

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

Special Item No. 132-51 Information Technology Professional Services

Note: Contractor has been awarded all Special Item Numbers under the cooperative purchasing program.

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

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

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

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

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

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www.cnb-it.com

Contract Number: GS-35F-0612S

Period Covered by Contract: September 1, 2006 through August 31, 2021

General Services Administration
Federal Supply Service

Pricelist current through Modification #PO-0015, dated June 3, 2016.

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**INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply 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 micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT

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

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

Offerors are requested to check one of the following boxes:

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

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION

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

**Cherokee Nation Government Solutions LLC
165 S. Union Blvd.
Suite 700
Lakewood, CO 80228**

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

(303) 277-1444 or (888) 540-5018

3. LIABILITY FOR INJURY OR DAMAGE

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

4. 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: 966268885

Block 30: Type of Contractor – **B. Small Business**

Block 31: Woman-Owned Small Business – No

Block 36: Contractor's Taxpayer Identification Number (TIN): 27-4188417

4a. CAGE Code: 69V24

4b. Contractor has registered with the System for Award Management.

5. FOB DESTINATION

6. DELIVERY SCHEDULE

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

SPECIAL ITEM NUMBER

DELIVERY TIME (Days ARO)

132-51

As agreed upon between the contractor and the ordering activity

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: 0% - Net 30 days from receipt of invoice or date of acceptance, whichever is later.

b. Quantity - None

c. Dollar Volume - None

d. Government Educational Institutions - None

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

None

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.)

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

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 Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders

placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges. (NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.)

- (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.

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 C.1.)

16. GSA Advantage!

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

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

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

17. PURCHASE OF OPEN MARKET ITEMS

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

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

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

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

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

19. OVERSEAS ACTIVITIES

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

None

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

20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is

within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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

23. SECTION 508 COMPLIANCE

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: Not applicable

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES

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

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:
“This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.”

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

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

- (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY

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

27. ADVANCE PAYMENTS

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

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

1. SCOPE

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

2. PERFORMANCE INCENTIVES

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
- (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

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

Please refer to the labor category descriptions and pricing incorporated into this GSA Pricelist.

17. SUBSTITUTIONS

Cherokee Nation Government Solutions LLC. reserves the right to make the following substitutions in the education and/or experience requirements of any of the service skill categories set forth herein.

1. One year of experience is the equivalent of one year of education.
2. One year of education is the equivalent of one year of experience.
3. Certification related to the technology is equivalent to two years of experience or education requirement.

**USA COMMITMENT TO PROMOTE
SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS**

PREAMBLE

Cherokee Nation Government Solutions 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 demonstrate 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

Patricia Saint John

(210) 323-4113

patricia.santjohn@cn-bus.com

***THE FOLLOWING IS A SUGGESTED
BLANKET PURCHASE AGREEMENT (BPA) FORMAT***

**BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (Ordering Activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) _____.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity

Date

Contractor

Date

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Activity):

- (1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____

- (2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____

- (3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

- (4) This BPA does not obligate any funds.

- (5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

- (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.

**BASIC GUIDELINES FOR USING
“CONTRACTOR TEAM ARRANGEMENTS”**

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a 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.

CHEROKEE NATION GOVERNMENT SOLUTIONS LLC's

INFORMATION TECHNOLOGY

LABOR CATEGORY DESCRIPTIONS

ETI- 01 Program Manager I

Minimum/General Experience:

Requires three years of program management experience supported by strong project management experience, and strong understanding of the applicable programs and associated market. Must have demonstrated ability in effective oral and written communication, planning, and supervisory, leadership, and operational skills. Must have financial skills combined with the ability to develop and implement strategies and action plans to achieve desired objectives.

Functional Responsibility: Works closely with senior management in aspects of operational and financial oversight. Manages and directs activities in the planning, development, implementation, monitoring, and supervision of programs, services, and employees of the facility. Coordinates and participates in the strategic planning, development, and implementation of new business. Ensures employees have the necessary tools and training to perform their jobs in compliance with company policies. Ensures that programs functions in a manner that satisfies contractual obligations, and develops timely and accurate reports on the status of program operations. Focuses on consistent quality of all services by developing and maintaining an environment promoting excellence in all operations. Develops and implements strategies and action plans that will achieve and enhance operational and financial objectives.

Education: Bachelor degree minimum.

ETI- 02 Program Manager II

Minimum/General Experience: Requires eight years program management experience and comprehensive understanding of the applicable programs and associated market. Must have demonstrated ability in effective oral and written communication, planning, and supervisory, leadership, and operational skills. Must have financial skills combined with the ability to develop and implement strategies and action plans to achieve desired objectives.

Functional Responsibility: Works closely with senior management in aspects of operational and financial oversight. Manages and directs activities in the planning, development, implementation, monitoring, and supervision of programs, services, and employees of the facility. Coordinates and participates in the strategic planning, development, and implementation of new business. Ensures employees have the necessary tools and training to perform their jobs in compliance with company policies. Ensures that programs functions in a manner that satisfies contractual obligations, and develops timely and accurate reports on the status of program operations. Focuses on consistent quality of all services by developing and maintaining an environment promoting excellence in all operations. Develops and implements strategies and action plans that will achieve and enhance operational and financial objectives.

Education: Bachelor degree minimum.

ETI-03 Project Manager/Task Lead I

Minimum/General Experience: Must have three years of general experience including one year of specialized experience of which two years were direct supervisory experience of at least one complex project.

Functional Responsibility: Will lead medium complex projects and major phases of very large projects. Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those 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. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensure 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 analyses and solutions of problems. Anticipates

problems, and works to mitigate the anticipated problems. Schedules and assigns duties to subordinates. Interacts with government management personnel. Reports in writing and orally to contractor management and government representatives, including the government contracting officer.

Education: Bachelor degree in related field.

ETI-04 Project Manager/Task Lead II

Minimum/General Experience: Must have eight years of general experience including three years of specialized experience of which two years were direct supervisory experience of at least one complex project.

Functional Responsibility: Will lead medium to large complex projects and major phases of very large projects. Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those 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. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensure 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 analyses and solutions of problems. Anticipates problems, and works to mitigate the anticipated problems. Schedules and assigns duties to subordinates. Interacts with government management personnel. Reports in writing and orally to contractor management and government representatives, including the government contracting officer.

Education: Bachelor degree in related field.

ETI-05 Technical Principal I

Minimum/General Experience: Experience qualifications will be determined on a case-by-case basis. Generally, this requires five years of intensive and progressive experience including three years of specialized experience providing state-of-the-art solutions in information systems technology (or, if the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than four years and more consistent with the age of the technology). Performs highly specialized and technical tasks associated with the most current and cutting-edge technologies. May serve as a technical consultant to a project or a number of projects dealing with area of technical expertise. Generally recognized as a leader in the industry in their area of expertise, sought out by others in their area of expertise for advice and guidance. Experience should include direct experience with business planning methods and techniques including establishing goals, objectives, and performance measures and identifying critical success factors, and at least one or all of the following: strategic planning, business planning, policy verification, regulatory compliance, information technology resource and capital planning, business process reengineering planning, advanced project planning, business area analysis planning, business requirements analysis planning, planning experience in diverse locations. Experience with executive-level interviewing and group facilitation. Knowledge of governmental operations and performance-based budgeting. Must have excellent oral and written communication skills, with a demonstrated capability for dealing with all levels of management personnel, contractor managers, and client representatives.

Functional Responsibility: Provides the overall approach to clarify mission statements so they can be used as springboards in envisioning their desired future. Organizes, directs, and coordinates strategic planning activities. Responsible for the strategic vision. Assists in developing mission and vision statements, subsequent goal delineation, provides guidance for building operational plans and specifying measurable outcomes to include capital outlay planning efforts in a consolidated strategic planning process and prioritizes those initiatives. Meets with appropriate Government management personnel, other contractor managers, and client agency representatives. Responsible for ensuring coordination between subordinates and Strategic Planning functions within the organization and among policy, planning functions and appropriate Government personnel. Takes appropriate action and coordinates policies and activities with appropriate Government personnel, as required.

Education: Minimum of a Bachelor degree in related field reflecting requirements of task order.

ETI-06 Technical Principal II

Minimum/General Experience: Experience qualifications will be determined on a case-by-case basis. Generally this requires ten years of intensive and progressive experience including six years of specialized experience providing state-of-the-art solutions in information systems technology (or, if the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than eight years and more consistent with the age of the technology). Recognized expert in the technology being addressed.

