General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List

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

Multiple Award Schedule (MAS)
Contract Number: GS-35F-0600X
FSC GROUP: Information Technology
FSC Class: D399

Computer World Services Corp.
6402 Arlington Boulevard, Suite 650
Falls Church, VA 22042
Phone: 202.637.9699
Fax: 703.707.9169
www.cwsc.com

Contract Administrator: Jennifer Freidenberg, jfreidenberg@cwsc.com
Phone: 618.352.7780

Contract Period: September 16, 2011 – September 15, 2026
Business Size/Status: Other Than Small Business
Prices shown herein are NET (discount deducted).

Pricelist current as of modification PO-0042 effective March 15, 2022

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

1a. Table of Awarded Special Item Numbers (SINs):
Please refer to GSA eLibrary (www.gsaelibrary.gsa.gov) for detailed SIN descriptions

<table>
<thead>
<tr>
<th>SIN</th>
<th>SIN Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANCILLARY</td>
<td>Ancillary Supplies and Services</td>
</tr>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLM)</td>
</tr>
</tbody>
</table>

1b. Lowest Priced Model Number and Lowest Price: Please refer to our rates on page 23
1c. Labor Category Descriptions: Please refer to page 7

2. Maximum Order:
   ANCILLARY and 54151S: $ 500,000
   OLM: $ 250,000

   The maximum order threshold represents the point where, given the dollar value of the potential order, the Schedule Contractor may decline the order. Schedule contractors are encouraged, but not obligated, to accept orders exceeding this limit.

3. Minimum Order: $ 100.00
4. Geographic Coverage: Worldwide
5. Point of Production: United States
6. Discount from List Price: All Prices Herein are Net
7. Volume Discount: None offered
8. Prompt Payment Terms: 0.125% 20, Net 30 days
9. Foreign Items: None
10a. Time of Delivery: To be determined at the Task Order level
10b. Expedited Delivery: Contact Contractor
10c. Overnight and 2-Day Delivery: Contact Contractor
10d. Urgent Requirement: Contact Contractor
11. F.O.B. Point: Destination
12a. Ordering Address: Computer World Services Corp.
   6402 Arlington Boulevard, Suite 650
   Falls Church, VA 22042
   Phone: (202) 637-9699 x203
12b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), are found in Federal Acquisition Regulation (FAR) 8.405-3.
13. Payment Address: Computer World Services Corp.
   6402 Arlington Boulevard, Suite 650
   Falls Church, VA 22042
14. Warranty Provision: Not Applicable
15. Export Packing Charges: Not Applicable
16. Terms and conditions of rental, maintenance, and repair (if applicable): Not Applicable
17. Terms and conditions of installation (if applicable): Not Applicable

18a. Terms and conditions of repair parts indicating date of parts, price lists and any discounts from list prices (if applicable): Not Applicable

18b. Terms and conditions for any other services (if applicable): Not Applicable

19. List of service and distribution points (if applicable): Not Applicable

20. List of participating dealers (if applicable): Not Applicable

21. Preventative maintenance (if applicable) Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants.): Not Applicable

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

23. Unique Entity Identifier (UEI) Number: SELVLQN46MM7

24. Computer World Systems Corp. is registered in the System for Award Management (SAM).
CONTRACT OVERVIEW

GSA awarded Computer World Services Corp. (CWS) a GSA Multiple Award Schedule (MAS) contract under the Information Technology Large Category with contract number GS-35F-0600X. The current option period is September 16, 2021 - September 15, 2026. GSA may exercise one additional 5-year option period. The contract allows for the placement of Firm Fixed Price or Time and Materials task orders using the labor categories and ceiling rates defined in the contract.

CONTRACT ADMINISTRATOR

Jennifer Freidenberg, Director, Contracts and Procurement
Computer World Services Corp.
16 Executive Drive Suite 260
Fairview Heights, IL 62208
Phone: 618.352.7780
Email: jfreidenberg@cwsc.com

BRIEF COMPANY OVERVIEW

Computer World Services Corp. (CWS) is a leading information technology service provider for government clients. CWS offers an array of enterprise Information Technology services. For more than 30 years, our commitment to service has gained not only trust from a diverse base of customers, but also validation in the form of service awards and most importantly, the recognition of the value implied by the CWS name. We hold CMMI – SVC Maturity Level 3, ISO 9001:2015, ISO/IEC 20000-1:2018, and ISO/IEC 27001-2013 certifications. Our areas of expertise include:

✓ Managed IT Services
✓ Customer Experience & Operation Center Services
✓ Digital Transformation
✓ Cloud Management
✓ Cybersecurity

CONTRACT USE

This contract is available for use by all federal government agencies as a source for Information Technology professional services. Executive agencies, other Federal agencies, mixed-ownership Government corporations, and the District of Columbia; government contractors authorized in writing by a Federal agency pursuant to 48 CFR 51.1; and other activities and organizations authorized by statute or regulation to use GSA as a source of supply may use this contract. Additionally, contractors are encouraged to accept orders received from activities within the Executive Branch of the Federal Government.

CONTRACT SCOPE

The contractor shall provide all resources including personnel, management, supplies, services, materials, equipment, facilities and transportation necessary to provide a wide range of professional services as specified in each task order.

Services specified in a task order may be performed at the contractor’s facilities or the ordering agencies’ facilities. The government will determine the contractor’s compensation by any of several different methods (to be specified at the task order level) e.g., a firm-fixed price for services with or without incentives, labor hours or time-and-material.

SPECIAL ITEM NUMBER (SIN) DESCRIPTIONS

The Special Item Numbers (SINs) available under this contract provide services across the full life cycle of a project. When task orders are placed, they must identify the SIN or SINs under which the task is being executed. CWS has been awarded a contract by GSA to provide services under the following SINs:
ANCILLARY Ancillary Supplies and Services
54151S Information Technology Professional Services
OLM Order-Level Materials (OLM)

Please refer to GSA eLibrary (www.gsaelibrary.gsa.gov) for detailed SIN descriptions.
INSTRUCTIONS FOR PLACING ORDERS FOR SERVICES BASED ON GSA SCHEDULE HOURLY RATES

GSA provides a streamlined, efficient process for ordering the services you need. GSA has already determined that Computer World Services Corp. meets the technical requirements and that our prices offered are fair and reasonable. Agencies may use written orders; facsimile orders, credit card orders, blanket purchase agreement orders or individual purchase orders under this contract.

