

**Smart IMS, Inc.**

GSA PRICELIST

Federal Acquisition Service for General Purpose

Commercial Information Technology Equipment, Software, And Services

FSC group 70

Solicitation no. FCIS - JB - 980001 - B - refresh #23

**Table of Contents**

**Authorized Information Technology Schedule Pricelist..... 4**

Applicable Special Item Numbers, FSC Classes and FPDS Codes..... 5

*Information for Ordering Activities Applicable to all Special Item Numbers..... 7*

1. Geographic Scope of Contract..... 7

2. Contractor’s Ordering Address and Payment Information..... 7

3. Liabilities for Injury and Damage..... 8

4. Statistical Data for Government Ordering Office Completion of Standard Form 279..... 8

5. FOB Destination..... 8

6. Delivery Schedule..... 8

7. Discounts..... 8

8. Trade Agreements..... 9

9. Statement Concerning Availability of Export Packing..... 9

10. Small Requirements..... 9

11. Maximum Order Requirements..... 9

12. Ordering Procedures from Federal Supply Schedule Contracts..... 9

13. Federal Information Technology/Telecommunications Standards Requirements..... 9

14. Contractor Tasks/Special Requirements..... 10

15. Contract Administration for Ordering Activities..... 11

16. GSA Advantage!..... 11

17. Purchase of Open Market Items..... 11

18. Contractor Commitments, Warranties, and Representations..... 12

19. Overseas Activities..... 12

20. Blanket Purchase Agreements..... 12

21. Contractor Teaming Agreements..... 12

22. Installation, Re-installation, and De-installation..... 12

23. Section 508 Compliance..... 12

24. Prime Contractors Ordering from Federal Supply Schedules..... 13

25. Insurance Work on a Government Installation..... 13

26. Software Interoperability..... 13

27. Advance Payments..... 13

*Terms and Conditions for IT Professional Services Special Item Number 132-51..... 14*

1. Scope..... 14

2. Performance Incentives I-FSS-60 Performance Incentives (April 2000)..... 14

3. Order.....	14
4. Performance of Services.....	14
5. Stop-Work Order (FAR 15.242-15 Aug 1989).....	14
6. Inspection of Services.....	15
7. Responsibilities of the Contractor.....	15
8. Responsibilities of the Ordering Activity.....	15
9. Independent Contractor.....	15
10. Organizational Conflicts of Interests.....	15
11. Invoices.....	16
12. Payments.....	16
13. Resumes.....	16
14. Incidental Support Costs.....	16
15. Approval of Subcontracts.....	16
16. Description of IT Professional Services and Pricing.....	17
USA Commitment to Provide Small Business Participation Procurement Programs.....	39
<b>GSA Price List.....</b>	<b>40</b>

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

**General Description of Commodity offered:**

Smart IMS was founded in 1994 as an innovative, client-centric company that delivers high value-added Information Technology solutions to major corporations in the United States, Europe and Asia. The company was founded by business and technology experts with extensive backgrounds in designing, implementing and managing large and complex information technology projects at Fortune 500 companies

Smart IMS has multiple offices and development centers in the United States and India and near term plans to open offices in Europe. Leveraging an onsite/near-shore/offshore servicing model, Smart/IMS offers enhanced returns on enterprise IT projects, rapid time-to-deployment and 24x7 support capabilities. A strong emphasis on R&D, merit-based hiring practices, an excellent management team and a customer-centric organizational culture has enabled us to build a impeccable customer reference base, positioning ourselves for solid future growth. The company is headquartered in Plainsboro, NJ with a development facilities located in Hyderabad, India and sales offices in Dallas, TX and Florence, KY. **Please visit [www.SmartIMS.com](http://www.SmartIMS.com) for all detailed information.**

**Smart IMS provides following services:**

**Information Management Systems:**

- Application Development
- Application Maintenance and Upgrades
- Database Design, Development and Administration
- Software QC/QA and Testing Services
- Project / Program Management,- Applications Processing and Support

**Infrastructure management Services**

- Networks, LAN/WAN, VOIP and Systems

**Intelligence Management Solutions**

- Capacity and Risk Management
- Report Generation and Financial Reports Management

**Smart IMS Technical services and management staff includes the following: Senior, Mid-Level and Junior experience levels:**

- Application
  - Programmer
  - Engineer
- Business/Functional Analyst
- Communications
  - Network Manager
  - Network Specialist
- Computer
  - Security Systems Specialist
  - Systems Analyst
- Configuration Management Specialist
- Database
  - Administration
  - Management Specialist
- Functional Analyst