Functional Responsibility: Provides the overall approach to clarify mission statements so they can be used as springboards in envisioning their desired future. Organizes, directs, and coordinates strategic planning activities. Responsible for the strategic vision. Assists in developing mission and vision statements, subsequent goal delineation, provides guidance for building operational plans and specifying measurable outcomes to include capital outlay planning efforts in a consolidated strategic planning process and prioritizes those initiatives. Meets with appropriate Government management personnel, other contractor managers, and client agency representatives. Responsible for ensuring coordination between subordinates and Strategic Planning functions within the organization and among policy, planning functions and appropriate Government personnel. Takes appropriate action and coordinates policies and activities with appropriate Government personnel, as required.

ETI-07 Subject Matter Expert I

Minimum/General Experience: Expert in single or multiple technical disciplines. This position requires a minimum of four years intensive and progressive experience, of which at least three years must be specialized. Specialized experience may include: facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods and practices and supervision of Business Process Reengineering.

Functional Responsibility: Applies subject matter knowledge, guidance and insight to high level analysis, design, development, modeling, simulation, integration, installation, documentation and implementation tasks where a specific subject matter expertise is necessary. Resolves problems which require an intimate knowledge of the related technical subject matter. Applies principals and methods of the subject matter to specialized solutions. Includes but not limited to; medical and legal transcription, environmental, scientific, maintenance and repair processes, and logistical support activities.

Education: Bachelor degree or equivalent of years of specialized experience is required.

ETI-08 Subject Matter Expert II

Minimum/General Experience: Expert in single or multiple technical disciplines. This position requires a minimum of six years intensive and progressive experience, of which at least five years must be specialized. Specialized experience may include: facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods and practices and supervision of Business Process Reengineering.

Functional Responsibility: Applies subject matter knowledge, guidance and insight to high level analysis, design, development, modeling, simulation, integration, installation, documentation and implementation tasks where a specific subject matter expertise is necessary. Resolves problems which require an intimate knowledge of the related technical subject matter. Applies principals and methods of the subject matter to specialized solutions. Includes but not limited to; medical and legal transcription, environmental, scientific, maintenance and repair processes, and logistical support activities.

Education: Bachelor degree or equivalent of years of specialized experience is required.

ETI-09 Subject Matter Expert III

Minimum/General Experience: Expert in single or multiple technical disciplines. This position requires a minimum of ten years intensive and progressive experience, of which at least eight years must be specialized. Specialized experience may include: facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods and practices and supervision of Business Process Reengineering.

Functional Responsibility: Applies subject matter knowledge, guidance and insight to high level analysis, design, development, modeling, simulation, integration, installation, documentation and implementation tasks where a specific subject matter expertise is necessary. Resolves problems which require an intimate knowledge of the related technical subject matter. Applies principals and methods of the subject matter to specialized solutions. Includes but not limited to; medical and legal transcription, environmental, scientific, maintenance and repair processes, and logistical support activities.

Education: Bachelor degree or equivalent of years of specialized experience is required.

ETI-10 Business Analyst I

Minimum/General Experience: Entry-level position requiring basic knowledge of analytical and quantitative techniques to solve business needs. Must have basic knowledge in project management methodologies. Project management certification a plus. Must have strong written and oral communication skills and mastery of Microsoft Office Suite.

Functional Responsibility: Guides customer in preparing functional specifications and project plans to assure customer's objectives are met on time and within cost. Assists senior personnel in the development, design, and implementation of strategic planning projects. Works with customer to define system needs and translate logic diagrams into program statements. Assists in performing project management, workflow analysis, systems analysis, GAP analysis, integration, process design, user liaison, and systems deployment. Develops and maintains expertise in the scripting designs of the NT and IBM platforms. Prepares test bed requirements and performs system integration testing

Education: Bachelor degree; preferably in computer science or related field.

ETI-11 Business Analyst II

Minimum/General Experience: Requires four years in business system development and working knowledge of analytical and quantitative techniques to solve business needs. Must have demonstrated proficiency in project management methodologies. Project management certification a plus. Must have strong written and oral communication skills and mastery of Microsoft Office Suite.

Functional Responsibility: Guides customer in preparing functional specifications and project plans to assure customer's objectives are met on time and within cost. Assists senior personnel in the development, design, and implementation of strategic planning projects. Works with customer to define system needs and translate logic diagrams into program statements. Assists in performing project management, workflow analysis, systems analysis, GAP analysis, integration, process design, user liaison, and systems deployment. Develops and maintains expertise in the scripting designs of the NT and IBM platforms. Prepares test bed requirements and performs system integration testing. Guides customer in preparing functional specifications and project plans to assure customer's objectives are met on time and within cost. Assists in the development, design, and implementation of strategic planning projects. Works with customer to define system needs and translate logic diagrams into program statements. Performs project management, workflow analysis, systems analysis, GAP analysis, integration, process design, user liaison, and systems deployment. Develops and maintains expertise in the scripting designs of the NT and IBM platforms. Prepares test bed requirements and performs system integration testing.

Education: Bachelor degree; preferably in computer science or related field.

ETI-12 Business Analyst III

Minimum/General Experience: Requires six years in business system development and working knowledge of analytical and quantitative techniques to solve business needs. Must have demonstrated proficiency in project management methodologies. Project management certification a plus. Must have strong written and oral communication skills and mastery of Microsoft Office Suite.

Functional Responsibility: 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. 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. Also duties of instructing, directing and checking the work of less experienced business systems analysis personnel. Acts as a team leader for projects with moderate budgets or intermediate to long duration.

Education: Bachelor degree; preferably in computer science or related field.

ETI-13 Procedure Analyst I

Minimum/General Experience: One year minimum demonstrated experience with related subject matter or associated field of study.

Functional Responsibility: Has understanding of, and works to ensure work is in compliance with, organization's and related regulatory standards and requirements. May also assist in process analysis, creation, design, simulation,

recommendation, documentation, implementation and management of identified processes and procedures. Change in policies and procedures may also be accomplished by integration of existing processes and procedures which require updating/modification to be compliant with new standards and/or regulations. Studies may include identification and review of legal documents, surveys, public input, public affairs, state, local and federal regulatory materials and other sources and materials.

Education: Bachelor degree in related field.

ETI-14 Procedure Analyst II

Minimum/General Experience: Four years minimum demonstrated experience with related subject matter or associated field of study.

Functional Responsibility: Has excellent understanding of, and works to ensure work is in compliance with, organization's and related regulatory standards and requirements. Provides process analysis, creation, design, simulation, recommendation, documentation, implementation and management of identified processes and procedures. Change in policies and procedures may also be accomplished by integration of existing processes and procedures which require updating/modification to be compliant with new standards and/or regulations. Studies may include identification and review of legal documents, surveys, public input, public affairs, state, local and federal regulatory materials and other sources and materials

Education: Bachelor degree in related field.

ETI-15 Procedure Analyst III

Minimum/General Experience: Seven years minimum demonstrated experience with related subject matter or associated field of study.

Functional Responsibility: Has expert level understanding of, and works to ensure work is in compliance with, organization's and related regulatory standards and requirements. Provides specialized knowledge for comprehensive process analysis, creation, design, simulation, and documentation of identified difficult and/or complex processes and procedures. Recommends and facilitates implementation/management of identified processes and procedures; may manage others or acts as senior team member. Change in policies and procedures may also be accomplished by integration of existing processes and procedures which require updating/modification to be compliant with new standards and/or regulations. Studies may include identification and review of legal documents, surveys, public input, public affairs, state, local and federal regulatory materials and other sources and materials.

Education: Bachelor degree in related field.

ETI-16 Procedure Analyst IV

Minimum/General Experience: Nine years minimum demonstrated experience with related subject matter or associated field of study.

Functional Responsibility: Has highest understanding of, and works to ensure work is in compliance with, complex organization's and related regulatory standards and requirements. Provides highly specialized knowledge for comprehensive process analysis, creation, design, simulation, documentation of identified difficult and/or complex processes and procedures. Recommends and facilitates implementation of identified processes and procedures; may manage others or act as team lead. Change in policies and procedures may also be accomplished by integration of existing processes and procedures which require updating/modification to be compliant with new standards and/or regulations. Studies may include identification and review of legal documents, surveys, public input, public affairs, state, local and federal regulatory materials and other sources and materials.

Education: Bachelor degree in related field with additional four years intensive progressive experience.

ETI-17 Systems Analyst I

Minimum/General Experience: Requires one year computer experience in information systems design and management.

Functional Responsibility: Under immediate supervision, assists in research and fact-finding to develop or modify information systems. Assists in preparing detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents and maintains those programs. Sufficient educational background and/or experience to qualify them to start in applications systems analysis and programming. Analyzes, evaluates and makes recommendations as part of a team or under supervision of senior personnel.

Education: Bachelor degree in related field such as computer science.