If it is determined that your agency needs an outside source to provide IT Professional services, follow these simple steps:

<table>
<thead>
<tr>
<th>Orders under the Micro-Purchase Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Select the contractor best suited for your needs and place the order.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Orders in-between the Micro-Purchase Threshold and the Simplified Acquisition Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Prepare a SOW or Performance Work Statement (PWS) in accordance with FAR 8.405-2(b).</td>
</tr>
<tr>
<td>• Prepare and send the RFQ (including SOW and evaluation criteria) to at least three GSA Schedule contractors.</td>
</tr>
<tr>
<td>• Evaluate, then make a &quot;Best Value&quot; determination.</td>
</tr>
<tr>
<td><strong>Note:</strong> The ordering activity should request GSA Schedule contractors to submit firm-fixed prices to perform the services identified in the SOW.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Orders over the Simplified Acquisition Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Prepare the RFQ (including the SOW and evaluation criteria) and post on eBuy to afford all Schedule contractors the opportunity to respond, or provide the RFQ to as many Schedule contractors as practicable, consistent with market research, to reasonably ensure that quotes are received from at least three contractors.</td>
</tr>
<tr>
<td>• Seek price reductions.</td>
</tr>
<tr>
<td>• Evaluate all responses and place the order, or establish the BPA with the GSA Schedule contractor that represents the best value (refer to FAR 8.405-2(d)).</td>
</tr>
<tr>
<td><strong>Note:</strong> The ordering activity should request GSA Schedule contractors to submit firm-fixed prices to perform the services identified in the SOW.</td>
</tr>
</tbody>
</table>

**Developing a Statement of Work (SOW)**

In the SOW, include the following information:

• Work to be performed,
• Location of work,
• Period of performance;
• Deliverable schedule, and
• Special standards and any special requirements, where applicable.

**Preparing a Request for Quote (RFQ)**

• Include the SOW and evaluation criteria;
• Request fixed price, ceiling price, or, if not possible, labor hour or time and materials order;
• If preferred, request a performance plan from contractors and information on past experience; and include information on the basis for selection.
• May be posted on GSA’s electronic RFQ system, e-Buy.

For more information related to ordering services, go to [http://www.gsa.gov/schedules-ordering](http://www.gsa.gov/schedules-ordering) and see guidelines in the Multiple Award Schedule (MAS) Desk Reference Guide.
BLANKET PURCHASE AGREEMENT

Ordering activities may establish BPAs under any schedule contract to fill repetitive needs for supplies or services. 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 BPAs and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). In determining how many BPAs to establish, consider:

- The scope and complexity of the requirement(s);
- The need to periodically compare multiple technical approaches or prices;
- The administrative costs of BPAs; and
- The technical qualifications of the schedule contractor(s).

Establishment of a single BPA, or multiple BPAs, shall be made using the same procedures outlined in 8.405-1 or 8.405-2. BPAs shall address the frequency of ordering, invoicing, discounts, requirements (e.g. estimated quantities, work to be performed), delivery locations, and time.

When establishing multiple BPAs, the ordering activity shall specify the procedures for placing orders under the BPAs.

Establishment of a multi-agency BPA against a Federal Supply Schedule contract is permitted if the multi-agency BPA identifies the participating agencies and their estimated requirements at the time the BPA is established.

Ordering from BPAs:

**Single BPA.** If the ordering activity establishes one BPA, authorized users may place the order directly under the established BPA when the need for the supply or service arises.

**Multiple BPAs.** If the ordering activity establishes multiple BPAs, before placing an order exceeding the micro-purchase threshold, the ordering activity shall:

- Forward the requirement, or statement of work and the evaluation criteria, to an appropriate number of BPA holders, as established in the BPA ordering procedures; and
- Evaluate the responses received, make a best value determination (see 8.404(d)), and place the order with the BPA holder that represents the best value.

**BPAs for hourly rate services.** If the BPA is for hourly rate services, the ordering activity shall develop a statement of work for requirements covered by the BPA. All orders under the BPA shall specify a price for the performance of the tasks identified in the statement of work.

**Duration of BPAs.** BPAs generally should not exceed five years in length, but may do so to meet program requirements. Contractors may be awarded BPAs that extend beyond the current term of their GSA Schedule contract, so long as there are option periods in their GSA Schedule contract that, if exercised, will cover the BPA’s period of performance.

Review of BPAs:

The ordering activity that established the BPA shall review it at least once a year to determine whether:

- The schedule contract, upon which the BPA was established, is still in effect;
- The BPA still represents the best value (see 8.404(d)); and
- Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The ordering activity shall document the results of its review.
### LABOR CATEGORY DESCRIPTIONS, SIN ANCILLARY

#### Administrative Specialist II

**Minimum General Experience:** Three (3) years experience working in administrative environment supporting programs or projects.

**Functional Responsibility:** The Administrative Specialist provides administrative support such as technical writing, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, and preparation of graphical and narrative presentation material. Provides assistance with maintaining personnel and other files; prepares correspondence, schedules, and coordinates travel. 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. Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefings /presentations. Performs analysis, development and review of program or functional areas, as required. Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports. May assist with compiling and developing the annual budget.

**Minimum Education:** High School Diploma

**Certifications:** None

#### Administrative Specialist III

**Minimum General Experience:** Seven (7) years experience working in administrative environment supporting programs or projects.

**Functional Responsibility:** The Senior Administrative Specialist will support administrative functions of large-scale programs and projects; provides administrative support such as technical writing, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, and preparation of graphical and narrative presentation material. Provides assistance with maintaining personnel and other files; prepares correspondence, schedules, and coordinates travel. 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. The candidate will maintain accurate, detailed, and comprehensive records to support the production of statistical data. Responsible for integrating the graphics generated with automated tools and the deliverable documents. Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefings /presentations. Performs analysis, development and review of program or functional areas, as required. Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports. May assist with compiling and developing the annual budget. The candidate will develop and maintain a control system for all documents to ensure prompt preparation, distribution and return in time for effective utilization.

