

**AUTHORIZED FEDERAL ACQUISITION SERVICE  
INFORMATION TECHNOLOGY SCHEDULE PRICE LIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES**

**SIN 132-51 Information Technology Professional Services**

FPDS Code D301 IT Facility Operation and Maintenance  
FPDS Code D302 IT Systems Development Services  
FPDS Code D306 IT Systems Analysis Services  
FPDS Code D307 Automated Information Systems Design and Integration Services  
FPDS Code D308 Programming Services  
FPDS Code D310 IT Backup and Security Services  
FPDS Code D311 IT Data Conversion Services  
FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services  
FPDS Code D316 IT Network Management Services  
FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or  
Other Information Services (All other information services belong under Schedule  
76)  
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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

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

**Note 3:** This 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 performance by the publisher or manufacturer or one of their authorized agents.



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**Contract Number: GS-35F-0627N  
Period Covered by Contract: January 29, 2013 through January 29, 2018  
Pricelist current through Modification #PA-0014, dated March 4, 2016  
General Services Administration  
Federal Acquisition Service**

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

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

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**SPECIAL NOTICE TO AGENCIES: Small Business Participation**

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

For orders exceeding the 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.gsaadvantage.gov](http://www.gsaadvantage.gov)). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page ([www.gsa.gov/fas](http://www.gsa.gov/fas)) 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:**

**10551 Barkley Street, Ste. 400  
Overland Park, KS 66212**

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

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

**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 Contract  
Block 16: Data Universal Numbering System (DUNS) Number: 986451591  
Block 30: Type of Contractor: A.Small Disadvantage Business  
Block 31: Woman-Owned Small Business - No  
Block 37: Contractor's Taxpayer Identification Number (TIN): 58-2280715  
Block 40: Veteran Owned Small Business (VOSB): No

- 4a. CAGE Code: 1NP28
- 4b. Contractor has registered with the Central Contractor Registration Database.

**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	15 business days

- 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
- b. Quantity **None**
- c. Dollar Volume **None**
- d. Other Special Discounts (i.e. Government Education Discounts, etc.) **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:**

Not applicable under this scope of this contract

**10. Small Requirements:** The minimum dollar 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 for the following Special Item Numbers (SINs) is \$500,000:  
Special Item Number 132-51 - Information Technology Professional Services

**12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

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

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

**13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS**

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

**13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):**

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

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

**14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)**

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

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

## **16. GSA ADVANTAGE!**

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

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

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

## **17. PURCHASE OF OPEN MARKET ITEMS**

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. 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.

c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

## **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:

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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 or 132-9.

**23. SECTION 508 COMPLIANCE.**

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes \_\_\_

No \_\_\_

**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)**

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**1. SCOPE**

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

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

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

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

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

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

(1) Cancel the stop-work order; or

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

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

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

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

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

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

## **6. INSPECTION OF SERVICES**

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

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

## **9. INDEPENDENT CONTRACTOR**

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

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

### **a. Definitions.**

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

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

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

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

## **11. INVOICES**

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

## **12. PAYMENTS**

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

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

(1) The offeror;

(2) Subcontractors; and/or

(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

### **13. RESUMES**

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

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

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

### **15. APPROVAL OF SUBCONTRACTS**

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

### **16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING**

a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

**Refer to GSA IT Services and Pricing Section.**

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

PREAMBLE

**JMA Information Technology, Inc.** 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:

Joseph Melookaran

10551 Barkley Street, Ste. 400

Overland Park, KS 66212

913-722-3252

info@jmaitgov.com



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 or 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 customers 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.

**LABOR CATEGORY DESCRIPTIONS**

**CLIN 1 Project Manager - Intermediate**

Possesses a bachelor's degree or higher. PMI certification would be preferred. 7+ years of experience. 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. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

**CLIN 2 Project Manager - Senior**

Possesses a bachelor's degree or higher. PMI certification would be preferred. 10+ years of experience. 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. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

**CLIN 3 Applications Systems Programmer - Intermediate**

Possesses 3+ years of experience and a bachelor's degree or higher in Computer Science, Mathematics or other related fields. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents.

**CLIN 4 Applications Systems Programmer - Senior**

Possesses 5+ years of experience and a bachelor's degree or higher in Computer Science, Mathematics or other related fields. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents.

**CLIN 5 Business Process Consultant**

Responsible for complex systems process analysis, design, and simulation related to HSPD 12 implementations Has highest-level understanding of organization's business systems and industry requirements. Focus is on process analysis and reengineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones, and communicating these changes to impacted

HSPD12 implementation teams. Recommends and facilitates quality improvement efforts. May lead reengineering team and act as project manager.

**CLIN 6 Business Systems Analyst – Intermediate**

Possesses 5+ years of experience determines operational objectives by studying business functions; gathering information; evaluating output requirements and formats. Designs new computer programs by analyzing requirements; constructing workflow charts and diagrams; studying system capabilities; writing specifications. Improves systems by studying current practices; designing modifications. Recommends controls by identifying problems; writing improved procedures. Defines project requirements by identifying project milestones, phases, and elements; forming project team; establishing project budget. Monitors project progress by tracking activity; resolving problems; publishing progress reports; recommending actions. Maintains system protocols by writing and updating procedures.

**CLIN 7 Business Systems Analyst – Senior**

Possesses 8+ years of experience determines operational objectives by studying business functions; gathering information; evaluating output requirements and formats. Designs new computer programs by analyzing requirements; constructing workflow charts and diagrams; studying system capabilities; writing specifications. Improves systems by studying current practices; designing modifications. Recommends controls by identifying problems; writing improved procedures. Defines project requirements by identifying project milestones, phases, and elements; forming project team; establishing project budget. Monitors project progress by tracking activity; resolving problems; publishing progress reports; recommending actions. Maintains system protocols by writing and updating procedures.