ETI-18 Systems Analyst II

Minimum/General Experience: Requires four years computer experience in information systems design and management.

Functional Responsibility: Performs research and fact-finding to develop or modify information systems. Assists in preparing detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents and maintains those programs. Systems analysis and programming. Analyzes, evaluates and makes recommendations as part of a team or under supervision of senior personnel. Formulates/defines system scope and objectives for assigned projects. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Prepares detailed specifications from which programs will be written. Has full technical knowledge of all phases of applications systems analysis and programming. Has good understanding of the business or function for which applications is designed. Also has duties instructing, directing, and checking the work of other systems analysis and programming personnel. Responsible for quality assurance review. Responsible for directing and monitoring the work of team members. May be responsible for project completion and user satisfaction.

Education: Bachelor degree in related field such as computer science.

ETI-19 Legacy System Analyst

Minimum/General Experience: Intermediate to expert (five or more years of experience) in a specific “legacy system(s)” functionality to include knowledge of designated “legacy” hardware, operating systems, capacities, configurations, applications programs, preference programming languages, and administration, operations, and maintenance characteristics of the designated “legacy” system.

Functional Responsibility: Analyze requirements for maintaining, modifying or converting unique application systems that are deemed “legacy” systems. Provide guidance and technical/functional advice to programmers. Provide unique knowledge of the history of changes to the “legacy” applications. Develop plans to migrate “legacy” systems to new technologies and/or new functionality. Analyze and document “legacy” system functionality to identify mandatory requirements to be fulfilled by migration system candidates. May also participate in the analysis and evaluation of migration system candidates. May also participate in designing, developing and implementing changes to “legacy” systems to accommodate such requirements as interim interfaces to migration systems and/or conversion to migration systems.

Education: Varies upon task(s) to be completed.

ETI-20 CAD Consultant I

Minimum/General Experience: Entry-level position. Requires proficiency with MS Excel, MS Access, AutoCAD, and other related software. Must be familiar with the development of layouts, drawings, and design.

Functional Responsibility: In direct support of consultant evaluation efforts, uses computer-aided drafting software to assist in the development of layouts, drawings, and designs as part of consultant deliverables, according to consultant’s established evaluation schedule.

Education: Associate degree or certificate in a related field.

ETI-21 CAD Consultant II

Minimum/General Experience: Requires three years relevant experience and strong knowledge of MS Excel, MS Access, AutoCAD, and other related software. Must have a strong understanding and knowledge of the development of layouts, drawings, and design.

Functional Responsibility: In direct support of consultant evaluation efforts, uses computer-aided drafting software to develop layouts, drawings, and designs as part of consultant deliverables, according to consultant’s established evaluation schedule.

Education: Associate degree or certificate in a related field.

ETI-22 CAD Consultant III

Minimum/General Experience: Requires four years relevant experience and strong knowledge of MS Excel, MS Access, AutoCAD, and other related software. Must have a strong understanding and knowledge of the development of layouts, drawings, and design.

Functional Responsibility: In direct support of consultant evaluation efforts, uses computer-aided drafting software to develop layouts, drawings, and designs as part of consultant deliverables, according to consultant’s established

evaluation schedule.

Education: Associate degree or certificate in a related field.

ETI-23 Documentation Specialist I

Minimum/General Experience: At least two years experience working as a technical typist preparing computer system documentation or documenting developed software requirements.

Functional Responsibility: Under immediate supervision, carries out the clerical aspects of the documentation function. This level is staffed by beginners who have sufficient educational background and/or experience to qualify them to start in documentation. Prepares draft and final form technical documents. Must be capable of typing at average or above average speed. Must be capable of typing technical narratives and data. Responsible for spelling, grammar, and proper format, and for proofreading finished documents. Must be capable of using various word processing equipment.

Education: Bachelors degree in related field.

ETI-24 Documentation Specialist II

Minimum/General Experience: Requires at least five years directly related experience in the research, preparation, and writing of technical and marketing materials. Also requires thorough knowledge of the principles and practices of technical research, writing, and editing as well as word-processing, desk-top publishing, and web applications and computer equipment.

Functional Responsibility: Collects and organizes information required for preparation of user's manuals, training materials, installation guides, and reports at a complex level; researches and learns the assigned system; interviews key personnel; writes materials; performs detailed edits of contract deliverables, proposals, brochures, press releases, and other materials to ensure technical accuracy, consistency, and adherence to specified content and format; participates in the writing, design, and development of marketing brochures, advertisements, news releases, feature articles, conference programs and proceedings, public relations announcements, newsletters, and other materials; designs, develops, produces, maintains, and manages client web sites as assigned; rewrites technical materials and coordinates with technical personnel to ensure accuracy; compiles and collects information for the preparation of technical proposals; Creates multi-media presentation materials, including slides; may participate in the coordination of and attend various conferences and meetings; may serve as a team lead and/or supervise other documentation specialists.

Education: Bachelors degree in related field.

ETI-25 Technical Writer I

Minimum/General Experience: Requires three years relevant experience and a strong understanding and participation in the planning and development of detailed annotated outlines for documents; and writing, designing, editing, or rewriting sections of written deliverables. Must possess strong organizational and communication skills in order to meet inflexible project deadlines. Requires competency in word processing applications; experience with some graphic applications is desired.

Functional Responsibility: Assists in the composition of written matter relating to consultant-recommended instructions, policies, and procedures, helping to ensure deliverable formats that serve as highly useful tools for our customers. Investigates and studies material used through examination of systems, diagrams, and interviews with subject matter consultants.

Education: Bachelor degree in related field.

ETI-26 Technical Writer II

Minimum/General Experience: Requires six years relevant experience and a strong understanding and participation in the planning and development of detailed annotated outlines for documents; and writing, designing, editing, or rewriting sections of written deliverables. Must possess strong organizational and communication skills in order to meet inflexible project deadlines. Requires competency in word processing applications; experience with some graphic applications is desired.

Functional Responsibility: Composes written matter relating to consultant-recommended instructions, policies, and procedures, ensuring deliverable formats that serve as highly useful tools for our customers. Investigates and studies material used through examination of systems, diagrams, and interviews with subject matter consultants.

Education: Bachelor degree in related field.

ETI-27 Graphics/Design Specialist I

Minimum/General Experience: Must have one year experience with developing graphics/artistic presentations for publications, documents and/or web-enabled information design. Use of commercial automated word processing and graphics applications. Experience with desktop publishing systems is desirable.

Functional Responsibility: Responsible for graphics design and use, operation and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling; 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. May train other personnel in proper use of computer graphic equipment. May troubleshoot computer equipment problems and perform minor preventive maintenance.

Education: High School diploma or equivalent.

ETI-28 Graphics/Design Specialist II

Minimum/General Experience: Must have five years experience with developing graphics/artistic presentations for publications, documents and/or web-enabled information design. Use of commercial automated word processing and graphics applications. Experience with desktop publishing systems is required.

Functional Responsibility: Responsible for graphics design and use, operation and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling; 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. May train other personnel in proper use of computer graphic equipment. May troubleshoot computer equipment problems and perform minor preventive maintenance. Works on intermediate to complex projects independently and has thorough knowledge of graphics systems and graphics application packages including: desk top publishing, CAD, GIS, design packages, HTML, multimedia and other graphics applications. Trains other personnel in proper use of computer graphic equipment. Troubleshoots computer equipment problems and performs minor preventive maintenance

Education: Associate degree or certificate in associated field.

ETI-29 Web Enablement Specialist I

Minimum/General Experience: Requires at least two years experience in Web design. Also requires knowledge of the principles, methods, and techniques used in Web design. Requires strong navigation and site-design instincts. Experience in management, and understanding of web technologies. Requires understanding of web-based technologies and thorough knowledge of HTML, PhotoShop, Illustrator, and/or other design-related applications.

Functional Responsibility: Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and Javascript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Support team to integrate web applications with backend databases and deploy large web-based transaction systems using application servers.

Education: Associate degree or certificate in associated field.

ETI-30 Web-enablement Specialist II

Minimum/General Experience: Requires at least four years experience in Web design. Also requires knowledge of the principles, methods, and techniques used in Web design. Requires strong navigation and site-design instincts. Experience in management, and understanding of web technologies. Requires understanding of web-based technologies and thorough knowledge of HTML, PhotoShop, Illustrator, and/or other design-related applications.

Functional Responsibility: Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and Javascript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds and coordinates the integration of new products per production and client requirements.

Education: Associate degree or certificate in associated field.

