsible for interface implementation. Integrates Web applications with back-end databases.</p> <p>Deploys large Web-based transaction systems using application servers.</p>		
Level	Education	Responsibility	Experience
1	BA or BS degree preferred	Works under the supervision of the technical personnel. Assigned simple projects to complete independently.	2 year
2	Bachelor Degree or equivalent job experience	Works under minimal direction with responsibility for assignments.	2-4 years
3	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	5-7 years

Website Developer			
Description:	<p>Translates applications requirements into the design of complex web sites, including integrating web pages and applications to serve either as standalone sites or as the front end to web-based applications. Applies new and emerging technologies to the site development process.</p> <p>Designs and builds web sites in support of Information Technology (IT) projects using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's on-line offerings and is considered an expert in graphic design elements and the presentation of contents Designs the website to support the organization's strategies and goals relative to external communications.</p> <p>Manages various design/engineering facets of corporate portal deployments including deployment methodology, installation, configuration, best practices, security architecture, application integration, content management, change management, project risk mitigation. Leads technical aspects of portal deployment projects and assessments including user interface design (UI), installation, configuration, application integration, and training in those same areas. Programs and scripts in software languages such as HTML, Javascript, Active Server Pages, Java, and/or XML/XSL.</p> <p>Participates in planning and execution of portal development and deployments including deployment methodology, installation, configuration, best practices, security architecture, application integration, content management, change management, project risk mitigation. Provides consulting support to portal deployment projects and assessments, including intranet, internet, and extranet portals as well as hosted solutions.</p>		
Level	Education	Responsibility	Experience
1	Bachelor Degree or equivalent job experience	Works under the supervision of the technical personnel. Assigned simple projects to complete independently.	2 years
2	Bachelor Degree or equivalent job experience	Works with limited supervision with responsibility for moderately complex assignments.	4 years
3	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	6 years
4	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	8 years
5	Bachelor Degree or equivalent job experience	Works independently with responsibility for complex assignments.	10 years
6	Bachelor Degree or equivalent job experience	Leads complex assignments and responsible for quality and accuracy of products.	12 years

Windows System Administrator	
Education:	Bachelor Degree or equivalent job experience
General Experience:	Minimum of 2-4 years experience..



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Functional Responsibility & Duties:	<p>System Administrator is responsible for server maintenance, installing, configuring, troubleshooting, maintaining hardware/software, and other activities as related to system administration to ensure the availability and functionality of the production of systems. Performs application related system administration duties and responds to user requests for server hardware, peripheral equipment and software support. Performs hardware diagnostics, repair and maintenance in conjunction with the current server contract. Plans and installs new software; performs software migrations and upgrades in accordance with established procedures. Ensures adherence to software standards and licensing, manages the server cluster environment including configuration, shares and permissions. Develops backup and recovery procedures for recovery from loss and destruction of data. Defines and/or administers the backup and recovery schedules and procedures including software installation and node management. Maintains and updates a variety of images of base server configuration.</p> <p>Maintains security configurations for servers and images. Monitors and evaluates system performance for proper system operation using performance and capacity management software.</p>
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VIII. Labor Rates