**CLIN 8 Business Systems Specialist**

Possesses 2+ years of experience determines operational objectives by studying business functions; gathering information; evaluating output requirements and formats. Designs new computer programs by analyzing requirements; constructing workflow charts and diagrams; studying system capabilities; writing specifications. Improves systems by studying current practices; designing modifications. Recommends controls by identifying problems; writing improved procedures. Defines project requirements by identifying project milestones, phases, and elements; forming project team; establishing project budget. Monitors project progress by tracking activity; resolving problems; publishing progress reports; recommending actions. Maintains system protocols by writing and updating procedures.

**CLIN 9 Client/Server Network Architect**

9+ years of overall experience with 3 or more years of specific technology/architecture experience as well as evidence of technical skills such as knowledge of SUN platforms and operating systems, knowledge of Internet/Web Systems, ability to architect a Web Services Capability, knowledge of Secure Socket Layer Strategies/Issues, etc. as needed to satisfy requirements specified in an actual Statement of Work or Statement of Need. Conceptualizes, designs, and develops total system/product solutions for information technology and/or engineering/manufacturing processes.

**CLIN 10 Client/Server Support Analyst**

4+ years of overall experience with 3 or more years of specific technology/architecture experience as well as evidence of technical skills such as knowledge of SUN platforms and operating systems, knowledge of

Internet/Web Systems, ability to architect a Web Services Capability, knowledge of Secure Socket Layer Strategies/Issues, etc. as needed to satisfy requirements specified in an actual Statement of Work or Statement of Need. Conceptualizes, designs, and develops total system/product solutions for information technology and/or engineering/manufacturing processes.

**CLIN 11            Communications Analyst- Intermediate**

Possesses 3+ years of design and maintenance of transformation site on SharePoint. Content Editor-Newsletters, success stories, testimonials, quotes, announcements. Content writer of other collaterals. Present material to various teams as needed. Marketing programs for communicating the value of Transformation at Product Fairs, Tradeshows etc. (as needed)

**CLIN 12            Communications Analyst- Senior**

Possesses 8+ years of design and maintenance of transformation site on SharePoint. Content Editor-Newsletters, success stories, testimonials, quotes, announcements. Content writer of other collaterals. Present material to various teams as needed. Marketing programs for communicating the value of Transformation at Product Fairs, Tradeshows etc. (as needed)

**CLIN 13            Computer Operations Manager**

8+ year of related hands on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need. Five years of work experience can be substituted by an advanced degree. Resolves a variety of difficult operating problems (e.g., making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run requirements and developing unusual system configurations that will allow test programs to process without interfering with ongoing job requirements). In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures. Assist programmers, systems analysts, and subject matter specialists in resolving problems

**CLIN 14            Data Architect**

Possesses 8+ years of design and maintenance of transformation site on SharePoint. Content Editor-Newsletters, success stories, testimonials, quotes, announcements. Content writer of other collaterals. Present material to various teams as needed. technology/architecture experience as well as evidence of technical skills such as knowledge of SUN platforms and operating systems, knowledge of Internet/Web Systems, ability to architect a Web Services Capability, knowledge of Secure Socket Layer Strategies/Issues, etc. as needed to satisfy requirements specified in an actual Statement of Work or Statement of Need. Conceptualizes, designs, and develops total system/product solutions for information technology

**CLIN 15            Data Communications Managers – Planning and Implementation**

Possesses 9+ years of planning data transmission networks between participating agencies and central computer by determining appropriate additions to the existing system and appropriate new applications, considering overall impact on the system, cost effectiveness, and other related factors. Implements data transmission networks by arranging for the various telephone lines and vendors, supervising the installation, and testing the system. Maintains data communication systems by enhancing and changing software packages, providing technical support for interfaces with outside agencies. Evaluates data communications software by studying the impact on the network. The costeffectiveness, and the amount of service it provides for a department. Assists other systems analysts and designers in planning communications.

**CLIN 16      Data Entry Supervisor**

Possesses 4+ years of experience and a bachelor's degree or higher. Supervises all data entry activities. Assigns work to personnel and directs activities. Reviews and evaluates work and prepares performance reports. Frequently reports to a Computer Operations Manager or Production Control Supervisor.

**CLIN 17      Data Security Administration Manager**

8+ years of experience in information security technology and policy and procedure development. Analyzes and defines complex information security, automated information security (AIS), and/or computer security requirements. Designs, develops, engineers, and implements security solutions. Gathers and organizes technical information about an organization's mission, goals, and needs; existing security products; and ongoing programs. Develops, analyzes, and implements security architecture(s) as appropriate. Performs risk analysis and security audit services, develops analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures. Experience in one or more of the following areas are desired: digital signatures, encryption, public key and certification management, cross certification of public key systems, and directories. May provide daily supervision and direction to staff.

**CLIN 18      Data Security Analyst – Intermediate**

4+ years of experience in information security technology and policy and procedure development. Analyzes and defines complex information security, automated information security (AIS), and/or computer security requirements. Designs, develops, engineers, and implements security solutions. Gathers and organizes technical information about an organization's mission, goals, and needs; existing security products; and ongoing programs. Develops, analyzes, and implements security architecture(s) as appropriate. Performs risk analysis and security audit services, develops analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures. Experience in one or more of the following areas are desired: digital signatures, encryption, public key and certification management, cross certification of public key systems, and directories.

**CLIN 19      Data Security Analyst - Senior**

6+ years of experience in information security technology and policy and procedure development. Analyzes and defines complex information security, automated information security (AIS), and/or computer security requirements. Designs, develops, engineers, and implements security solutions. Gathers and organizes technical information about an organization's mission, goals, and needs; existing security products; and ongoing programs. Develops, analyzes, and implements security architecture(s) as appropriate. Performs risk analysis and security audit services, develops analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures.

**CLIN 20      Data Warehousing Administrator**

At least 5 years of related hands on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need. Performs as a Data

Warehouse Developer/Administrator on large-scale database management systems, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives. Possesses ability to assume increasing responsibilities in data mart information system design and management including spatial data modeling, GIS data management, GIS workflow modeling, Cloud Optimized Storage (COS) modeling, Storage as a Service design, infrastructure as a Service (IAAS) and Data Multi-tenancy data segregation modeling.