ETI-31 Web-enablement Specialist III

Minimum/General Experience:

Requires at least six years intensive and progressive experience experience, with three years' experience in software development, installation, and modification in an online environment.of which at least two years must include technical leadership experience and at least four years' experience in software development, installation, and modification in an online environment. Also requires knowledge of the principles, methods, and techniques used in Web design. Requires strong navigation and site-design instincts. experience in management, and understanding of web technologies. Requires understanding of web-based technologies and thorough knowledge of HTML, PhotoShop, Illustrator, and/or other design-related applications.

Functional Responsibility: Designs and develops well-integrated and cost-effective solutions for internal and external Webs; works closely with client project managers and technical leaders to understand customers' business objectives and systems requirements; designs and develops Web infrastructures; designs and implements an intranet strategy for authorization of users to access controlled components; designs relational databases to perform well logically and physically for decision support; coordinates enhancements and maintenance of Web systems and sites; provides recommendations for server operating systems, hardware requirements and encryption standards for communications to and from secure servers; provides technical advice and expertise to Webmasters and Web developers in the installation, acceptance testing, and evaluation of newly released and beta software; may serve as a functional/technical team or task lead. Responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. May provide role of onsite administrator, responsible for achieving overall technical integrity of organization's website. Maintains and upgrades hardware and software including website technical architecture related to hardware and telecommunication connectivity. Monitors site for acceptable performance and user accessibility. Establishes backups and monitors site security.

Education: Bachelor degree in a related field.

ETI-32 Training & Instructional Specialist I

Minimum/General Experience: Must have three years experience developing and implementing training programs in educational psychology, industrial/organizational psychology, testing, psychometrics, or instructional media/technology. Also requires knowledge of the principles, methods, and techniques used in analysis and assessment as well as the use and application of related off-the-shelf tools.

Functional Responsibility: Designs and develops assessment instruments and/or strategies to meet training requirements; conducts analysis of training requirements (needs, job, task analysis); interviews subject matter experts or incumbents to collect information; develops relevant and measurable assessment criteria, standards, and methodologies; designs reliable and valid assessment materials; gathers data and compiles information into documents related to assessment. Organizes, prepares, and conducts complex training and educational programs for information systems or user personnel. Maintains records of training activities, employee progress, and program effectiveness. Competent to work at mid to high level of all phases of information systems training. Must be able to develop and implement training programs and serve as technical task/project lead for intermediate and/or short term to long term training programs. May supervise the work of lower level technical support personnel.

Education: Associate degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in course development, training development/instructional design is closely related to the work to be completed and/or in a computer science, information system, a physical science, engineering or a mathematics - intensive discipline, or an applicable training certificate from an accredited training institution.

ETI-33 System Security Specialist I

Minimum/General Experience: Must have a minimum of four years experience in information security/Information Assurance (IA) experience. Must have experience in security administration, evaluation of security/Information Assurance product capabilities, assessment and policy development. Must have a solid understanding of federal information security/assurance policies, standards and regulations.

Functional Responsibility: Analyzes and defines security requirements for a variety of computer and telecommunications issues. Designs, develops, engineers, and implements solutions to requirements. Gathers and

organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs. Performs risk analyses which also include risk assessment. Develops, analyzes, and implements security architecture(s) as appropriate. Gathers and organizes technical information about an organization's mission goals and needs, IT infrastructure and existing security/IA products. Assists in developing security/IA policies, procedures and standards. Responsibilities will include working with the customer to minimize risks and assess and secure networks.

Under limited supervision, performs all procedures necessary to ensure the safety of the organization's website and transactions across the internet. Applies Internet Firewall technologies to maintain security. Ensure that the user community understands and adheres to necessary procedures to maintain security.

Provides technical knowledge and analysis of information assurance, to include applications; operating systems; Internet and Intranet; physical security; networks; risk assessment; critical infrastructure continuity and contingency planning; emergency preparedness; security awareness and training. Provides analysis of existing system's vulnerability to possible intrusions, resource manipulation, resource denial and destruction of resources. Provides technical support and analysis to document organizational information protection framework, and supports policy and procedures preparation and implementation.

Provides customer support in solving low-level information assurance-related technical problems. Conducts systems security analysis and implementation, testing, configuration management, and testing of information assurance products and techniques. Solutions are based on a firm understanding of government/industry policy, practices, procedures, customer requirements, and emerging security technologies and future trends in support of information system and network security.

Education: Bachelor degree or certification in related field.

ETI-34 System Security Specialist II

Minimum/General Experience: Must have a minimum of seven years experience in information security/Information Assurance (IA) experience. Must have experience in security administration, evaluation of security/Information Assurance product capabilities, assessment and policy development. Must have a solid understanding of federal information security/assurance policies, standards and regulations.

Functional Responsibility: Analyzes and defines security requirements for a variety of computer and telecommunications issues. Designs, develops, engineers, and implements solutions to requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs. Performs risk analyses which also include risk assessment. performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. 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. Gathers and organizes technical information about an organization's mission goals and needs, IT infrastructure and existing security/IA products. Assists in developing security/IA policies, procedures and standards. Responsibilities will include working with the customer to minimize risks and assess and secure networks.

Under limited supervision, performs all procedures necessary to ensure the safety of the organization's website and transactions across the internet. Applies Internet Firewall technologies to maintain security. Ensure that the user community understands and adheres to necessary procedures to maintain security. Provides technical knowledge and analysis of information assurance, to include applications; operating systems; Internet and Intranet; physical security; networks; risk assessment; critical infrastructure continuity and contingency planning; emergency preparedness; security awareness and training. Provides analysis of existing system's vulnerability to possible intrusions, resource manipulation, resource denial and destruction of resources. Provides technical support and analysis to document organizational information protection framework, and supports policy and procedures preparation and implementation.

Provides customer support in solving low-level information assurance-related technical problems. Conducts systems security analysis and implementation, testing, configuration management, and testing of information assurance products and techniques. Solutions are based on a firm understanding of government/industry policy, practices, procedures, customer requirements, and emerging security technologies and future trends in support of information system and network security.

Education: Bachelor degree or certification in related field.

ETI-35 IV&V & Performance Specialist I

Minimum/General Experience: Must have at least two years related experience with Independent Validation and Verification (IV&V), system configuration and software engineering; two years must be specialized. Specialized experience includes: Configuration Management, IV&V, software testing and integration, software metrics and their application to software quality assessment. General experience includes increasing responsibilities in quality assurance, quality control and IV&V.

Functional Responsibility: Assists in the review and evaluation of software products and systems to ensure adherence to customer quality standards and compliance with any regulatory standards; develops software/systems testing procedures and conducts tests; analyzes and documents IV&V issues; presents IV&V results; and troubleshoots technical problems; makes recommendations to improve overall quality. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle.

Education: Bachelor degree; preferably in computer science or related field.

ETI-36 IV&V & Performance Specialist II

Minimum/General Experience: Must have at least eight years related experience with Independent Validation and Verification (IV&V), system configuration and software engineering; four years must be specialized. Specialized experience includes: Configuration Management, IV&V, software testing and integration, software metrics and their application to software quality assessment. General experience includes increasing responsibilities in quality assurance, quality control and IV&V.

Functional Responsibility: Organizes and maintains all quality assurance and IV&V documentation required. Responsible for ensuring compliance with recognized standards and practices. Reviews all documentation for completeness, accuracy, and correctness. Supports the test and integration personnel as a witness to testing requirements; presents IV&V results and troubleshoots technical problems; makes recommendations to improve overall quality. Certifies that deliverables have met all quality requirements

Education: Bachelor degree; preferably in computer science or related field.

ETI-37 Architectural/System Specialist I

Minimum/General Experience: Requires, high level of diverse technical experience related to studying and analyzing systems needs, systems development, systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically requires five years specialization in particular software or business application utilized in an end user environment.

Functional Responsibility: Under general direction, serves as subject matter expert associated with content, processes, and procedures associated with enterprise applications. Applies functional knowledge to design and customize workflow systems that provide seamless integration for enterprise level systems. Writes functional requirements, develops test plans, and works with production issues. Supports and assists in the preparation, review and consolidation of corporate, regional, subsidiary and/or divisional information systems budgets and business plans. Ensures adherence to budgets and business plans through periodic review of financial reports and capital appropriation requests. May be responsible for developing, implementing and enforcing policies, standards and methodologies. May be responsible for hardware contract administration and/or outsourcing contract administration and service levels, including negotiation of contract provisions, interface with legal department and maintenance of appropriate documentation. May oversee information systems personnel administration, including selection, training and personnel development. May be responsible for information systems security. May provide programming in ERP client/server enterprise application. May design and develop all aspects of data conversion. May build application tables, panels, and reports. May code individual modules and complex functions. May develop application tables, panels, and reports for projects. May be responsible for software, integration and external interface development. May troubleshoot and resolve testing issues and be responsible for technical documentation.