SIN	Labor Categories	Contractor Site	Government Site
<i>Categories marked by "*" must be purchased with IT Professional Services Categories</i>			
132-51	Administrative Support/Graphics Specialist 1*	\$62.96	\$41.26
132-51	Administrative Support/Graphics Specialist 2*		\$55.22
132-51	Application Systems Analyst/Programmer 1	--	\$60.32
132-51	Application Systems Analyst/Programmer 2	\$96.03	\$75.83
132-51	Application Systems Analyst/Programmer 3	\$96.13	\$79.60
132-51	Application Systems Analyst/Programmer 4	\$113.72	\$91.33
132-51	Application Systems Analyst/Programmer 5		\$112.71
132-51	Application Systems Analyst/Programmer 6		\$138.74
132-51	Assistive Technology Hardware Engineer		\$75.16
132-51	Assistive Technology Software Engineer		\$95.66
132-51	Assistive Technology Help Desk Manager		\$109.30
132-51	Assistive Technology Help Desk Lead Technician		\$76.52
132-51	Assistive Technology Help Desk Technician 1		\$64.68
132-51	Assistive Technology Help Desk Technician 2		\$49.88
132-51	Business Process Consultant	\$102.55	\$82.35
132-51	Business Systems Analyst 1		\$84.44
132-51	Business Systems Analyst 2		\$88.19
132-51	Business Systems Analyst 3	\$112.04	\$95.47
132-51	Business Systems Analyst 4		\$110.64
132-51	Computer Systems Analyst/Programmer 1		\$31.68
132-51	Computer Systems Analyst/Programmer 2		\$48.00
132-51	Computer Systems Analyst/Programmer 3		\$62.24
132-51	Computer Telephony Integration Engineer 1	\$117.42	\$103.01
132-51	Computer Telephony Integration Engineer 2	\$138.15	\$121.27
132-51	Computer Telephony Integration Engineer 3	\$162.51	\$142.56
132-51	Configuration Management Specialist 1	\$53.21	\$44.87
132-51	Configuration Management Specialist 2	\$64.48	\$53.42
132-51	Configuration Management Specialist 3	\$75.41	\$63.58
132-51	Data Architect 1		\$82.33
132-51	Data Architect 2	\$119.00	\$94.79
132-51	Data Architect 3		\$111.67
132-51	Data Architect 4		\$119.82
132-51	Data Architect 5		\$131.35
132-51	Data Architect 6		\$147.55
132-51	Data Architect 7		\$174.81
132-51	Data Security Analyst 1	--	\$78.82
132-51	Data Security Analyst 2	\$116.54	\$93.59
132-51	Database Analyst 1		\$73.38
132-51	Database Analyst 2		\$78.05
132-51	Database Analyst 3		\$82.56
132-51	Database Analyst 4		\$105.43
132-51	Database Analyst/Programmer 1	--	\$89.73
132-51	Database Analyst/Programmer 2		\$115.61
132-51	Database Analyst/Programmer 3		\$137.28
132-51	Database Management Specialist 1	\$96.49	\$81.77
132-51	Database Management Specialist 2	\$132.33	\$112.12
132-51	Desktop Technician 1*		\$25.33
132-51	Desktop Technician 2*		\$27.20
132-51	Desktop Technician 3*		\$30.02
132-51	Desktop Technician 4*		\$34.71
132-51	Desktop Technician 5*		\$39.99
132-51	Documentation/Graphic Specialist 1		\$32.79



A Subsidiary of VSE Corporation
HIGH IMPACT. HIGH PRIORITY.

SIN	Labor Categories	Contractor Site	Government Site
<i>Categories marked by "*" must be purchased with IT Professional Services Categories</i>			
132-51	Documentation/Graphic Specialist 2	\$63.17	\$50.73
132-51	Documentation/Graphic Specialist 3		\$58.43
132-51	Documentation/Graphic Specialist 4		\$69.88
132-51	Documentation/Graphic Specialist 5		\$96.28
132-51	Documentation/Graphic Specialist 6		\$105.90
132-51	Enterprise Architect 1		\$72.60
132-51	Enterprise Architect 2		\$93.82
132-51	Enterprise Architect 3	\$151.65	\$118.49
132-51	Enterprise Architect 4		\$131.12
132-51	Enterprise Architect 5		\$146.35
132-51	Hardware Specialist 1	\$38.29	\$32.28
132-51	Hardware Specialist 2	\$44.22	\$37.30
132-51	Help Desk Coordinator		\$48.32
132-51	Help Desk Manager		\$77.64
132-51	Help Desk Specialist 1		\$26.08
132-51	Help Desk Specialist 2		\$30.80
132-51	Help Desk Specialist 3		\$31.20
132-51	Help Desk Specialist 4		\$34.39
132-51	Information Assurance 1		\$75.06
132-51	Information Assurance 2		\$92.69
132-51	Information Assurance 3		\$102.49
132-51	Information Assurance 4		\$111.34
132-51	Information Engineer 1		\$98.51
132-51	Information Engineer 2		\$101.77
132-51	Information Engineer 3		\$111.34
132-51	Information Engineer 4		\$123.47
132-51	Information Engineer 5		\$153.65
132-51	Information Engineer 6		\$193.87
132-51	Information Engineer Principal	\$175.10	\$151.65
132-51	Information Service Consultant 1		\$112.58
132-51	Information Service Consultant 2		\$121.96
132-51	Information Service Consultant 3		\$131.12
132-51	Information Service Consultant 4		\$140.73
132-51	Information Services Engineer 1		\$98.51
132-51	Information Services Engineer 2		\$112.58
132-51	Information Services Engineer 3		\$121.96
132-51	Information Services Engineer 4		\$128.53
132-51	Information Specialist 1*		\$108.77
132-51	Information Specialist 2*		\$112.58
132-51	Information Specialist 3*		\$128.66
132-51	Information Specialist 4*		\$132.38
132-51	Instructional Designer/Trainer 1	\$43.98	\$38.25
132-51	Instructional Designer/Trainer 2	\$104.65	\$91.68
132-51	IT Security Analyst - Intermediate	\$126.90	\$114.74
132-51	IT Security Analyst - Senior	\$126.90	\$115.95
132-51	LAN/WAN Administrator		\$65.87
132-51	Network Engineer 1		\$53.18
132-51	Network Engineer 2		\$64.19
132-51	Network Engineer 3		\$76.98
132-51	Network Engineer 4		\$101.77
132-51	Network Engineer 5		\$121.96
132-51	Network Engineer 6		\$146.35
132-51	Network Engineer (Company Site)	\$119.47	--
132-51	Network/Hardware Support Technician—Senior	\$90.22	\$72.47