**Minimum Education:** High School Diploma

**Certifications:** Relevant commercial certifications desired

#### Customer Service Specialist I

**Minimum General Experience:** One (1) year working in customer service operations.

**Functional Responsibility:** Directs or participates in a help desk workgroup that provides customer service support activities. Interacts with clients via telephone and e-mail to resolve network incidents and problems. Receives customer incidents and documents in trouble ticket management system. Provide technical support in support of customer incidents resolving, to the maximum extent, incidents on first contact. Assists Help Desk supervisor in documentation of Help Desk processes, scripts, escalation procedures etc. Coordinates support for
escalation with Tier 2 personnel and other elements to resolve customer incidents to complex for Tier 1 resolution. Provides ticket management ensuring timely action by help desk personnel and support technicians. Responds to client queries regarding network operation, registration, and security. Documents, tracks, and monitors problems to ensure resolution in a timely manner. Supports research, provides ticket metrics, and assist with production of weekly metrics reports.

**Minimum Education:** High School Diploma  
**Certifications:** None

### Customer Service Specialist II

**Minimum General Experience:** Four (4) years working in customer service.  

**Functional Responsibility:** Directs or participates in a help desk workgroup that provides customer service support activities. Interacts with clients via telephone and e-mail to resolve problems beyond the scope of entry staff members. Receives customer incidents and documents in trouble ticket management system. Provide technical support in support of customer incidents resolving, to the maximum extent, incidents on first contact. Assists Help Desk supervisor in documentation of Help Desk processes, scripts, escalation procedures etc. Coordinates support for escalation with Tier 2 personnel and other elements to resolve customer incidents to complex for Tier 1 resolution. Provides ticket management ensuring timely action by help desk personnel and support technicians. Responds to client queries regarding network operation, registration, and security. Documents, tracks, and monitors problems to ensure resolution in a timely manner. Supports research, provides ticket metrics, and assist with production of weekly metrics reports. Performs ad hoc database queries and updates. Can function as task leader or support staff, and provides technical guidance and training to junior staff member. Provides functional guidance, supervision, technical support, training, and quality assurance/quality control to Level I personnel.

**Minimum Education:** High School Diploma  
**Certifications:** None

### Help Desk Manager

**Minimum General Experience:** Eight (8) years working in Information Technology operations with experience in systems, networks and/or telecommunications.  

**Functional Responsibility:** Directs operations and technical support for an organization’s help desk operation. Manages and tracks service orders and incidents. Reviews and tests key performance metrics. Provides guidance, direction, and support for the resolution of difficult and complex issues as they arise. Assesses organization's current and future network needs and develops project plans for the implementation of new technology and systems to meet those needs. Responsible for the technical direction, leadership, training, supervision, mentoring and performance of staff. Meets with stakeholders or clients. Provided monthly help desk reports.

**Minimum Education:** Associates degree  
**Certifications:** Relevant commercial certifications are desired

### Help Desk Specialist I

**Minimum General Experience:** 0-4 years of experience in customer service or related technical environments.  

**Functional Responsibility:** Participates in a help desk environment that provides customer service support activities. Interacts with customers via telephone and e-mail which may include but not limited to providing customers with information, processing information from customers, entering customer information into systems, or resolving incidents and problems. Documents call information by completing call logs and reports into systems according to standard operating procedures. Coordinates and routes customer calls or emails to
other departments to resolve customer incidents in a timely manner. Assists with production of reports and training of personnel.

**Minimum Education:** High School Diploma  

**Certifications:** Relevant commercial certifications are desired. Candidate should be able to obtain up to TS/SCI clearance.

### Help Desk Specialist II

**Minimum General Experience:** Four (4) years experience in customer service or related technical environments.

**Functional Responsibility:** Participates in a help desk environment that provides customer service support activities. Interacts with customers via telephone and e-mail which may include but not limited to providing customers with information, processing information from customers, entering customer information into systems, or resolving incidents and problems. Documents call information by completing call logs and reports into systems according to standard operating procedures. Coordinates and routes customer calls or emails to other departments to resolve customer incidents in a timely manner. Assists with production of reports and training of personnel. May supervise others.

**Minimum Education:** High School Diploma

**Certifications:** Relevant commercial certifications are desired. Candidate should be able to obtain up to TS/SCI clearance.

### Implementation Coordinator I

**Minimum General Experience:** One (1) year experience in customer service operations.

**Functional Responsibility:** Performs first-level assistance to subscribers in the request for fulfillment process when requesting or making new network connections or becoming operational. Schedules tracks and monitors subscriber integration events and status. Coordinates technical assistance during installation, upgrade cancellation, and disconnection phases. Provides advice to users regarding the optimal usage of the Management Information System. Utilizes existing database applications to manage the field service operation and generate required reports. Serves as a central point of contact for clients to determine the status of implementation activities. Provides functional guidance, supervision, technical, educational support, and quality assurance/quality control as necessary.

**Minimum Education:** High School Diploma

**Certifications:** None

### Application Developer III

**Minimum General Experience:** Eight (8) years of application development experience and familiarity with different application environments: Java, C++, .Net

**Functional Responsibility:** The Application Developer III designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Plans, coordinates, and supervises all activities related to the design, development, and implementation of the organization’s applications development and analysis function. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs

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**LABOR CATEGORY DESCRIPTIONS SIN 54151S**
feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Manages multiple development teams supporting different lines of businesses and acts as team leader on projects. Instructs, assigns, directs, and checks the work of others on the development team. Participates in development of software user manuals and technical reports.

**Minimum Education:** Bachelor’s degree

**Certifications:** Relevant commercial certifications are desired

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### Business Systems Analyst

**Minimum General Experience:** Eight (8) years working in project management, systems, network, telecommunications, or related field.

**Functional Responsibility:** Under general direction, formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment. Provides technical and non-technical consultation to agency heads, directors, and senior managers on specific areas of expertise.

**Minimum Education:** Bachelor’s degree

**Certifications:** Relevant commercial certifications are desired

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### Communications Allocation Coordinator II

**Minimum General Experience:** Four (4) years working in network, systems, or telecommunications management operations.

**Functional Responsibility:** Performs first-level assistance to subscribers requesting new or changes to network connections. Schedules tracks and monitors subscriber integration events and status. Support includes off-site assistance in requirement definition and continues through circuit allocation, engineering, and acquisition process. Coordinates technical assistance during installation, upgrade cancellation and disconnection phases. Coordinates in implementing operational services. Advises users regarding optimal usage of Management Information Systems utilizes existing database applications to manage field service operations and generates required reports. Serves as central point of contact for clients to determine the status of operational systems. Provides functional guidance, supervision, technical support, training, and quality assurance/quality control as necessary.