Education: Bachelor degree computer science, information systems, engineering, scientific or a mathematics-intensive discipline.

ETI-38 Architectural/System Specialist II

Minimum/General Experience: Requires, high level of diverse technical experience related to studying and analyzing systems needs, systems development, systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically

requires ten years specialization in particular software or business application utilized in an end user environment.

Functional Responsibility:

Applies business and/or architectural expertise with regard to ensuring functional business requirements and process issues are resolved using comprehensive enterprise applications solution sets. Duties could include the following: works with senior managers to identify and solve functional area issues, design business area solutions, develop conceptual business models, translate functional area business requirements into technical requirements, and support the design and implementation of enterprise application solution sets (such as those provided by ERP products). Plans or generates data bases and/or data models that are the results of business systems planning and data requirements planning. Provides the future business strategies as seen from a data point of view for the systems development and data base administration groups. Analyzes the enterprise information system baseline and perform a “gap analysis” between the baseline, the user operational requirements and the operating capability of enterprise application product sets. Establishes requirements associated with the “gap analysis” to develop enterprise wide systems that support organizational goals and missions. The Design Architecture includes the entire application, database, interfaces and communications infrastructure necessary to provide for present and future operational needs. Generates business architecture alternatives that address the technology and industry trends affecting enterprise solution sets. Reviews all implementation and support activities and provides technical direction to the programming functions. Supports technical design reviews, enterprise approach validations, and work product assessments. Supports the delivery of technical and business solutions based upon enterprise applications (ERP products based), and working independently to develop enterprise-based programs of medium to high complexity. Activities include the development, integration and deployment of enterprise solutions. Supports enterprise applications programming, workshops, documentation, training and user support. Produces business solution models, technical work products, unit-tested code, instructional courseware, data structures, user interfaces, documentation and enhanced logical processes that will effectively utilize enterprise applications. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks. Activities related to the enterprise resource planning and management processes, including but not limited to: knowledge management, investment analysis, data warehousing, e-commerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, information dissemination, planning to encompass the strategy, architecture and methodology for an enterprise modernization effort; selection, implementation and measure of packaged solutions for enterprise modernization; complete integration of applications with target data and defined processes.

Education: Bachelor degree in computer science, information systems, engineering, scientific or a mathematics-intensive discipline.

ETI-39 Integration Specialist I

Minimum/General Experience: Three years experience, of which at least two years must be specialized in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: two years’ experience in the implementation of information engineering projects and experience in systems analysis; design and programming using CASE and IE tools and methods. Two years business/functional experience is desirable, to support the business modeling activities. Must demonstrate the ability to work independently or under only general direction. Received certification level training in proprietary product network operating systems (voice and/or data) or integration tools and at least one year experience in computer system/network engineering and/or technical subject specialization, or; 4 or more years experience in computer system/network engineer and/or technical subject specialization. Two more years experience within a specific field of technology related to computer systems integration/network integration administration or security and/or a specific technical subject specialization.

Functional Responsibility: Under general direction, assists in the planning, design and implementation of major systems. Assists in the assessment and optimization of network and system design through review and assessment of user needs, conducts feasibility studies for large projects, develops requests for proposal, evaluates vendor products and makes recommendations on selection. Assists in long-term strategic planning to ensure network and major applications/systems’ capacity meets current and future network requirements including planning for remote hardware and communications facilities; development and implementation of methodologies for system analysis, installation and support. Defines and develops methodology to ensure compatibility of all software and hardware products at each facility. Provides ongoing coordination in the analysis, acquisition and installation of remote hardware and software. The individual provides support for day-to-day as well as long-range program planning and

processes. Activities require innovative approaches, an effective understanding of program requirements, and the capability to interpret, integrate, and disseminate large volumes of information. Also provide support to technical and program management in the direction, preparation, and coordination of management plans, budgets, and schedules. This individual may perform duties related to the production, collection and analysis of samples, surveys and data.

Education: Bachelors in Computer Science, Math or Engineering

ETI-40 Integration Specialist II

Minimum/General Experience: Five years experience, of which at least two years must be specialized in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: two years' experience in the implementation of information engineering projects and experience in systems analysis; design and programming using CASE and IE tools and methods. Two years business/functional experience is desirable, to support the business modeling activities. Must demonstrate the ability to work independently or under only general direction. Received certification level training in proprietary product network operating systems (voice and/or data) or integration tools and at least one year experience in computer system/network engineering and/or technical subject specialization, or; 4 or more years experience in computer system/network engineer and/or technical subject specialization. Two more years experience within a specific field of technology related to computer systems integration/network integration administration or security and/or a specific technical subject specialization.

Functional Responsibility: Under general direction, assists in the planning, design and implementation of major systems. Assists in the assessment and optimization of network and system design through review and assessment of user needs, conducts feasibility studies for large projects, develops requests for proposal, evaluates vendor products and makes recommendations on selection. Assists in long-term strategic planning to ensure network and major applications/systems' capacity meets current and future network requirements including planning for remote hardware and communications facilities; development and implementation of methodologies for system analysis, installation and support. Defines and develops methodology to ensure compatibility of all software and hardware products at each facility. Provides ongoing coordination in the analysis, acquisition and installation of remote hardware and software. The individual provides support for day-to-day as well as long-range program planning and processes. Activities require innovative approaches, an effective understanding of program requirements, and the capability to interpret, integrate, and disseminate large volumes of information. Also provide support to technical and program management in the direction, preparation, and coordination of management plans, budgets, and schedules. This individual may perform duties related to the production, collection and analysis of samples, surveys and data.

Education: Bachelors in Computer Science, Math or Engineering

ETI-41 Integration Specialist III

Minimum/General Experience: Must have at least eight years' experience, of which at least five must be specialized in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming using CASE and IE tools and methods and three to five years of business or functional experience. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: 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. Work 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. 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. Operates with a significant degree of autonomy. Provides support for day-to-day as well as long-range program planning and processes. Activities require innovative approaches, a broad understanding of program requirements, and the capability to interpret, integrate, and disseminate large volumes of information. Provides support to technical and program management in the direction, preparation, and coordination of proposals,

management plans, budgets, and schedules. Utilizes problem solving techniques and performs overall strategic, tactical and operational planning. Develops and follows established procedures and maintains contacts to ensure conformance to customer requirements and/or regulations and standards.

Education: Bachelors in Computer Science, Math or Engineering

ETI-42 System/Network Administrator I

Minimum/General Experience: Usually requires a minimum of three years experience in data communications troubleshooting, network control activities, or administrating UNIX or open systems-compliant systems. Also requires knowledge of the technologies, tools, and equipment used in telecommunications systems support. May require certification of a specific application, depending on job assignment.

Functional Responsibility: Assists in monitoring and responding to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques, and information systems, network operations, network management and any ancillary IT support functions. May provide LAN server support. May assist with installation of terminals and associated hardware. Requires knowledge of data scopes, patch panels, modems, concentrators, and associated terminals and network management control activities. Designs, installs, modifies and maintains local area networks (LANs). Responsible for troubleshooting and making necessary adjustments in network operating system, software and hardware. Works with other staff to design, develop, install, test, debug, modify and maintain distributed processing databases on the LAN.

Education: High level certification.

ETI-43 System/Network Administrator II

Minimum/General Experience: Usually requires a degree and a minimum of three years experience in data communications troubleshooting, network control activities, or administrating UNIX or open systems-compliant systems. Must have two years experience in computer/network operations, equipment/network maintenance, and configuration upgrading or specialized workstation operation activities. Also requires knowledge of the technologies, tools, and equipment used in telecommunications systems support. May require certification of a specific application, depending on job assignment.

Functional Responsibility: Monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. May assist with installation or terminals and associated hardware. May provide LAN server support. Requires strong knowledge of PC/LAN communications hardware/software, in a multi-protocol environment, and network management software. May assist with installation of terminals and associated hardware. Requires knowledge of data scopes, patch panels, modems, concentrators, and associated terminals and network management control activities. Designs, installs, modifies and maintains local area networks (LANs). Responsible for troubleshooting and making necessary adjustments in network operating system, software and hardware. Works with other staff to design, develop, install, test, debug, modify and maintain distributed processing databases on the LAN. Responsible for information systems and network operations, network management and any ancillary IT support functions--assists with the installation and configuration of computer hardware; provides end-user software troubleshooting and support; provides network troubleshooting and support; diagnoses hardware, software and operator problems and corrects them as instructed; participates in the development of IT infrastructure processes; may provide end-user training. Performs routine tasks involved in the installation, maintenance, and repair of voice, data, and video communications systems; assists in the maintenance of telecommunications equipment and/or the installation, rearrangement, and removal of equipment and associated wiring; assists in the testing, location, and repair of equipment problems associated with trouble calls and performs routine maintenance; assists in testing and adjusting equipment as necessary; provides training and technical support to users.