**CLIN 21      Data Warehousing Analyst**

At least 2+ years of related hands on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need. Performs as a Data Warehouse Developer/Administrator on large-scale database management systems, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives. Possesses ability to assume increasing responsibilities in data mart information system design and management including spatial data modeling, GIS data management, GIS workflow modeling, Cloud Optimized Storage (COS) modeling, Storage as a Service design, infrastructure as a Service (IAAS) and Data Multi-tenancy data segregation modeling.

**CLIN 22      Data Warehousing Programmer**

At least 8 years of related hands on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need. Performs as a Data Warehouse Developer/Administrator on large-scale database management systems, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives. Possesses ability to assume increasing responsibilities in data mart information system design and management including spatial data modeling, GIS data management, GIS workflow modeling, Cloud Optimized Storage (COS) modeling, Storage as a Service design, infrastructure as a Service (IAAS) and Data Multi-tenancy data segregation modeling.

**CLIN 23      Data Warehousing Project Manager**

At least 9+ years of related hands on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need. Performs as a Data Warehouse Developer/Administrator on large-scale database management systems, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives. Possesses ability to assume increasing responsibilities in data mart information system design and management including spatial data modeling, GIS data management, GIS workflow modeling, Cloud Optimized Storage (COS) modeling, Storage as a Service design, infrastructure as a Service (IAAS) and Data Multi-tenancy data segregation modeling.

**CLIN 24      Database Administrator**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields. Possesses required DBA certifications. Participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Typically requires two to four years of experience.

**CLIN 25      Database Administrator - Senior**

6+ years of experience with working knowledge of the requirements in the SOW. Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields. Possesses required DBA certifications. Participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data.

Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Typically requires two to four years of experience.

**CLIN 26 Database/Analyst Programmer - Intermediate**

4+ years of experience. Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields. Under general supervision, designs, implements and maintains moderately complex databases. Maintains database dictionaries and integration of systems through database design. Competent to work on most phases of database administration but may require some instruction and guidance in other phases. Requires two years experience in the field.

**CLIN 27 Database/Analyst Programmer - Senior**

6+ years of experience. Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields. Under general supervision, designs, implements and maintains moderately complex databases. Maintains database dictionaries and integration of systems through database design. Competent to work on most phases of database administration but may require some instruction and guidance in other phases. Requires two years experience in the field.

**CLIN 28 Database Manager**

At least 5 year of related hands on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need. Provides administration of all relational databases, database design, development, maintenance, security, and backup. Installs, configures, and maintains MS SQL Server, Oracle, DB2, Informix databases, database options, and database facilities. Must facilitate daily backup and recovery procedures. Enforces detailed user/group role security models and for adding and dropping database objects, performance tuning, and performance analysis. Should be able to provide detailed performance reporting on a daily basis, schedule database jobs, perform disaster recovery planning and implementation, and stored procedure creation and tuning. Train junior staff.

**CLIN 29 Disaster Recovery Administrator**

Responsible for coordinating the development of advance arrangements and procedures to ensure the organization can respond to a disaster so that the critical business functions can be resumed within a defined time frame, the amount of loss can be minimized, and any stricken facilities can be repaired or replaced as quickly as possible. This responsibility includes coordinating the design, development, maintenance, and exercising (testing) of the overall disaster recovery plans for each critical functional area of the organization. These disaster recovery plans must address three major elements of the recovery process: (1) the Emergency Response organization and procedures for reacting to and coordinating recovery efforts; (2) the Recovery Support procedures for restoring key organization resources; and (3) the Business Resumption procedures for the continuation of critical business processes.

**CLIN 30 Disaster Recovery Analyst**

Performs risk analysis for corporate functional areas to identify points of vulnerability and recommends disaster avoidance and reduction strategies. Provides guidance to and coordinates the efforts of staff members in the development of recovery procedures for key areas of the organization. Analyzes environmental and equipment configurations for critical corporate resources; recommends disaster avoidance measures and improved backup capabilities. Periodically reviews changes in corporate resources with the management of those areas to assure the effectiveness of the recovery procedures and backup capabilities.

**CLIN 31      Documentation Specialist - Intermediate**

Possesses an Associate's degree or higher with 2 years of relevant experience. Under general supervision, prepares and/or maintains systems, programming, and operations documentation, including user manuals. Maintains a current internal documentation library. Competent to work on most phases of documentation.

**CLIN 32      Documentation Specialist - Senior**

Possesses an Associate's degree or higher with 5 years of relevant experience. Under general supervision, prepares and/or maintains systems, programming, and operations documentation, including user manuals. Maintains a current internal documentation library. Competent to work on most phases of documentation.

**CLIN 33      Electronic Data interchange (EDI) Manager**

6+ years of experience oversees staff responsible for design and development of EDI application interfaces and maps. Develops and implements an EDI strategy to support organizational initiatives. Manages and leads the EDI project including documentation, quality assurance, implementation support, and workflow management. Requires a bachelor's degree in area of specialty and at least 7 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected.

**CLIN 34      Electronic Data interchange (EDI) Specialist**

2+ years of experience develops and implements an EDI strategy to support organizational initiatives. Manages and leads the EDI project including documentation, quality assurance, implementation support, and workflow management. Requires a bachelor's degree in area of specialty and at least 7 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others

**CLIN 35      ERP Business Analyst - Intermediate**

2 years of experience in the planning, design, development, implementation and support of various ADP and telecommunications software programs. Must be experienced in program, financial, and resources management, logistics support and acquisition/development of computer systems and equipment. Must have demonstrated experience in planning, monitoring and tracking activities The Intermediate Business Analyst will work to define systems strategies and specifications tailored to meet business requirements. This position will provide program management of individual or major tasks of contracts. Directs systems analysis and design in the development, implementation and documentation of various in-house and/or onsite client based customized software programs.