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SIN	Labor Categories	Contractor Site	Government Site
<i>Categories marked by "*" must be purchased with IT Professional Services Categories</i>			
132-51	Operation Technician 1		\$26.08
132-51	Operation Technician 2		\$35.65
132-51	Operation Technician 3		\$42.22
132-51	Operation Technician 4		\$60.20
132-51	PC Systems Specialist		\$60.09
132-51	Program Manager 1		\$155.62
132-51	Program Manager 2		\$171.45
132-51	Project Lead 1		\$78.99
132-51	Project Lead 2		\$105.08
132-51	Project Lead 3		\$109.12
132-51	Project Lead 4		\$114.77
132-51	Project Manager 2		\$101.32
132-51	Project Manager 3		\$121.96
132-51	Project Manager 4		\$140.73
132-51	Project Manager A	\$119.72	\$93.89
132-51	Research Analyst*		\$38.30
132-51	Security Administrator 1		\$50.16
132-51	Security Administrator 2		\$59.71
132-51	Security Analyst 1		\$107.89
132-51	Security Analyst 2		\$113.92
132-51	Security Analyst 3	\$137.23	\$131.23
132-51	Security Analyst 4		\$140.58
132-51	Senior Consultant	\$123.22	\$89.73
132-51	Software Architect 1	\$96.46	\$77.77
132-51	Software Architect 2		\$119.14
132-51	Software Systems Engineer 1	\$98.87	\$78.86
132-51	Software Systems Engineer 2		\$88.19
132-51	Software Systems Engineer 3		\$101.96
132-51	Software Systems Engineer 4		\$105.52
132-51	Software Systems Engineer 5		\$123.79
132-51	Software Systems Engineer 6		\$131.12
132-51	Subject Matter Expert 1	\$94.54	\$73.34
132-51	Subject Matter Expert 2	\$102.76	\$79.71
132-51	Subject Matter Expert 3	\$123.22	\$95.77
132-51	Subject Matter Expert 4	\$174.97	\$137.25
132-51	Subject Matter Expert 5		\$140.73
132-51	Subject Matter Expert 6		\$173.47
132-51	Subject Matter Expert 7		\$197.02
132-51	Subject Matter Expert 8		\$232.51
132-51	Systems Administrator	\$96.30	\$77.35
132-51	Systems Analyst 1	\$68.33	\$56.39
132-51	Systems Analyst 2		\$62.32
132-51	Systems Analyst 3		\$68.90
132-51	Systems Analyst 4		\$78.05
132-51	Systems Analyst 5	\$110.25	\$92.69
132-51	Systems Analyst Senior	\$132.22	\$108.74
132-51	Systems Integration Engineer 1		\$102.49
132-51	Systems Integration Engineer 2		\$112.58
132-51	Systems Integration Engineer 3		\$123.47
132-51	Systems Integration Engineer 4		\$146.09
132-51	Task Lead Manager 1		\$64.19
132-51	Task Lead Manager 2		\$84.44
132-51	Technical Writer 2*		\$65.11
132-51	Technical Writer 3*		\$70.36
132-51	Technical Writer 4*		\$84.44

SIN	Labor Categories	Contractor Site	Government Site
<i>Categories marked by "*" must be purchased with IT Professional Services Categories</i>			
132-51	Technical Writer 5*		\$93.82
132-51	Technical Writer 6*		\$109.10
132-51	Technical Writer/Editor*	\$66.79	\$51.87
132-51	Technical/Network Architect	\$140.96	\$114.84
132-51	Technician 1		\$67.97
132-51	Technician 2		\$78.05
132-51	Technician 3		\$82.26
132-51	Technician 4	\$96.46	\$92.69
132-51	Test Engineer 1*	\$53.09	\$44.76
132-51	Test Engineer 2*	\$74.72	\$63.00
132-51	Test Engineer 3*	\$82.96	\$69.95
132-51	UNIX Systems Administrator	\$106.21	\$88.30
132-51	Web Software Developer 1	\$80.47	\$64.63
132-51	Web Software Developer 2		\$73.10
132-51	Web Software Developer 3		\$91.06
132-51	Website Developer 1		\$59.10
132-51	Website Developer 2		\$68.37
132-51	Website Developer 3		\$79.84
132-51	Website Developer 4		\$88.56
132-51	Website Developer 5		\$98.51
132-51	Website Developer 6		\$107.89
132-51	Windows System Administrator		\$85.35