Education: Bachelor degree in computer science or related field.

ETI-44 IT Tech/Analyst I

Minimum/General Experience: Two years of experience in functional or IT analysis/support of subject matter closely related to the work to be accomplished.

Functional Responsibility: Assists in IT analysis, design, development, integration, documentation, and implementation. Performs general low priority and maintenance tasks. Receives work direction from supervisor on work priorities and daily assignments. May work on simple applications or support issues.

Education: High school graduate or equivalent.

ETI-45 IT Tech/Analyst II

Minimum/General Experience: Two years of progressive experience in functional or IT analysis/support of subject matter closely related to the work to be accomplished.

Functional Responsibility: Assists in IT analysis, design, development, integration, documentation, and implementation. Performs general low priority and maintenance tasks. Receives work direction from supervisor on work priorities and daily assignments. May work on simple applications or support issues.

Continuously observes operations; assists in performing back-ups; routes error messages to appropriate personnel; manipulates controls to rearrange sequence of job steps to continue operations when individual units of the system malfunction; confers with software engineering or programming personnel in the event errors require a change of instructions or sequence of operations. May supervise other computer operators or support personnel.

Education: Associate degree in related field.

ETI-46 Quality Specialist I

Minimum/General Experience: Two years experience with the planning, organization, and control of quality procedures for complex projects. Has familiarity with current and emerging technologies. Must have strong interpersonal, written, and verbal communication skills and a clear understanding of process flow.

Functional Responsibility: Under general supervision carries out procedures to ensure that all information systems, products and services meet minimum organization standards and enduser requirements. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements.

Education: Bachelor degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable training certificate from an accredited institution.

ETI-47 Quality Specialist II

Minimum/General Experience: Six years experience with the planning, organization, and control of quality procedures for complex projects. Has experience with current and emerging technologies. Also requires prior experience and knowledge of quality systems and specialized requirements/standards, such as ISO-9001. Must have strong interpersonal, written, and verbal communication skills and a clear understanding of process flow.

Functional Responsibility: Responsible for development and implementation of procedures to ensure that all information systems, products and services meet minimum organization standards and enduser requirements. Documents and works to resolve all problems. Responsible for verifying that each functional component of the project follows a defined process which is in conformance with contractual requirements. Reports findings to project staff, line management of the organization, and the customer, as appropriate. Provides an independent assessment of how the project's process is being implemented relative to the defined process and recommends methods to optimize the organization's process. Performs workflow analysis and recommends quality improvements. May supervise other QA personnel and act as task/team lead for intermediate projects.

Education: Bachelor degree in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable training certificate from an accredited institution.

ETI-48 Help Desk Support Staff I

Minimum/General Experience: Two years of experience in end user and systems support.

Functional Responsibility: Under general direction of the Help Desk Manager, is responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution and follow-up steps. Requires experience and understanding of MIS environment. Is able to resolve less complex problems immediately, while more complex problems are assigned to second level support or supervisor. Typically involves use of problem management database and help desk system. May provide guidance/training for less experienced personnel. Under immediate direction of the Help Desk Manager or senior help desk personnel, 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 second level support, senior operator or supervisor.

Education: High school graduate or equivalent.

ETI-49 Help Desk Support Staff II

Minimum/General Experience: Must have at least two years directly related experience in help desk or network support. Also requires thorough knowledge of the principles, methods, and techniques used in network troubleshooting and support as well as modems, data scopes, patch panels, concentrators, associated terminals, and network management software. Knowledge of or certification in one or more specific applications or processes may be required, depending on job assignment.

Functional Responsibility: Has overall responsibility for help desk staff and the activities associated with the identification, prioritization, and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Assigns personnel to various operations and directs their activities; reviews and evaluates their work and prepares performance reports. May provide guidance/training for less experienced personnel.

Education: Certification related to field.

ETI-50 Database Analyst/Modeler I

Minimum/General Experience: Requires three years experience and knowledge of database modeling and analysis tools and standards.

Functional Responsibility: In direct support of consultant evaluation efforts, performs analysis of database production and redesigns workflow as necessary to ensure data viability for management use. Confers with consultants to determine requirements and applies knowledge to determine feasibility of projects. Maintains current knowledge and recommends improvements to operation efficiency.

Education: Bachelors degree in a related field or high level certification.

ETI-51 Database Analyst/Modeler II

Minimum/General Experience: Requires eight years experience and knowledge of database modeling and systems analysis tools and standards.

Functional Responsibility: In direct support of consultant evaluation efforts, performs analysis of database production and redesigns workflow as necessary to ensure data viability for management use. Confers with consultants to determine requirements and applies knowledge to determine feasibility of projects. Maintains current knowledge and recommends improvements to operation efficiency. Provides highly technical expertise and guidance in the design, implementation, operation and maintenance of database management systems (DBMS). Evaluates and recommends available DBMS products after matching requirements with system capabilities. Determines file organization, indexing methods, and security procedures for specific applications. Controls the design and use of databases. Controls the global view of databases, controls the access to the databases, assures the safekeeping of the databases (from accidental or intentional damage or loss), and monitors the use of databases. Must be capable of defining all required database administration policies, procedures, standards, and guidelines. Is an authority on the design of databases and the use of database management systems. Evaluates and recommends available DBMS products after matching requirements with system capabilities. Prepares and delivers presentations on DBMS concepts. May act as team lead and manage junior staff.

Education: Bachelors degree in a related field.

ETI-52 Database Consultant I

Minimum/General Experience: Requires at least four years directly related experience in the design, maintenance, and coding of databases. Also requires knowledge of the principles, methods, and techniques used in all phases of database development, coding, and design, including business analysis, event modeling, logical and physical database design, data access analysis and design, DBMS optimization, archive and recovery strategy, load strategy design and implementation, security, and change management.

Functional Responsibility: Participates in the design, maintenance, enhancement, and coding of relational databases; analyzes and determines information needs and elements, data relationships and attributes, data flow and storage requirements, and data output and reporting capabilities; assists on developing data modeling and participates in data acquisition and access analysis and design, and archive, recovery, and load strategy design and implementation; coordinates new data development ensuring consistency and integration with existing data warehouse structure; reviews requests for data and data usage, researches data sources for new and better data feeds; participates in continuous improvement efforts in enhancing performance and providing increased functionality; assists with the development of screens and queries; tests designed applications; assists with upgrades and maintenance of hardware

and software; maintains current knowledge of relevant hardware and software applications as assigned; participates in special projects as required.

Education: Bachelors degree in a related field or high level certification.

ETI-53 Database Consultant II

Minimum/General Experience: Requires at least eight years directly related experience in the design, maintenance, and coding of databases. Also requires knowledge of the principles, methods, and techniques used in all phases of database development, coding, and design, including business analysis, event modeling, logical and physical database design, data access analysis and design, DBMS optimization, archive and recovery strategy, load strategy design and implementation, security, and change management

Functional Responsibility: Designs, maintains, enhances, and codes relational databases; analyzes and determines information needs and elements, data relationships and attributes, data flow and storage requirements, and data output and reporting capabilities; develops data modeling and is responsible for data acquisition and access analysis and design, and archive, recovery, and load strategy design and implementation; coordinates new data development ensuring consistency and integration with existing data warehouse structure; reviews business requests for data and data usage, researches data sources for new and better data feeds; participates in continuous improvement efforts in enhancing performance and providing increased functionality; designs data structures to accommodate database production, storage, maintenance, and accessibility; develops screens and queries; tests designed applications; may perform upgrades and maintenance of hardware and software; provides technical support and guidance to users; maintains current knowledge of relevant hardware and software applications as assigned; may serve as team or technical task lead and provide guidance and training to lower-level staff; participates in special projects as required. Provides highly technical expertise and guidance in the design, implementation, operation and maintenance of database management systems (DBMS). Evaluates and recommends available DBMS products after matching requirements with system capabilities. Determines file organization, indexing methods, and security procedures for specific applications. Controls the design and use of databases. Controls the global view of databases, controls the access to the databases, assures the safekeeping of the databases (from accidental or intentional damage or loss), and monitors the use of databases. Must be capable of defining all required database administration policies, procedures, standards, and guidelines. Is an authority on the design of databases and the use of database management systems. Evaluates and recommends available DBMS products after matching requirements with system capabilities. Prepares and delivers presentations on DBMS concepts.

Education: Bachelors degree in a related field.