**Minimum Education:** Bachelor’s degree. Experience or military experience in related field can substitute for formal education.

**Certifications:** Relevant commercial certifications are desired

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### Communications Specialist II

**Minimum General Experience:** Four (4) years working in network, systems, or telecommunications management operations.

**Functional Responsibility:** Responsible for resolving complex service problems; performing expert maintenance; and installing, configuring, and testing all types of data communications equipment and services. Troubleshoots network hardware using test instruments and monitoring and diagnostic programs. Prepares communications equipment for installation by testing, calibrating, or modifying equipment as required.
Maintains data network equipment and services to ensure working order and demand availability by performing scheduled, routine on-line test and by checking, adjusting, or replacing equipment to established standards. Installs and test various communications equipment and services to specified configurations and ensures proper working order for new or updated network service. Provides functional guidance, supervision, technical support, training, and quality assurance/quality control to Level I personnel.

**Minimum Education:** Bachelor’s degree. Experience and related commercial certifications in related field can substitute for formal education.

**Certifications:** Relevant commercial certifications are desired

### Communications Specialist III

**Minimum General Experience:** Eight (8) years working with network or systems operations.

**Functional Responsibility:** Responsible for resolving complex service problems; performing expert maintenance; and installing, configuring, and testing all types of data communications equipment and services. Troubleshoots network hardware using test instruments and monitoring and diagnostic programs. Prepares communications equipment for installation by testing, calibrating, or modifying equipment as required. Maintains data network equipment and services to ensure working order and demand availability by performing scheduled, routine on-line test and by checking, adjusting, or replacing equipment to established standards. Installs and test various communications equipment and services to specified configurations and ensures proper working order for new or updated network service. Provides functional guidance, supervision, technical support, training and quality assurance/quality control to Level I and Level II personnel. Supports senior staff as required and ensures customer requirements and project milestones are met.

**Minimum Education:** Bachelor’s degree.

**Certifications:** Relevant commercial certifications are desired

### Configuration Management Specialist

**Minimum General Experience:** Five (5) years in Cyber, Network, Systems, or other technical disciplines with experience specifically with configuration management practices and processes.

**Functional Responsibility:** Manage the collaboration, coordination, and administration of configuration management activities. Formulate and execute procedures for the introduction of changes to project documentation, such as engineering/systems drawings, specifications, and schedules. Ensure released engineering change data adheres to configuration management methodologies/framework, procedures, and policies. Use approved CM tools to store, track and manage configuration items. Familiar with and knowledgeable about standards, concepts, best practices, and procedures within Configuration Management field. Responsibilities also include the maintenance and tracking of changes to: Organizational plans, documents, assets; management and tracking of various baselines; status accounting related to change requests; facilitation and documentation of change control processes; active participation on branch and divisional Change Advisory Board (CABs) providing subject matter expertise as it pertains to Configuration and Change management.

**Minimum Education:** Bachelor’s degree. Experience and related commercial certifications in related field can substitute for formal education.

**Certifications:** Relevant commercial certifications are desired

### Customer Service Specialist III

**Minimum General Experience:** Eight (8) years working in network, systems, or telecommunications management operations.
**Functional Responsibility:** Supervises and directs or participates in a help desk workgroup that provides customer service support activities. Ensures interaction with clients via telephone and e-mail to resolve problems beyond the scope of entry staff members. Receives customer incidents and documents in trouble ticket management system. Provide technical support in support of customer incidents resolving, to the maximum extent, incidents on first contact. Assists Help Desk supervisor in documentation of Help Desk processes, scripts, escalation procedures etc. Coordinates support for escalation with Tier 2 personnel and other elements to resolve customer incidents to complex for Tier 1 resolution. Provides ticket management ensuring timely action by help desk personnel and support technicians. Responds to client queries regarding network operation, registration, and security. Documents, tracks, and monitors problems to ensure resolution in a timely manner. Supports research, provides ticket metrics, and assist with production of weekly metrics reports. Performs ad hoc database queries and updates. Can function as task leader or support staff and provides technical guidance and training to junior staff member. Provides functional guidance, supervision, technical support, training, and quality assurance/quality control to Level I personnel. Provides functional guidance, supervision, technical support, training and quality assurance/quality control to Level I and Level II personnel. Supports senior staff as required and ensures customer requirements and project milestones are met.

**Minimum Education:** Bachelor’s Degree. Experience and commercial certifications in related field can substitute for formal education.

**Certifications:** Relevant commercial certifications are desired

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**Data Architect III**

**Minimum General Experience:** Eight (8) years of data architecture experience and familiarity with different data applications and/or database environments.

**Functional Responsibility:** The Data Architect designs, implements, and maintains moderately complex databases, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Maintains database dictionaries, monitors standards and procedures and integration of systems through database design. Develops service interoperability standards for enterprise services. Develops documentation, white papers, and prototypes to verify organization is up to date on the latest technologies/methodologies.

**Minimum Education:** Bachelor’s Degree

**Certifications:** Relevant commercial certifications are desired

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**Database Specialist III**

**Minimum General Experience:** Eight (8) years experience with different database environments.

**Functional Responsibility:** The Database Specialist provides all activities related to the administration of computerized databases. Able to communicate with management, technicians, and end-users to evaluate need prior to development of an automated solution. Prepares detailed reports which might include system requirements such as concurrent usage factors, data storage requirements, response rates, and discuss procedures for processing data through the use of data base management systems (DBMS) including relational data bases. Projects long-range requirements for database administration and design in conjunction with other managers. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.
<table>
<thead>
<tr>
<th>Minimum Education:</th>
<th>Bachelor’s Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certification:</td>
<td>Relevant commercial certifications are desired</td>
</tr>
</tbody>
</table>

**Enterprise Architect III**

<table>
<thead>
<tr>
<th>Minimum General Experience:</th>
<th>Eight (8) years of enterprise architect experience and familiarity with different database environments.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Responsibility:</td>
<td>The Enterprise Architect provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines in accordance with the strategy and goals of the organization. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management. Tracks current plans that will require IT resources. Monitors and reviews the success of systems and ensures efficiency and effectiveness. Recommends future computer system technologies that will help in the improvement of business in the organization. Integrates IT solution systems for the business with the existing client systems.</td>
</tr>
<tr>
<td>Minimum Education:</td>
<td>Bachelor’s Degree</td>
</tr>
<tr>
<td>Certification:</td>
<td>Relevant commercial certifications are desired</td>
</tr>
</tbody>
</table>