**CLIN 36      ERP Business Analyst – Senior**

3 years of experience in program, financial, and resources management, logistics support and acquisition/development of computer systems and equipment. Must have demonstrated experience in planning, monitoring and tracking contract activities. Must be experienced in writing technical requirements and providing said requirements to the developers. Bachelor's degree in Computer Science, Information Systems, Engineering. The Business Analyst Senior will work closely with business and functional personnel to evaluate business drivers and technology requirements, and defines systems strategies and specifications tailored to meet requirements. The Business Analyst will act as a primary point of contact with the customer on behalf of the application development organization. This position will direct systems analysis and design in the development, implementation, and documentation of various in-house and/or on-site client based customized software programs.

**CLIN 37      ERP Programmer**

3 years of experience in analysis, design, development, testing, and implementation of applications. Candidate should have good written and verbal communication skills, and should be able to work efficiently individually or in a team environment. Bachelor's degree in Computer Science, Information Systems, Engineering. The ERP Programmer will build client/server enterprise application tables, panels, and reports. This position will convert data, develop code,

and create and execute unit tests. The ERP Programmer will troubleshoot and resolve testing issues. This position will be responsible for requirements analysis and design specifications as well as for coding individual modules and functions. This position will also be responsible for technical documentation verification and installation testing as well as for software integration and external interface development

**CLIN 38            GIS Engineer - I**

2 years or more designing, development and maintenance of Technical Information System & Geographical Information Systems application's business user requirements. Implement and deploy business solutions. Implement, deploy, coordinate, train, integrate and maintain Geo-databases and technologies to create and enterprise GIS, to map the business needs. Geographic Information Systems (GIS) & Computer Aided Design Planning, Development, Integration, and maintenance.

**CLIN 39            GIS Engineer - II**

3 or more years of designing, development and maintenance of Technical Information System & Geographical Information Systems application's business user requirements. Implement and deploy business solutions. Implement, deploy, coordinate, train, integrate and maintain Geo-databases and technologies to create and enterprise GIS, to map the business needs. Geographic Information Systems (GIS) & Computer Aided Design Planning, Development, Integration, and maintenance.

**CLIN 40            Graphics Specialist**

Design and use, operations, and setup of computer graphic systems for business communications execute graphic projects and assists in coordination of all graphic production scheduling. Coordinates production support with outside vendors, as needed. Ensures that graphics projects are completed on time, within budget and to user's satisfactions. Interfaces with users to determine scope of project and best graphic medium. Trains other personnel in proper use of computer graphic equipment.

**CLIN 41            Groupware Specialist**

2-4 years of experience in the field or in a related area. Oversees the development and deployment of the organization's groupware initiative. Defines business requirements and selects collaborative software to meet these requirements. Implements hardware or software, troubleshoots, and may train end-users. Typically oversees internet access, document sharing, email or other messaging systems. Coordinates with end-users to define needs or areas for improvement. Ensures that all updates or upgrades are appropriately integrated into existing networks. Provides technical support, troubleshooting and training on groupware systems and makes suggestions regarding future groupware needs.

**CLIN 42            Help Desk Coordinator - Intermediate**

Possesses 4+ years of relevant experience. Under general supervision, responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are assigned to senior level support. May involve use of problem management database and help desk systems.

**CLIN 43            Help Desk Coordinator - Senior**

Possesses 5+ years of relevant experience. Under general supervision, responds to and diagnoses

problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are assigned to senior level support. May involve use of problem management database and help desk systems.

**CLIN 44      Help Desk Manager**

Possesses 10+ years of relevant experience, two of which is in a supervisory capacity. Has overall responsibility for help desk operations 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.

**CLIN 45      Help Desk Support Services Specialist - Intermediate**

A+ certification, GED or High School Diploma with 3+ years of experience. Under general supervision, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to senior level.

**CLIN 46      Help Desk Support Services Specialist - Senior**

A+ certification, GED or High School Diploma with 5+ years of experience. Under general supervision, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to senior level.

**CLIN 47      Information Center Consultant**

4+ years of experience with bachelor's degree. Under general supervision of information center manager, may support unlimited end user groups. Works with users to solve problems with available technology including hardware, software and peripherals. Studies and analyzes systems needs, trains users on software and hardware, handles troubleshooting, and provides quality assurance review of user systems. Acts as project manager, typically performs time estimates and regularly reviews status of projects.

**CLIN 48      Information Center Specialist**

2+ years of experience under general direction, advises and assists users in problem-solving activities using information center tool. Assist in the selection and installations of information center tool. Evaluates new and existing software products. Competent to work at the highest technical level of all phases of information center activities.

**CLIN 49      Information Services Consultant**

4 or more years of experience with Top-level technical expert supporting unlimited end user groups. Works with user groups to solve business problems with available technology including hardware, software, database, and peripherals. Requires high level of diverse technical experience related to studying and analyzing systems needs, systems development, systems process and lays, design and re-engineering. Typically requires specialization in particular software or business application utilized in an

end user environment. Keeps abreast of technological developments and applications.

**CLIN 50      Information Systems Auditor – Intermediate**

2 or more years of experience under general supervision, audits moderately complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Competent to work on most phases of information systems auditing.

**CLIN 51 Information Systems Auditor - Senior**

5 or more years of experience under general supervision, audits moderately complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Competent to work on most phases of information systems auditing.

**CLIN 52 Information Systems Training Specialist - Intermediate**

2 or more years of experience under general supervision, organizes and conducts moderately complex training and educational programs for information systems or user personnel. Maintains records of training audits moderately complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Competent to work on most phases of information systems auditing.

**CLIN 53 Information Systems Training Specialist - Senior**

5 or more years of experience under general supervision, organizes and conducts moderately complex training and educational programs for information systems or user personnel. Maintains records of training audits moderately complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Competent to work on most phases of information systems auditing.

**CLIN 54 Internal Communications Systems Consultant**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 4+ years of relevant experience. Define and implement an internal communications strategy that is aligned to and contributes to the achievement of the organizational strategic plan. Leading a team of communications specialists (to be appointed), the Internal Communications Consultant will ensure that all employee communications are delivered in a way that reinforces key elements of the company's Employment Value Proposition and other core strategic messages. This position will lead the delivery of all mass-media HR messages – email and intranet and other communication channels as appropriate.