ETI-54 Programmer/Analyst I

Minimum/General Experience: Must have at least three years experience in the computer programming field.

Functional Responsibility: Under immediate supervision, modifies applications programs from detailed specifications. Codes, tests, debugs, documents and maintains those programs. This level is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in applications programming. Tests assigned software units to ensure accurate design; evaluates, reports, and corrects any discrepancies found during the testing process; makes software changes when needed; codes programs to improve program effectiveness and efficiency; works with customers/clients to identify and solve programming problems; creates, modifies, and maintains new software applications as assigned; troubleshoots various software products to determine source of errors; prepares and updates operating procedures, specifications, and other documentation of various software products; may assist in the design and development of computer-based and/or multimedia courseware for customer training initiatives; installs software products on computer hardware.

Education: Bachelor degree in computer science or related field.

ETI-55 Programmer/Analyst II

Minimum/General Experience: Must have at least five years experience in the computer programming field.

Functional Responsibility: Depending on the job assignment, knowledge of or certification in specific applications or processes may be required in the following areas: Web technologies, design technologies, specific programming languages, authoring languages and systems, and Modeling and Simulation (M&S) technologies, processes, and tools. Generates new code and corrects, converts, and/or modifies existing code to meet documented standards; designs new and/or redesigns and maintains existing software products; identifies client needs and requirements based on evaluation of client documentation and interviews; performs data and technical analysis; performs a variety

of testing procedures on assigned products, analyzes test results, and corrects problems; prepares test scripts and descriptions and examines to locate necessary modifications; analyzes and modifies program specifications and documentation to support contract requirements; may design and develop computer-based and/or multimedia courseware for customer training initiatives utilizing appropriate authoring languages, systems, animation and graphics software; provides customer support to clients and troubleshoots problems.

Education: Bachelor degree in computer science or related field.

ETI-56 Programmer/Analyst III

Minimum/General Experience: Requires at least seven years experience in the computer programming field. Depending on the job assignment, knowledge of or certification in specific applications or processes may be required in the following areas: Web technologies, design technologies, specific programming languages, authoring languages and systems, and Modeling and Simulation (M&S) technologies, processes, and tools.

Functional Responsibility: Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Competent to work at the highest technical level of all phases of applications programming activities. Participates in all phases of software development, including system design, analysis, architecture, and engineering; programs, designs, analyzes, codes, implements, and tests software applications, modules, and databases in various languages, performs process analyses in order to recommend improvements; performs system, network, and/or database administration, analysis, design, implementation, and testing; analyzes and documents client needs and requirements; provides technical support including providing technical solutions and training; writes, modifies, and maintains software documentation and specifications; may serve as a technical task or team lead.

Education: Bachelor degree in computer science or related field.

ETI-57 Software Engineer I

Minimum/General Experience: Requires at least four years directly related experience in software engineering, including the design, coding, testing, and documentation of computer programs. Also requires knowledge of the fundamental concepts, practices and procedures used in software engineering and applications and systems development.

Functional Responsibility: Participates in the design, development, analysis, and implementation of software operating systems and software application programs; works under general supervision; performs software operating systems and application engineering, including full life cycle design and development; works from specifications to develop and modify operating systems and software applications; participates in the design, coding, testing, debugging, and documentation of programs; participates in the definition of limited design specifications and parameters; assists engineers or analysts with the hardware/software integration of the application or utility into software operating systems; analyzes system architecture requirements; performs requirements acquisition and definition and data analysis; may customize purchased applications; performs technical and subject matter research on emerging technologies to determine impacts on application execution; analyzes and documents client needs and requirements; participates in the writing, modifying, and maintaining technical documentation and specifications such as user manuals, system documentation, and training materials; performs integration testing and support of various computer operating and/or network systems; troubleshoots and provides customer support for software operating system and application issues; maintains current knowledge of relevant hardware and software applications as assigned; participates in special projects as required.

Education: Bachelor degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline.

ETI-58 Software Engineer II

Minimum/General Experience: Requires at least eight years directly related experience in the design, writing, and testing of computer programs or database development. Also requires comprehensive knowledge of the principles, practices, and procedures used in all phases of full life cycle applications and systems development, engineering, programming, and analysis

Functional Responsibility: Participates in all phases of software operating systems and software application programs engineering, including design, analysis, and modeling at a highly technical level; Performs software operating systems and application engineering, including full life cycle application systems design and development; assesses system architecture and hardware limitations; defines and selects new concepts and approaches for the design, development, and implementation of software engineering applications; defines complex design

specifications and parameters; resolves complex hardware/software compatibility and interface design considerations; performs requirements acquisition and definition and data analysis; directs research on emerging technologies to determine impacts on application execution; performs systems modeling; may perform database analysis, design, implementation, and testing; writes, modifies, and maintains technical documentation and specifications such as user manuals, system documentation, and training materials; performs integration testing and support of various computer operating and/or network systems; troubleshoots and provides customer support for software operating systems and application issues; analyzes and documents client needs and requirements; serves as liaison with clients, participates in meetings to ensure client needs are met and may make client presentations; may serve as task or team lead, exercising leadership in either a technical role training other software engineers and implementing and enforcing established standards and technologies, or in a project coordination role leading tasks and assuming responsibility for the design, development, test and delivery of a software system or application.
Education: Bachelor degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline.

ETI-59 Applications Consultant I

Minimum/General Experience: Requires three years of related experience and working knowledge of one or more application languages. Must have experience in basic concepts, methods, and techniques. Must be competent in applying established procedures to routine problems.

Functional Responsibility: In direct support of consultant evaluation efforts, assists senior staff in their efforts to evaluate established practices and provide performance indicator milestones. Tests and documents senior staff's milestone implementations. Plans, develops, tests, and documents programs, working from detailed source data. Performs routine assignments that do not require skilled background experience but do require knowledge of established procedures and data requirements.

Education: Associate degree in a related field or in process of pursuing.

ETI-60 Applications Consultant II

Minimum/General Experience: Requires six years of related experience and expertise in applying standard procedures and detailed knowledge of pertinent subject matter in a variety of areas, a well-defined statistical problem, or other standardized operation or problem. Must be capable of evaluating established practices.

Functional Responsibility: In direct support of consultant evaluation efforts, evaluates established practices and provides performance indicator milestones. Applies judgment in devising program logic and in selecting and implementing standard procedures. Resolves problems and deviations. Supervises junior staff.

Education: Bachelor degree in a related field

ETI-61 Security Clerk

Minimum/General Experience: Requires at least one year of related experience in facilities security. Also requires knowledge of the practices, procedures, and processes of facilities security as well as knowledge of relevant laws, regulations, terms, conditions, and policies governing facilities security. Must have knowledge of word-processing, spreadsheet, or other relevant computer software. May require clearance and/or background check.

Functional Responsibility: Performs administrative functions involved with obtaining personal security clearances, ID pictures, building security passes, etc. Also responsible for classified document control, maintenance of computerized security clearance files as required. Maintains current knowledge of relevant security procedures and practices.

Education: High School diploma or equivalent.

ETI-62 IT Support I

Minimum/General Experience: Entry-level position. Work requires skill in typing; a knowledge of grammar, punctuation, and spelling; and ability to use reference guides and equipment manuals.

Functional Responsibility: Responsible for a wide range of operational support tasks that may include routine office equipment installation, operations and maintenance; obtaining and stocking supplies; recording and transcribing of data; billing assistance; collecting, organizing forms or other documents; mailing and shipping functions; and other routine task order and end-user support tasks.

Education: High school graduate or equivalent.

ETI-63 IT Support II

Minimum/General Experience: Requires three years of experience and skill in typing; knowledge of grammar, punctuation, and spelling; and the ability to use reference guides and equipment manuals. Must possess knowledge of specialized, technical, or scientific terminology and be familiar with office terminology and practices.

Functional Responsibility: Uses a knowledge of varied and advanced functions of different types of software and a knowledge of specialized or technical terminology to perform such duties as correcting function codes; adjusting spacing and formatting; and standardizing headings, margins, and indentations. May lead junior staff.

Education: High school graduate or equivalent.

ETI-64 IT Support III

Minimum/General Experience: Requires five years of experience and both a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to develop complex and detailed documents. Must be capable of working independently. Must be able to communicate orally and in writing with all levels of an organization as required. General experience in office automation developing, writing, proofreading, editing reports, proposal and documents in support of IT operations.

Functional Responsibility: Performs duties of a moderate to highly skilled nature, to include preparation of reports, maintenance of computer and paper files and responding to office inquiries. Develops complex, lengthy technical reports briefs, proposals, and other documents in support of a client's requirements that include tables, graphs, charts, or multiple columns. Uses different word processing packages and many different style macros or special command functions. Independently completes assignments and resolves problems. May assign work to junior staff. Interfaces with personnel to coordinate meetings, maintain logs, records and files, provides end-user support, and performs general administrative duties. Assists in budgetary, billing, and financial management.