**Exchange Specialist III**

<table>
<thead>
<tr>
<th>Minimum General Experience:</th>
<th>Seven (7) years experience in systems/network technologies.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Responsibility:</td>
<td>The Exchange Specialist Systems Engineer develops information retrieval solutions to support client requirements for specified domain subjects, using information retrieval software languages and automated text analysis and extraction techniques. Provides technical leadership on messaging connectivity between enterprise applications and systems. Creates messaging interfaces between applications and systems in order to achieve continuous communications across the enterprise. Troubleshoots, diagnoses, and resolves messaging connectivity to ensure uninterrupted messaging capability between applications and systems.</td>
</tr>
<tr>
<td>Minimum Education:</td>
<td>Bachelor’s Degree. Experience and commercial certifications in related field can substitute for formal education.</td>
</tr>
<tr>
<td>Certification:</td>
<td>Relevant commercial certifications are desired</td>
</tr>
</tbody>
</table>

**Functional Analyst III**

<table>
<thead>
<tr>
<th>Minimum General Experience:</th>
<th>Seven (7) years experience supporting IT operations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Responsibility:</td>
<td>The Functional Analyst analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Performs functional analysis to identify required tasks and their interrelationships. Possesses expert knowledge and experience in the requirements and integration. Works with engineers on systems integration. Shall assist with unit, integration, and Functional Qualification Testing (FQT) following the USCIS Agile methodology. Provides daily supervision and direction to support staff.</td>
</tr>
<tr>
<td>Minimum Education:</td>
<td>Bachelor’s degree from an accredited university in a field such as information systems, computer science engineering or a related technical field.</td>
</tr>
<tr>
<td>Certification:</td>
<td>Relevant commercial certifications are desired</td>
</tr>
<tr>
<td><strong>Information Assurance Specialist III</strong></td>
<td></td>
</tr>
<tr>
<td>----------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Minimum General Experience:</strong> Eight (8) years of Information Security and/or network/systems experience.</td>
<td></td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong> The Information Assurance (IT Security Specialist) provides support to plan, coordinate, and implement the organization’s information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. Oversees the efforts of security staff to design, develop, engineer, and implement solutions to security requirements. Responsible for the implementation and development of the organizations IT security posture. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the multiple layer security arena. Performs risk analyses which also includes risk assessment. Provides support to plan, coordinate, and implement the organization’s information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. Provides daily supervision and direction to staff.</td>
<td></td>
</tr>
<tr>
<td><strong>Minimum Education:</strong> Bachelor’s degree</td>
<td></td>
</tr>
<tr>
<td><strong>Certifications:</strong> Relevant commercial certifications are desired</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>IT Program Manager /Project Manager III</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum General Experience:</strong> Eight (8) years working in project management or related field.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong> Performs day-to-day management of overall contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Works closely with customers to define communication system and equipment requirements. Provides instruction and direction to, and certification over the work of staff through structured quality reviews.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong> Bachelor's degree. Experience and commercial certifications in related field can substitute for formal education.</td>
</tr>
<tr>
<td><strong>Certifications:</strong> Relevant commercial certifications are desired</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Knowledge Manager</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum General Experience:</strong> Five (5) years in Business, Information Systems, or other technical discipline. Experience and related commercial certifications in related field can substitute for formal education.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong> Coordinates, collaborates and manages the collection and organization of records for organization level information management. Develops processes and procedures for distribution of information across the organization and uses capabilities and tools to optimize collaboration and coordination. Provides guidance and hands on training on administrative policies and procedures to the staff. Manage a variety of collaboration tools such as Microsoft SharePoint, DISA Connect online, and workspaces (electronic filing system). Ensure compliance with both federal and local laws regarding electronic records. Site Manager for Microsoft SharePoint; construct sites for branches as well as grant proper permissions.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong> Bachelor's degree</td>
</tr>
<tr>
<td><strong>Certifications:</strong> Relevant commercial certifications are desired</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Network Administrator II</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum General Experience:</strong> Five (5) years working in information technology with at least 2 years’ experience in similar position.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong> Under general supervision, responsible for the installation, maintenance, and usage of local area network equipment and infrastructure. Manages network performance and maintains network</td>
</tr>
</tbody>
</table>

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security. Ensures security procedures are implemented and enforced. Installs network software. Evaluates, develops, and maintains telecommunications systems. Troubleshoots network problems. Establishes and implements network policies, procedures, and standards. Trains users on network operation.

**Minimum Education:** Bachelor's degree. Experience and commercial certifications in related field can substitute for formal education.

**Certifications:** Relevant commercial certifications are desired

### Network Administrator III

**Minimum General Experience:** Eight (8) years working in information technology with at least 5 years as Network Administrator or similar position.

**Functional Responsibility:** Responsible for the installation, maintenance, and usage of local area network equipment and infrastructure. Manages network performance and maintains network security. Ensures security procedures are implemented and enforced. Installs network software. Evaluates, develops, and maintains telecommunications systems. Troubleshoots network problems. Establishes and implements network policies, procedures, and standards. Trains users on network operation.

**Minimum Education:** Bachelor’s degree. Experience and related commercial certifications in related field can substitute for formal education.

**Certifications:** Relevant commercial certifications are desired

### Network Controller / Operator I

**Minimum General Experience:** One (1) year working in network, systems, or telecommunications management operations.

**Functional Responsibility:** Serves as technical specialist responsible for monitoring, operating, and managing, troubleshooting, and restoring service for components of Wide Area Networks (WANs), Campus Area Networks (CANs) and Local Area Networks (LAN). Performs pro-active monitoring of network elements alarms and alerts to identify those components/elements which may lead to or already are causing network degradation or failure. Performs fault isolation and diagnostic/assessment functions to include determination and execution of corrective action(s) on real-time basis. Interfaces with functional users as well as remote operations centers in both routine and reactive monitoring situations. Maintains logs and records associated with reported problems or situations. Executes all reporting functions and data input associated with network management. Monitors security posture of network(s); reports suspected violations to designated authority. Coordinates with configuration management and implementation entities to ensure optimum dissemination of information and network efficiency. Performs operator level maintenance on all components/assets associated with network management systems.

**Minimum Education:** Bachelor’s degree. Four years of military experience in related field can substitute for formal education.