**CLIN 55 LAN Administrator - Intermediate**

Possesses a bachelor's degree and 2+ years of relevant experience. Under general direction, responsible for administration and day-to-day operation of organization's local area network (LAN). Provides integrated team support and maintenance of LAN hardware and software. Maintains integrity of the LAN hardware and software. Installs LAN software upgrades, including planning and scheduling, testing and coordination. Studies vendor products to determine those which best meet organization needs; assists in presentation of information to management resulting in purchase, and installation of hardware, software, and telecommunications equipment. Performs LAN security procedures, including implementing login requests. Evaluates new products and technologies to determine impact on existing system configurations. Prepares proposals, cost/benefit analyses, and feasibility studies. Provides liaison support between the PC/LAN team, vendors and internal support group as needed.

**CLIN 56      LAN Administrator – Senior**

Possesses a bachelor's degree and 6+ years of relevant experience. Under general direction, responsible for administration and day-to-day operation of organization's local area network (LAN). Provides integrated team support and maintenance of LAN hardware and software. Maintains integrity of the LAN hardware and software. Installs LAN software upgrades, including planning and scheduling, testing and coordination. Studies vendor products to determine those which best meet organization needs; assists in presentation of information to management resulting in purchase, and installation of hardware, software,

and telecommunications equipment. Performs LAN security procedures, including implementing login requests. Evaluates new products and technologies to determine impact on existing system configurations. Prepares proposals, cost/benefit analyses, and feasibility studies. Provides liaison support between the PC/LAN team, vendors and internal support group as needed. Typically requires five to seven years of experience. Frequently reports to an information systems executive.

**CLIN 57      LAN Support Technician – Intermediate**

Possesses a bachelor's degree and 4+ years of relevant experience. Under general supervision, monitors and responds to technical control facility hardware and software problem 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. My assist with installations of terminals and associated hardware. May provide LAN server support Strong knowledge of PC/LAN communications hardware/software, in a multi-protocol environment, and network management software.

**CLIN 58      LAN Support Technician – Senior**

Possesses a bachelor's degree and 4+ years of relevant experience. Under general supervision, monitors and responds to technical control facility hardware and software problem 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. My assist with installations of terminals and associated hardware. May provide LAN server support Strong knowledge of PC/LAN communications hardware/software, in a multi-protocol environment, and network management software. May function as lead positions providing guidance and training for less-experienced technicians.

**CLIN 59      LAN/WAN Administrator**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 3 years of relevant experience Monitors LAN, WAN, and servers. Provides batch monitoring, tape back up, and restoration. Administers mail system and implements new database architecture. Monitors and conducts performance evaluation of networks. Supports, installs, maintains, and troubleshoots all local areas and wide area networking device and related software for branch offices and internal and external networks

**CLIN 60      LAN/WAN Integrator**

Responsible for the overall plan, design, installation, maintenance, management, and coordination of LAN/WAN integration into the network. Analyzes LAN/WAN and recommends upgrades/changes and security procedures and policies; assesses organization's current and future LAN/WAN needs. Requires a bachelor's degree with at least 7 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of unit/department. May work with Voice and/or Data Communications Analysts.

**CLIN 61      Network Engineer - Intermediate**

Under general supervision oversees the purchase, installation and support of network communications, including LAN/WAN systems. Works on problems of diverse scope where analysis of situation requires

evaluations and judgment. Responsible for evaluating current systems. Assists in the planning of large-scale systems projects through vendor comparison and cost studies. Requires thorough knowledge of LAN/WAN systems, networks, and applications. Typically requires 2 years of experience.

**CLIN 62    Network Engineer - Senior**

Under general supervision oversees the purchase, installation and support of network communications, including LAN/WAN systems. Works on problems of diverse scope where analysis of situation requires

evaluations and judgment. Responsible for evaluating current systems. Assists in the planning of large-scale systems projects through vendor comparison and cost studies. Provides work leadership and training to lower level network engineers. Requires expert knowledge of LAN/WAN systems, networks, and applications. Typically requires 5 years of experience.

**CLIN 63 Network Operations Supervisor**

Provides 1<sup>st</sup> level guidance/direction (either as a full-time supervisory position or on a project management basis) to network operation and maintenance analysts, technicians, and/or engineers. Performs technical analysis of complex software, hardware, and transmission facility using various diagnostic tools in support of efficient network operations. Provides guidance/direction for engineering efforts and test and evaluation programs. Performs on-site engineering when required. Typically requires 5 years of experience in operations, maintenance and sustained engineering of LAN to WAN internetworking. Frequently reports to a Regional Manager or Operations Manager.

**CLIN 64 Network Planning Analyst - Intermediate**

Under general supervision plan and evaluates moderately complex existing network systems and makes recommendations for resources require to maintain and/or expand services levels. Provides assistance in networking planning, engineering, architecture, and the development of technical standards and interface applications. Evaluates new productions as assigned. Provides resolution for network problems. Typically requires 4-6 years of experience in telecom networks. Frequently reports to a higher Network Planning position or a Telecommunications Department Director/Manager

**CLIN 65 Network Planning Analyst - Senior**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 6+ years of relevant experience Under general supervision plan and evaluates moderately complex existing network systems and makes recommendations for resources require to maintain and/or expand services levels. Provides assistance in networking planning, engineering, architecture, and the development of technical standards and interface applications. Evaluates new productions as assigned. Provides resolution for network problems. Typically requires 6-8 years of experience in telecom networks. Frequently reports to a higher Network Planning position or a Telecommunications Department Director/Manager.

**CLIN 66 Network Planning Manager**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 8+ years of relevant experience Responsible for long-term strategic planning to ensure network capacity meets current and future network requirements including planning for remote hardware and communications facilities, development and implementations 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. May supervise Network Planning Analysts. Typically requires 6-8 years of experience. Frequently reports to a higher Network Planning position or a Telecommunications Department Director/Manager.