Education: High school graduate or equivalent.

ETI-65 Data Entry/Validator I

Minimum/General Experience: Requires two years of related experience and a strong understanding of the concepts and principles of data management, transcribing procedures, and relevant data entry equipment. Requires one year of analytical experience, sound knowledge of fundamentals of data integrity, and the ability to interact and work as a productive team member. Must possess excellent organizational and interpersonal communication skills, both verbal and written. Must be able to adapt quickly to changing priorities and work requirements, learn quickly, troubleshoot work, and perform in a fast paced environment. Must have experience with word processing and spreadsheet software.

Functional Responsibility: Assists in ensuring the integrity of the data upon which consultant process improvement and strategic planning recommendations are based. Assists in all data validation related activities, including the evaluation of data standards and data consistency and quality. Assists in the identification and coordination of validation issues for data and related systems and ensures compliance using SOPs and established guidelines

Education: High school diploma or equivalent.

ETI-66 Technical Associate I

Minimum/General Experience: Entry level position, knowledge of using computer tools and basic office support applications to solve IT related problems.

Functional Responsibility: Under direct supervision, supports a variety of IT related projects, applications and issues. Refers problems arising from erroneous items, codes, or missing information to senior personnel.

Education: High school diploma or equivalent.

ETI-67 Technical Associate II

Minimum/General Experience: Two years using computer tools and basic office support applications to solve IT related problems.

Functional Responsibility: Under direct supervision, supports a variety of IT related projects, applications and issues. Refers problems arising from erroneous items, codes, or missing information to senior personnel.

Education: High school diploma or equivalent.

ETI-68 Technical Associate III

Minimum/General Experience: Three years using computer tools and basic office support applications to solve IT related problems.

Functional Responsibility: Under direct supervision, supports a variety of IT related projects, applications and issues. Refers problems arising from erroneous items, codes, or missing information to senior personnel.

Education: Associates degree or certification in related field.

ETI-69 Tech I

Minimum/General Experience: Requires one year experience. Also requires knowledge of the principles, methods, and techniques used in functional area(s), and knowledge of the associated equipment and systems used in assigned functional area(s).Support and implements all phases of engineering projects such as design, development, testing, modeling, simulating, training, and documentation.

Functional Responsibility: Performs basic work requiring application of standard techniques, procedures and criteria; analyzes problems and applies theoretical techniques to develop solutions; performs research; analyzes and organizes technical data and reports into summaries for management or customer review; prepares technical reports, manuals, and procedures; defines and describes tests to be performed; participates in test programs and prepares reports of test results; maintains records, prepares reports, and conducts analysis and investigation; participates in special projects as required.

Education: Associate degree in related field and/or applicable certificates.

ETI-70 Tech II

Minimum/General Experience: Requires three years experience. Also requires knowledge of the principles, methods, and techniques used in functional area(s), and knowledge of the associated equipment and systems used in assigned functional area(s).Support and implements all phases of engineering projects such as design, development, testing, modeling, simulating, training, and documentation.

Functional Responsibility: Performs basic work requiring application of standard techniques, procedures and criteria; analyzes problems and applies theoretical techniques to develop solutions; performs research; analyzes and organizes technical data and reports into summaries for management or customer review; prepares technical reports, manuals, and procedures; defines and describes tests to be performed; participates in test programs and prepares reports of test results; maintains records, prepares reports, and conducts analysis and investigation; participates in special projects as required.

Education: Associate degree in related field and/or applicable certificates.

ETI-71 Tech III

Minimum/General Experience: Requires Bachelor degree plus one year intensive and progressive experience. Also requires knowledge of the principles, methods, and techniques used in functional area(s), and knowledge of the associated equipment and systems used in assigned functional area(s).Support and implements all phases of engineering projects such as design, development, testing, modeling, simulating, training, and documentation.

Functional Responsibility: Performs basic work requiring application of standard techniques, procedures and criteria; analyzes problems and applies theoretical techniques to develop solutions; performs research; analyzes and organizes technical data and reports into summaries for management or customer review; prepares technical reports, manuals, and procedures; defines and describes tests to be performed; participates in test programs and prepares reports of test results; maintains records, prepares reports, and conducts analysis and investigation; participates in special projects as required.

Education: Bachelor degree in related field and/or applicable certificates.

**CHEROKEE NATION GOVERNMENT SOLUTIONS LLC's
AUTHORIZED GSA SCHEDULE CONTRACT PRICING**

<u>CLIN</u>	<u>Labor Category</u>	<u>Hourly GSA Rate</u>
ETI-01	Program Manager I	\$79.90
ETI-02	Program Manager II	\$109.66
ETI-03	Project Mgr/Task Lead I	\$74.18
ETI-04	Project Mgr/Task Lead II	\$118.09
ETI-05	Technical Principal I	\$102.80
ETI-06	Technical Principal II	\$259.42
ETI-07	Subject Matter Expert I	\$66.87
ETI-08	Subject Matter Expert II	\$95.04
ETI-09	Subject Matter Expert III	\$123.34
ETI-10	Business Analyst I	\$50.98
ETI-11	Business Analyst II	\$83.82
ETI-12	Business Analyst III	\$88.35
ETI-13	Procedure Specialist I	\$24.02
ETI-14	Procedure Specialist II	\$56.76
ETI-15	Procedure Specialist III	\$75.62
ETI-16	Procedure Specialist IV	\$102.80
ETI-17	SysAnalyst I	\$50.07
ETI-18	SysAnalyst II	\$83.88
ETI-19	Legacy System Analyst	\$91.44
ETI-20	CAD/Tech Drawing Consultant I	\$35.96
ETI-21	CAD/Tech Drawing Consultant II	\$44.10
ETI-22	CAD/Tech Drawing Consultant III	\$51.07
ETI-23	Documentation Specialist I	\$35.21
ETI-24	Documentation Specialist II	\$64.01
ETI-25	Technical Writer I	\$43.41
ETI-26	Technical Writer II	\$54.05
ETI-27	Graphics/Design Specialist I	\$33.41
ETI-28	Graphics/Design Specialist II	\$48.04
ETI-29	Web Enablement Specialist I	\$29.73
ETI-30	Web Enablement Specialist II	\$39.75

CLIN	Labor Category	Hourly GSA Rate
ETI-31	Web Enablement Specialist III	\$74.59
ETI-32	Training/Instructional Spec I	\$43.61
ETI-33	System Security Specialist I	\$65.23
ETI-34	System Security Specialist II	\$73.89
ETI-35	IV&V & Performance Spec I	\$55.70
ETI-36	IV&V & Performance Spec II	\$104.85
ETI-37	Architectural/System Specialist I	\$65.63
ETI-38	Architectural/System Specialist II	\$99.44
ETI-39	Integration Specialist I	\$55.70
ETI-40	Integration Specialist II	\$67.06
ETI-41	Integration Specialist III	\$80.80
ETI-42	System/Network Administrator I	\$42.67
ETI-43	System/Network Administrator II	\$59.41
ETI-44	IT Tech/Analyst I	\$29.73
ETI-45	IT Tech/Analyst II	\$41.50
ETI-46	Quality Specialist I	\$37.60
ETI-47	Quality Specialist II	\$78.15
ETI-48	Help Desk Specialist I	\$39.03
ETI-49	Help Desk Specialist II	\$45.62
ETI-50	Database Analyst/Modeler I	\$46.39
ETI-51	Database Analyst/Modeler II	\$67.74
ETI-52	Database Consultant I	\$44.98
ETI-53	Database Consultant II	\$91.44
ETI-54	Programmer/Analyst I	\$64.58
ETI-55	Programmer/Analyst II	\$71.08
ETI-56	Programmer/Analyst III	\$86.84
ETI-57	Software Engineer I	\$83.82
ETI-58	Software Engineer II	\$87.56
ETI-59	Applications Consultant I	\$38.26
ETI-60	Applications Consultant II	\$60.90
ETI-61	Security Clerk	\$32.16
ETI-62	IT Support I	\$21.44
ETI-63	IT Support II	\$32.52

CLIN	Labor Category	Hourly GSA Rate
ETI-64	IT Support III	\$41.15
ETI-65	Data Entry/Validator I	\$31.38
ETI-66	Technical Associate I	\$31.38
ETI-67	Technical Associate II	\$31.58
ETI-68	Technical Associate III	\$63.71
ETI-69	Tech I	\$26.69
ETI-70	Tech II	\$38.55
ETI-71	Tech III	\$40.73