**Certifications:** Relevant commercial certifications are desired

### Network Controller / Operator II

**Minimum General Experience:** Four (4) years working in network, systems, or telecommunications management operations.

**Functional Responsibility:** Serves as technical specialist responsible for monitoring, operating, and managing, troubleshooting, and restoring service for components of Wide Area Networks (WANs), Campus Area Networks (CANs) and Local Area Networks (LAN). Performs pro-active monitoring of network elements alarms and alerts to identify those components/elements that may lead to or already are causing network degradation or failure. Accomplishes this through use of network management system(s) and associated assets.
on a continuous (rotating shifts) basis. Performs fault isolation and diagnostic/assessment functions to include determination and execution of corrective action(s) on real-time basis. Interfaces with functional users as well as remote operations centers in both routine and reactive monitoring situations. Maintains logs and records associated with reported problems or situations. Executes all reporting functions and data input associated with network management. Monitors security posture of network(s); reports suspected violations to designated authority. Coordinates with configuration management and implementation entities to ensure optimum dissemination of information and network efficiency. Performs operator level maintenance on all components/assets associated with network management systems. Provides functional guidance, supervision, technical support, training, and quality assurance/quality control to Level I personnel.

Minimum Education: Bachelor’s degree.

Certifications: Relevant commercial certifications are desired

Network Controller / Operator III

Minimum General Experience: Eight (8) years working in network, systems, or telecommunications management operations.

Functional Responsibility: Serves as a technical expert and subject matter expert for monitoring, operating, and managing, troubleshooting, and restoring service for components of Wide Area Networks (WANs), Campus Area Networks (CANs) and Local Area Networks (LAN). Performs pro-active monitoring of network elements alarms and alerts to identify those components/elements that may lead to or already are causing network degradation or failure. Accomplishes this through use of network management system(s) and associated assets on a continuous (rotating shifts) basis. Performs fault isolation and diagnostic/assessment functions to include determination and execution of corrective action(s) on real-time basis. Interfaces with functional users as well as remote operations centers in both routine and reactive monitoring situations. Maintains logs and records associated with reported problems or situations. Executes all reporting functions and data input associated with network management. Monitors security posture of network(s); reports suspected violations to designated authority. Coordinates with configuration management and implementation entities to ensure optimum dissemination of information and network efficiency. Performs operator level maintenance on all components/assets associated with network management systems. Supports senior staff as required and ensures customer requirements and project milestones are met.

Minimum Education: Bachelor's degree

Certifications: Relevant commercial certifications are desired

Network Engineer III

Minimum General Experience: Eight (8) years in Networking, Information Systems, or other technical discipline.

Functional Responsibility: Provides leadership and engineering direction to the design of network systems. Develops and implements strategy for generating multiple alternate designs at each development level, and trade-off results which trigger iteration of the design process. Designs and implements highly complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographical areas. Responsible for the implementation of engineering processes that provide for timely and appropriate integration of all engineering disciplines to ensure a network system design that meets all requirements. Identifies problems and risk areas and mitigates their impact. Performs technical design reviews. Provides functional guidance, supervision, technical support, training, and quality assurance/quality control to Associate and Intermediate personnel. Supports senior staff as required and ensures customer requirements and project milestones are met. May serve as technical site lead. Reports to Program Manager/Project Manager.
**Minimum Education:** Bachelor's degree. Experience and commercial certifications in related field can substitute for formal education.

**Certifications:** Relevant commercial certifications are desired

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**Operations Manager**

**Minimum General Experience:** Eight (8) years working in network, systems, or telecommunications management operations.

**Functional Responsibility:** Directs operations and technical analysis of complex software, hardware, and transmission systems. Manages and tracks service orders and incidents. Reviews and tests key performance metrics. Provides guidance, direction, and support for the resolution of difficult and complex issues as they arise. Plans and coordinates network security measures to protect data, hardware, and software. Assesses organization's current and future network needs and develops project plans for the implementation of new technology and systems to meet those needs. Responsible for the technical direction, leadership, training, supervision, mentoring and performance of staff. Coordinates with vendors involved in providing communication activities. Meets with stakeholders or clients.

**Minimum Education:** Bachelor’s degree.

**Certifications:** Relevant commercial certifications are desired

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**Project Manager**

**Minimum General Experience:** Five (5) years working in project management or related field.

**Functional Responsibility:** Responsible for overall management of one large or multiple smaller projects simultaneously. Performs or delegates the initiation, planning, execution, monitoring and control, and closure of projects and/or programs to meet stakeholder requirements. Understands and mitigates project risks and works to ensure all project constraints are known. Works with project stakeholders to eliminate project issues. Manage project budget. Guides project staff to ensure projects and programs are managed in an effective manner to scope, duration (time) and cost. Establishes and maintains technical and financial reports to show project progress to stakeholders.

**Minimum Education:** Bachelor's degree. Experience and commercial certifications in related field can substitute for formal education.

**Certifications:** Relevant commercial certifications are desired

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**SharePoint Systems Engineer II**

**Minimum General Experience:** Five (5) years experience in functional area.

**Functional Responsibility:** Evaluates workflows, organizational processes and procedures and develops enterprise- wide or large-scale computer/information management system solutions. Designs SharePoint architecture to include the software, hardware, and communications to support the total requirement. Provides for present and future cross- functional requirements and interfaces. Ensures systems are compliant and compatible with open systems architecture standards. Provides Team Leadership and establishes technical responsibilities of team members.

**Minimum Education:** Bachelor's degree. Experience and commercial certifications in related field can substitute for formal education.