**CLIN 67 Operations/Technical Support Manager**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 8+

years of relevant experience. Responsible for activates relation to technical guidance for planning, directing, and monitoring information systems operation. Plans and recommends machine modifications or additional equipment to increase the capacity of the system. Prepares operational cost estimates for current and proposed projects. Evaluates vendor proposals for purchases of hardware. May manage related outsourcing contracts and service levels. Directs compilation of records and reports concerning production, machine malfunctioning, and maintenance. May advise or consult organizational, procedural and workflow plans, methods, and procedures analysis. Analyzes the results of workflow plans, monitors

the utilization. Reports to and Information Systems Operations Manager or Director of Information Systems Operation.

**CLIN 68      PC Products Analyst**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 2 years of relevant experience. Under general supervision, analyzes and evaluates microcomputer products and systems available in the marketplace. Analyze such products for compatibility, expandability, and ease of use and support. Recommends to management the support or nonsupport of evaluated products. Participates in the development and customization of products. Design application options/screens compatible with mainframe applications. Prepares product development documentation regarding use of product. Frequently reports to a PC Support Manger.

**CLIN 69      PC System Specialist**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 2 years of relevant experience Under general supervision, perform analytical, technical, and administrative work in the planning, design, and installation of new and existing personal computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Write programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. May maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software. Frequently reports to a PC Support Manager.

**CLIN 70      PC/LAN Mgmt Analyst – Intermediate**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 2 years of relevant experience. Under general supervision, works closely with business and management san staff on LAN support, network design, and configuration in a multi-server environment. Responsible for the installation/configuration and support of clients' servers, application support software, and implementation of new business equipment and software applications. Participates with client in the installation/configuration of equipment and software. Analyzes and coordinates resolution of network problems. Provides technical support and guidelines to client and systems areas through documentation. Requires experience with Token Rings.

**CLIN 71      PC/LAN Mgmt Analyst – Senior**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 5 years of relevant experience. Under general direction, provide consultation to business area management and staff at the highest technical level for all aspects of PC/LAN design and configuration in a multi-server environment. Plan and coordinates the installation of new aor modified Local Area Networks and installs and coordinates the resolution of network problems or malfunctions. Provides technical support and guidelines to client and systems areas through documentation. Requires experience with Token Rings.

**CLIN 72      Quality Assurance Analyst - Intermediate**

2 years of experience and B.A or B.S degree. Under general supervision, carries out procedures to ensure that all information systems, products and services meet minimum organization standards and end user

requirements. Thoroughly test software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problems resolution to management. Devises improvement to current procedures and develops models of possible future configuration perform workflow analysis sand recommend quality improvements. Reports to a Quality Assurance Manger

**CLIN 73      Quality Assurance Analyst - Senior**

6 years of experience and B.A or B.S degree. Under general supervision, carries out procedures to ensure that all information systems, products and services meet minimum organization standards and end user requirements. Thoroughly test software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problems resolution to management. Devises improvement to current procedures and develops models of possible future configuration perform workflow analysis sand recommend quality improvements. Reports to a Quality Assurance Manger

**CLIN 74      Software Architect**

Possesses 10+ years of experience and a bachelor’s degree or higher in Computer Science, Mathematics or other related fields. Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in the design of highly complex software systems. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.

**CLIN 75      Software Developer - Intermediate**

Possesses 2+ years of experience and a bachelor’s degree or higher in Computer Science, Mathematics or other related fields. Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. May act as team leader on less complex projects. Assists in training less experienced software development staff. Requires five years experience in the field.

**CLIN 76      Software Developer - Senior**

Possesses 5+ years of experience and a bachelor’s degree or higher in Computer Science, Mathematics or other related fields. Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. May act as team leader on less complex projects. Assists in training less experienced software development staff. Requires five years experience in the field.

**CLIN 77      Software Systems Engineer - IntermediatePossesses**

2+ years of experience and a bachelor’s degree or higher in Computer Science. Under general supervision, works from specifications to develop or modify moderately complex software programming application. Assists with design, coding benchmark testing, debugging, and documentation of programs. Application generally deal with utility programs, position control language, macros, subroutines, and other control modules. Competent to work on most phases of software systems programming application, but requires instruction and guidance in other phases

**CLIN 78      Software Systems Engineer – Senior**

Possesses 6+ years of experience and a bachelor's degree or higher in Computer Science. Under general supervision, works from specifications to develop or modify moderately complex software programming application. Design, coding benchmark testing, debugging, and documentation of programs. Responsible for application dealing with overall operation system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Competent to work at this highest technical level on all phases of software systems programming's applications. May have responsibility for the evaluation of new and existing software products.

**CLIN 79      Systems Administrator - Intermediate**

Possesses 2+ years of experience and a bachelor's degree or higher in Computer Science. Under general direction, responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

**CLIN 80      Systems Administrator - Senior**

Possesses 6+ years of experience and a bachelor's degree or higher in Computer Science. Under general direction, responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

**CLIN 81      Technical Editor**

4+ years of experience in technical software editing. Responsible for content of technical documentation. Check author's document for spelling, grammar and content problems (e.g.; missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the programmer, depending on the expertise of the editor. Ensures the document follow the style layout in the organization's style guide. Editor is often a technical writer who has moved to this position. This description is for a technical editor in a large software house or an editor in a technical lab, which produces papers for publication.

**CLIN 82      Telecommunications Manager**

Possesses 10+ years of relevant experience, two of which in a supervisory capacity. Responsible for all areas of the telecommunications function. Position may be structured to address the needs of individual "customer" groups (e.g., organization divisions or business lines) or may reflect total management responsibilities (including planning, engineering, implementation, and operations) for either voice or data communications in a separated network environment. Manages/coordinates day-to-day planning, design, operations, maintenance, and resource allocation including client server support and strategic and tactical

planning. Coordinates with customers, vendors, and corporate management. May be responsible for billing systems. Interfaces with Senior/Executive Management to coordinate telecommunications plans with overall business plan. Frequently reports to Telecommunications Management or information systems management.

**CLIN 83      Telecommunications Engineer/Analyst – Senior:**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 3+ years of relevant experience Under general direction, responsible for complex engineering and/or analytical tasks and activities associated with one or more technical areas within the telecom function such as, but not limited to, network design, engineering, implementation, or operations/user support. Typically requires six to eight years of technical telecom experience.

**CLIN 84      Telecommunications Manager – Multiple Incumbents**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 5 years of relevant experience A multiple incumbent position with broad management responsibility for all areas of the telecommunications function. Position may be structured to address the needs of individual "customer" groups (e.g., organization divisions or business lines) or may reflect total management responsibilities (including planning, engineering, implementation, and operations) for either voice or data communications in a separated network environment. Manages/coordinates day-to-day planning, design, operations, maintenance, and resource allocation including client server support and strategic and tactical planning. Coordinates with customers, vendors, and corporate management. May be responsible for billing systems. Interfaces with Senior/Executive Management to coordinate telecommunications plans with overall business plan. Frequently reports to Telecommunications Management or information systems management.

**CLIN 85      Telecommunications Manager – Single Incumbent**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 4+ years of relevant experience A single incumbent position with broad management responsibility for all areas of the telecommunications function. Manages and coordinates the day-to-day planning, design, operations, and maintenance of the telecommunications voice and/or data networks including client server support consistent with customer needs, organization objectives, and technological resources. Responsible for telecommunications strategic and tactical planning. Coordinates with customers, vendors, and corporate management. Responsible for department resource allocation. May be responsible for billing systems. Interfaces with Senior/Executive Management to coordinate telecommunications plans with organization's business plan.

**CLIN 86      Telecommunications Programmer/Systems Analyst – Intermediate**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 2 years of relevant experience Under general supervision develops telecommunications solutions to address user needs. May interface with users to define needs. Assists in the design, development, and testing of communications software interface programs. Usually involved in the implementation and testing of projects. Requires knowledge of communication protocols, hardware, and real-time operating system programming. Requires proficiency in one of more programming languages such as Assembler, FORTRAN, or "C". Typically requires two to four years of experience in telecommunications programming.

**CLIN 87      Telecommunications Programmer/Systems Analyst – Senior:**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 7 years of relevant experience. Under general direction, develops telecommunications software solutions to

address user needs. Interfaces with users to define needs. Designs, develops, and tests complex communications software interface programs. Primary responsibilities usually include technical feasibility studies and design phases of project. Requires strong knowledge of communication protocols, hardware, and real time operating system programming. May serve as project leader for lower level programmers. Requires high level of proficiency in one of more programming languages such as Assembler, FORTRAN, or "C". Typically requires four to six years of experience in telecommunications programming.

**CLIN 88      Unix Systems Administrator**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 5+ years of relevant experience. Responsible for the installation, configuration, and maintenance of UNIX operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review. Requires extensive knowledge of computer operations and familiarity with shell and kernel programming. Typically requires two to four years of experience.

**CLIN 89      Voice Communications Administrator**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 3 years of relevant experience Monitors and responds to facility hardware and software problems. Assists vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Makes phone system additions, changes, and installs new station equipment. Requires knowledge of monitoring equipment.

**CLIN 90      Voice Communications Manager – Planning & Implementation**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 4+ years of relevant experience Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation, and support of voice communications systems. Provides coordination in the analysis, acquisition, and installation of remote hardware and software. Interfaces with internal and external customers and vendors to determine system needs. Manages the training and efforts of a staff responsible for system and network planning

**CLIN 91      Web Content Administrator**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 3+ years of relevant experience 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. Requires experience in production management, web page design, HTML and web graphics types and standards. Requires two years of experience in this field.

**CLIN 92      Web Designer**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 2 years of relevant experience Under direct supervision, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Typically requires one to three years of experience in the area of web design. Requires knowledge of web-based technologies including browsers ASP pages, HTML code, object-oriented technology, and graphics software.

**CLIN 93      Web Marketing Manager**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 5 years of relevant experience Responsible for developing and implementing the organization's web strategies for promoting products and services through strategic marketing on the website. Responsible for assisting in the creation and implementation of the web marketing plan. Works closely with design

and content management team to ensure site meets marketing objectives. Monitors site access patterns to adjust strategies and plans. Requires understanding of web technologies.

**CLIN 94      Web Operations Manager**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 5 years of relevant experience Responsible for ongoing oversight of web strategy and operations. Develops business plan and annual budget for website function. Accountable for budget, staff planning, management, and product and service delivery. Oversees operational activities of the website(s) with specific attention aimed at content creation and website maintenance. Requires experience with web technologies and web page design.

**CLIN 95      Web Project Manager**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 6+ years of relevant experience Serves as project manager of a development team responsible for planning, developing, and deploying websites including preparation of text, graphics, audio, and video for web pages. Works directly with partners and clients to determine project scope and specifications. Coordinates the work of design and development teams to implement online designs. Reviews progress, manages resources, and ensures overall quality of completed website. Typically requires experience in management and understanding of web technologies.

**CLIN 96      Web Security Administrator**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 5 years of relevant experience Under general supervision, performs all procedures necessary to ensure the safety of the organization's website and transactions across the Internet including the protection of confidential order information and external business-to-business connections. Applies Internet firewall and encryption technologies to maintain organizational and customer security. Ensures that the user community understands and adheres to established security procedures. Updates and deletes users, monitors and performs follow-up compliance violations, and develops security policies and practices and guidelines. Requires experience in Firewall/DMZ design and implementation.

**CLIN 97      Web Software Developer**

Possesses a bachelor's degree or higher in Computer Science, Mathematics or other related fields plus 5 years of relevant experience. Under direct supervision, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Typically requires one to three years of experience in the area of web design. Requires knowledge of web-based technologies including browsers ASP pages, HTML code, object-oriented technology, and graphics software.

**CLIN 98      Web Technical Administrator**

Under general supervision, responsible for achieving overall technical integrity of organization's website. Maintains and upgrades hardware and software including website technical architecture related to hardware and software including website technical architecture related to hardware and

telecommunication connectivity. Administers e-mail, chat and FTP services. Communicates router configuration changes and troubleshoots system errors and bugs. Maintains servers, creates monitoring reports and logs, and ensures functionality of links. Creates tools to ease production process. Automates routine procedures. Works on system-level services to ensure proper patch levels on applications and operating systems. Monitors database integrity. Monitors site for acceptable performance and user accessibility. Establishes backups and monitors site security. Typically requires experience in systems technologies.