**Certifications:** Relevant commercial certifications are desired
<table>
<thead>
<tr>
<th>Role</th>
<th>Minimum General Experience:</th>
<th>Functional Responsibility:</th>
<th>Minimum Education:</th>
<th>Certifications:</th>
</tr>
</thead>
<tbody>
<tr>
<td>SharePoint Engineer / Administrator III</td>
<td>Eight (8) years of Microsoft SharePoint or Systems Engineering experience.</td>
<td>The Senior SharePoint Engineer/Administrator will manage the SharePoint 2010 hardware environment and ensure its suitability, capability, and security for development environment. This individual is responsible for day-to-day management of the SharePoint infrastructure which provides the collaborative environment for its customers. The candidate will implement and maintain SharePoint architectures for intranet, extranet, development, and test environments. Install, configure, and maintain SharePoint and all add-on products and development tools including SharePoint 2010 or higher. Candidate will work with Development and Engineering teams to install, configure, and lock-down Windows Server, IIS, SharePoint, and SQL Server, and install and test patches and service packs. Use SharePoint Administration toolset – AvePoint products, SharePoint tools, Microsoft PowerShell scripts, etc. Create administration procedures for backup and recovery, user, and group permissions, etc. for every site managed. Assist in implementing workflows to simplify document and automate routine processes.</td>
<td>Bachelor's degree</td>
<td>Relevant commercial certifications are desired</td>
</tr>
<tr>
<td>SharePoint Systems Architect III</td>
<td>Eight (8) years of experience with Microsoft systems and development / database platforms and experience with SharePoint or other Enterprise Portals, Search Engines, or Document Management systems.</td>
<td>The Senior SharePoint Systems Architect will design and implement applications architecture including internal systems and any cloud computing environments. Candidate will plan support migration to cloud environments which includes requirements gathering and analysis, data conversion, and identification of required development add-ons. Candidate will oversee SharePoint, SQL Server, and Applications architecture, implementation, and plans. Candidate will plan and implement design, coding, and documentation standards. Works with Development / SharePoint team on requests, plans, tasks, schedules, and priorities.</td>
<td>Bachelor's degree</td>
<td>Relevant commercial certifications are desired</td>
</tr>
<tr>
<td>SharePoint / Web Developer III</td>
<td>Eight (8) years experience developing consumer-oriented web and have familiarity with commercial applications that support SharePoint and Web Development.</td>
<td>The SharePoint/Web Developer III shall have experience with software implementation and integration. The experienced candidate will be responsible for enhancing existing web sites and developing new ones. The candidate should possess a broad knowledge of web development techniques and principles. The candidate needs to take the lead role in web applications and data modeling. The candidate will be responsible for the development and ongoing support of the web collaboration services. Good verbal and written communication skills are essential. Gathering functional requirements and translating business processes from staff and some members into technical solutions is a must.</td>
<td>Bachelor’s degree</td>
<td>Relevant commercial certifications are desired</td>
</tr>
<tr>
<td>Solutions Architect II</td>
<td>Five (5) years enterprise systems experience.</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
**Functional Responsibility:** The Solutions Architect assesses business objectives, conducts gap analysis of existing versus needed capability, and identifies business requirements. Evaluates business requirements to identify potential software, hardware, and system architectures can be employed to meet business objectives. Analyzes software requirements and develop solutions to match deliverables by enhancing existing systems or building new ones. Develops potential technical solutions to meet business needs and supports analysis of alternatives for best fit. Perform coding, configuring, building, testing, implementation, and enhancements to existing infrastructure services and business process management. Evaluates technical trends and provides recommendations for technology and architecture to meet business objectives. Performs research on emerging technologies to support proof-of-concept capabilities and identifies future solutions for the organization. Supports software quality assurance and configuration management activities.

**Minimum Education:** Bachelor’s degree

**Certifications:** Relevant commercial certifications are desired

### Solutions Architect III

**Minimum General Experience:** Eight (8) years enterprise systems experience.

**Functional Responsibility:** The Solutions Architect assesses business objectives, conducts gap analysis of existing versus needed capability, and identifies business requirements. Evaluates business requirements to identify potential software, hardware, and system architectures can be employed to meet business objectives. Analyzes software requirements and develop solutions to match deliverables by enhancing existing systems or building new ones. Develops potential technical solutions to meet business needs and supports analysis of alternatives for best fit. Perform coding, configuring, building, testing, implementation, and enhancements to existing infrastructure services and business process management. Evaluates technical trends and provides recommendations for technology and architecture to meet business objectives. Performs research on emerging technologies to support proof-of-concept capabilities and identifies future solutions for the organization. Supports software quality assurance and configuration management activities.

**Minimum Education:** Bachelor’s degree

**Certifications:** Relevant commercial certifications are desired

### Storage and Visualization Engineer III

**Minimum General Experience:** Eight (8) of experience in the design, build and support of Windows server operating system environments and at least 4 years in the design and build of VMWare virtualization environments.

**Functional Responsibility:** The Storage and Virtualization Engineer provides technical support for the core components of the organization’s virtual and storage infrastructure. Candidate is experienced with VMware Virtualization Technologies and possesses senior level knowledge for specific and general storage technologies. Excellent knowledge and understanding of troubleshooting, testing, and performance tuning in storage platforms. Candidate will support installation, operations, and maintenance of computer communication networks within the organization. Excellent server operating systems knowledge (Windows and Linux). Excellent technical knowledge in technology methodologies, design, and implementation. Pre-planning, forecasting, testing, and validating design work, including client, server, and enterprise software services.

**Minimum Education:** Bachelor’s degree

**Certifications:** Relevant commercial certifications are desired

### Subject Matter Expert III

**Minimum General Experience:** Ten (10) years of experience with a broad technical understanding of multiple network and system disciplines.
**Functional Responsibility:** The Subject Matter Expert (SME) develops requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to complex systems). Assists other project members with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; modeling and simulation; disaster recovery; and requirements management. Provides technical/management leadership on major tasks or technology assignments.

**Minimum Education:** Bachelor’s degree

**Certifications:** Relevant commercial certifications are desired

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**Systems Administrator II**

**Minimum General Experience:** Five (5) years experience in functional area.

**Functional Responsibility:** Responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. 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. Reports to the Senior Systems Administrator/Site Lead.

**Minimum Education:** Bachelor’s degree

**Certifications:** Relevant commercial certifications are desired

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**Systems Administrator III**

**Minimum General Experience:** Eight (8) years working system and server administration MS Exchange Server, MS Windows Server Directory, MS SQL Server, or UNIX/LINUX experience.

**Functional Responsibility:** Responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. 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. Reports to the Program Manager/Project Manager/Site Lead.

**Minimum Education:** Bachelor’s degree

**Certifications:** Relevant commercial certifications are desired
### Systems Engineer II

**Minimum General Experience:** Five (5) years experience in functional area.

**Functional Responsibility:** Evaluates workflows, organizational processes and procedures and develops enterprise- wide or large-scale computer/information management system solutions. Designs architecture to include the software, hardware, and communications to support the total requirement. Provides for present and future cross-functional requirements and interfaces. Ensures systems are compliant and compatible with open systems architecture standards. Provides Team Leadership and establishes technical responsibilities of team members.

**Minimum Education:** Bachelor’s degree. Related commercial certifications in related field can substitute for formal education.

**Certifications:** Relevant commercial certifications are desired

### Systems Engineer III

**Minimum General Experience:** Eight (8) years of experience with a broad technical understanding of multiple network and system disciplines.

**Functional Responsibility:** The Systems Engineer analyzes functional business requirements and design specifications for functional activities. Should provide identification/fixing for the problems within existing systems design/implementation of new systems, enhances the existing systems and participates in analysis, design, and new construction of next generation IT systems. Responsible for understanding the needs of the customers and the realities of commercially available IT products and creating requirements that will allow implementation by the architecture and engineering team and COTS products. Provide technical and management analysis, design, and support for information technology systems and software engineering, including architectures, data management strategies, requirements analysis, alternatives analysis, feasibility studies, cost/benefit analysis, operational plans, and development and implementation of strategies. Provides technical/management leadership on major tasks or technology assignments.

**Minimum Education:** Bachelor’s degree

**Certifications:** Relevant commercial certifications are desired

### Technical Writer II

**Minimum General Experience:** Five (5) years experience in technical documentation.

**Functional Responsibility:** Gathers, analyzes, translates, and composes technical information into clear, readable documents to be used by technical and non-technical personnel. Composes technical documents including, user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology. Manage all documentation deliverables associated with software releases to ensure timely delivery according to contract delivery schedule.

**Minimum Education:** Bachelor’s degree from an accredited university.

**Certifications:** Relevant commercial certifications are desired

### Telecommunications Engineer II

**Minimum General Experience:** Five (5) years with telecommunications, or inside/outside plant experience.

**Functional Responsibility:** Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Maintains PBX/systems and associated hardware. Trains users on telephone switch operations.
**Minimum Education:** Bachelor’s degree. Experience and commercial certifications in related field can substitute for formal education.

**Certifications:** Relevant commercial certifications are desired

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### Telecommunications Subject Matter Expert II

**Minimum General Experience:** Ten (10) years experience in Business, Information Systems, or other technical discipline.

**Functional Responsibility:** Provide Subject Matter Expertise and Tier III Engineering support to technical staff and leadership on enterprise level architecture. Advise and provide high-level engineering and architectural expertise. Work closely with Government Project Managers, Technical Leads, and Task Order Leaders in support of mission objectives as well as provide advise to Division Chief. Facilitate the production of project deliverables as directed by the Division Chief.

**Minimum Education:** Bachelor’s degree.

**Certifications:** Relevant commercial certifications are desired

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### Test Engineer II

**Minimum General Experience:** Five (5) years experience and a technical understanding of network/system/application disciplines.

**Functional Responsibility:** Performs formal system testing activities for a particular project or subset of a larger project under supervision of more experienced test personnel. Performs analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for moderately complex to complex software or IT systems. May participate in all phases of risk management assessment and software/hardware development. Responsible for ensuring that the test design and documentation support all applicable clients, agency or industry standards timelines and budgets. Responsible for ensuring that testing conclusions and recommendations are fully supported by test results, and project managers are fully informed of testing status and application deviations from documented user requirements. Conduct all test and evaluation needed to ensure that application functional and Section 508 compliance requirements have been met, defects are corrected, and application is fully tested in preparation for Independent Verification &Validation (IV&V) review.

**Minimum Education:** Bachelor’s degree

**Certifications:** Relevant commercial certifications are desired
## HOURLY RATES FOR SERVICES

<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category Title</th>
<th>YEAR 11</th>
<th>YEAR 12</th>
<th>YEAR 13</th>
<th>YEAR 14</th>
<th>YEAR 15</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANCILLARY</td>
<td>Administrative Specialist II*</td>
<td>$ 41.12</td>
<td>$ 42.11</td>
<td>$ 43.12</td>
<td>$ 44.15</td>
<td>$ 45.21</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Administrative Specialist III*</td>
<td>$ 65.10</td>
<td>$ 66.66</td>
<td>$ 68.26</td>
<td>$ 69.90</td>
<td>$ 71.58</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Customer Service Specialist I*</td>
<td>$ 58.55</td>
<td>$ 59.96</td>
<td>$ 61.40</td>
<td>$ 62.87</td>
<td>$ 64.38</td>
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<tr>
<td>ANCILLARY</td>
<td>Customer Service Specialist II*</td>
<td>$ 68.73</td>
<td>$ 70.38</td>
<td>$ 72.07</td>
<td>$ 73.80</td>
<td>$ 75.57</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Help Desk Manager</td>
<td>$ 81.19</td>
<td>$ 83.14</td>
<td>$ 85.14</td>
<td>$ 87.18</td>
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</tr>
<tr>
<td>ANCILLARY</td>
<td>Help Desk Specialist I*</td>
<td>$ 34.55</td>
<td>$ 35.38</td>
<td>$ 36.23</td>
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<tr>
<td>ANCILLARY</td>
<td>Help Desk Specialist II*</td>
<td>$ 49.35</td>
<td>$ 50.53</td>
<td>$ 51.74</td>
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<td>ANCILLARY</td>
<td>Implementation Coordinator I</td>
<td>$ 83.36</td>
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<tr>
<td>54151S</td>
<td>Application Developer III</td>
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<td>$ 111.41</td>
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<td>54151S</td>
<td>Business Systems Analyst</td>
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Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. The prices for the cited SCLS labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).

<table>
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| 54151S Systems Engineer II              | $ 77.00 | $ 78.85 | $ 80.74 | $ 82.68 | $ 84.66 |
| 54151S Systems Engineer III             | $ 102.35 | $ 104.81 | $ 107.33 | $ 109.91 | $ 112.55 |
| 54151S Technical Writer II              | $ 60.46 | $ 61.91 | $ 63.40 | $ 64.92 | $ 66.48 |
| 54151S Telecommunications Engineer II    | $ 66.19 | $ 67.78 | $ 69.41 | $ 71.08 | $ 72.79 |
| 54151S Telecommunications Subject Matter Expert II | $ 215.52 | $ 220.69 | $ 225.99 | $ 231.41 | $ 236.96 |
| 54151S Test Engineer II                 | $ 76.54 | $ 78.38 | $ 80.26 | $ 82.19 | $ 84.16 |