**CLIN 99      Other - New Emerging Technologies**

Identification and implementation of new technology to best meet the needs of the Agency and end users; to develop and implement a comprehensive Information Technology Strategic Plan and to support end users in the use of new technology. Emerging technical innovations which represent progressive developments including but not limited to Mobility, Cyber Security, Telecommunication, Applications development.

**GSA Pricing (inclusive of IFF)**

<b>CLIN</b>	<b>LABOR CATEGORY</b>	<b>Proposed GSA w/IFF</b>
1	Project Manager – Intermediate	\$81.12
2	Project Manager – Senior	\$94.53
3	Applications Systems Analyst/ Programmer – Intermediate	\$68.32
4	Applications Systems Analyst/ Programmer – Senior	\$78.30
5	Business Process Consultant	\$64.56
6	Business Systems Analyst - Intermediate	\$57.89
7	Business Systems Analyst - Senior	\$79.88
8	Business Systems Specialist	\$91.25
9	Client/Server Network Architect	\$92.38
10	Client/Server Support Analyst	\$57.72
11	Communications Analyst - Intermediate	\$45.00
12	Communications Analyst - Senior	\$49.50
13	Computer Operations Manager	\$65.11
14	Data Architect	\$110.74
15	Data Communications Manager - Planning & Implementation	\$60.49
16	Data Entry Supervisor	\$38.38
17	Data Security Administration Manager	\$71.36
18	Data Security Analyst - Intermediate	\$79.75
19	Data Security Analyst - Senior	\$92.73
20	Data Warehousing Administrator	\$62.57
21	Data Warehousing Analyst	\$70.58
22	Data Warehousing Programmer	\$83.77
23	Data Warehousing Project Manager	\$105.54
24	Database Administrator	\$78.50
25	Database Administrator Sr.	\$83.13
26	Database Analyst/ Programmer - Intermediate	\$72.35
27	Database Analyst/ Programmer – Senior	\$89.82
28	Database Manager	\$72.40
29	Disaster Recovery Administrator	\$57.19
30	Disaster Recovery Analyst	\$75.41
31	Documentation Specialist - Intermediate	\$54.36
32	Documentation Specialist - Senior	\$64.40
33	Electronic Data Interchange (EDI) Manager	\$55.98
34	Electronic Data Interchange (EDI) Specialist	\$58.63
35	ERP Business Analyst - Intermediate	\$99.83
36	ERP Business Analyst - Senior	\$127.12
37	ERP Programmer	\$63.90

<b>CLIN</b>	<b>LABOR CATEGORY</b>	<b>Proposed GSA w/IFF</b>
38	GIS Engineer - I	\$57.56
39	GIS Engineer - II	\$64.23
40	Graphics Specialist	\$64.23
41	Groupware Specialist	\$82.88
42	Help Desk Coordinator - Intermediate	\$40.36
43	Help Desk Coordinator - Senior	\$60.80
44	Help Desk Manager	\$68.42
45	Help Desk Support Services Specialist - Intermediate	\$53.95
46	Help Desk Support Services Specialist - Senior	\$63.69
47	Information Center Consultant	\$46.76
48	Information Center Specialist	\$53.41
49	Information Services Consultant	\$53.41
50	Information Systems Auditor - Intermediate	\$50.15
51	Information Systems Auditor - Senior	\$55.17
52	Information Systems Training Specialist - Intermediate	\$63.20
53	Information Systems Training Specialist - Senior	\$83.20
54	Internal Communications Systems Consultant	\$48.97
55	LAN Administrator - Intermediate	\$55.76
56	LAN Administrator - Senior	\$77.55
57	LAN Support Technician - Intermediate	\$48.95
58	LAN Support Technician - Senior	\$71.02
59	LAN/WAN Administrator	\$55.76
60	LAN/WAN Integrator	\$65.20
61	Network Engineer - Intermediate	\$67.37
62	Network Engineer - Senior	\$87.91
63	Network Operations Supervisor	\$66.55
64	Network Planning Analyst - Intermediate	\$55.49
65	Network Planning Analyst - Senior	\$66.55
66	Network Planning Manager	\$87.92
67	Operations/ Technical Support Manager	\$49.10
68	PC Products Analyst	\$38.70
69	PC Systems Specialist	\$54.33
70	PC/LAN Mgmt Analyst - Intermediate	\$43.00
71	PC/LAN Mgmt Analyst – Senior	\$61.26
72	Quality Assurance Analyst - Intermediate	\$72.00
73	Quality Assurance Analyst - Senior	\$81.60
74	Software Architect	\$100.25
75	Software Developer – Intermediate	\$80.90
76	Software Developer – Senior	\$97.60

<b>CLIN</b>	<b>LABOR CATEGORY</b>	<b>Proposed GSA w/IFF</b>
77	Software Systems Engineer - Intermediate	\$75.50
78	Software Systems Engineer - Senior	\$95.90
79	Systems Administrator - Intermediate	\$62.15
80	Systems Administrator - Senior	\$85.78
81	Technical Editor	\$48.22
82	Telecommunications Engineer/ Analyst – Intermediate	\$60.49
83	Telecommunications Engineer/ Analyst – Senior	\$66.52
84	Telecommunications Manager - Multiple Incumbents	\$70.84
85	Telecommunications Manager - Single Incumbent	\$68.52
86	Telecommunications Programmer/ Systems Analyst – Intermediate	\$66.84
87	Telecommunications Programmer/ Systems Analyst – Senior	\$73.53
88	UNIX Systems Administrator	\$84.80
89	Voice Communications Administrator	\$50.15
90	Voice Communications Manager - Planning & Implementation	\$53.37
91	Web Content Administrator	\$42.04
92	Web Designer	\$49.70
93	Web Marketing Manager	\$45.65
94	Web Operations Manager	\$56.43
95	Web Project Manager	\$87.64
96	Web Security Administrator	\$85.85
97	Web Software Developer	\$71.64
98	Web Technical Administrator	\$78.82
99	Other - New Emerging Technologies	\$153.00