- Help Desk Specialist
- Information Engineer
- Network
  - Installation Supervisor
  - Administration
  - Engineer
- Principal Integration Manager
- Principal System Architect
- Programmer Analyst - Integrated Systems
- Programmer Analyst
- Project Control Specialist
- Project Manager
- Quality Assurance Manager
- Systems
  - Administrator
  - Analyst
  - Architecture
  - Programmer
- Software Engineer
- Testing/QA Analyst - Engineer
- Web Design / Internet Information Systems Architect
- Web Design
- ERP (Peoplesoft, SAP, Oracle Financials) Application, Functional Expert / Programmer
- ERP Programmer -Analyst

For additional information about Smart IMS, Inc., please visit our webpage at <http://www.SmartIMS.com>

**Applicable Special Item Numbers, FSC Classes and FPDS Codes:**

**Special Item Number 132-51 - Information Technology (IT) Professional Services**

- FPDS Code D301 IT Facility Operation and Maintenance
- FPDS Code D302 IT Systems Development Services
- FPDS Code D306 IT Systems Analysis Services
- FPDS Code D307 Automated Information Systems Design and Integration Services
- FPDS Code D308 Programming Services
- FPDS Code D310 IT Backup and Security Services
- FPDS Code 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.

Smart IMS  
103 Morgan Ln Ste 104, Plainsboro, NJ, 08536-330  
(609) 955-3037  
<http://www.SmartIMS.com>

Contract Number: GS-35F-0648V

Period Covered by Contract: (August - 17th, 2009) to (August 16<sup>th</sup> 2014)

General Services Administration  
Federal Acquisition Service

Pricelist current through Modification #\_\_\_\_\_, dated \_\_\_\_\_.

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

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

### SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal 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.gsadvantage.gov](http://www.gsadvantage.gov)). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page ([www.fss.gsa.gov](http://www.fss.gsa.gov)) contain information on a broad array of products and services offered by small business concerns.

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

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

#### 1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

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

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:

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#### 2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Smart IMS  
103 Morgan Ln, Ste# 104  
Plainsboro, NJ, 08536

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 (WILL) 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:**

**(609)955-3037**

**3. LIABILITY FOR INJURY OR DAMAGE**

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

**4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:**

Block 9: G. Order/Modification Under Federal Schedule  
 Block 16: Data Universal Numbering System (DUNS) Number: 129540642  
 Block 30: Type of Contractor - B. Other Small Business  
 Block 31: Woman-Owned Small Business - YES  
 Block 36: Contractor's Taxpayer Identification Number (TIN): 22-3337602

- 4a. CAGE Code: 45DM1
- 4b. Contractor ~~has~~ ~~has not~~ 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)
<u>132-51</u>	<u>7 Days</u>

Expedited delivery 3 days ARO

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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 Government Discounts have been deducted.

- a. Prompt Payment: 2.5 % - 15days or less; 1% 16-29 days; NET 30 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity—N/A
- c. Volume—see chart below

Volume	Discount
\$250,000 - \$499,999.99	0.50%
\$499,999.99 - \$749,999.99	1.00%
\$750,000.00 - \$999,999.99	1.50%
\$1,000,000.00 and above	2.00%

- d. Government Educational Institutions—**Government Educational Institutions receive the same discount as all other Government Customers, except for DOD and DoVA.**
- e. Other – 2.5% “We Support our Troops” discount; a Smart IMS sponsored discount for all DOD and DoVA agencies

**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:**

**10. Small Requirements:** The minimum dollar value of orders to be issued is \$100.00.

**11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**

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

- Special Item Number 132-3 - Leasing of Product
- Special Item Number 132-4 – Daily / Short Term Rental
- Special Item Number 132-8 - Purchase of Equipment
- Special Item Number 132-9 - Purchase of Used or Refurbished Equipment
- Special Item Number 132-12 - Equipment Maintenance
- Special Item Number 132-32 - Term Software Licenses
- Special Item Number 132-33 - Perpetual Software Licenses
- Special Item Number 132-34 - Maintenance of Software as a Service
- Special Item Number 132-51 - Information Technology Professional Services**
- Special Item Number 132-52 - Electronic Commerce (EC) Services
- Special Item Number 132-53 – Wireless Services

b. The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000:

- Special Item Number 132-50 - Training Courses

c. The Maximum Order value for the following Special Item Numbers (SINs) is \$1,000,000:

- Special Item Number 132-60A-F – Access Certificates for Electronic Services (ACES) Program
- Special Item Number 132-61 – Public Key Infrastructure (PKI) Shared Service Provider (SSP) Program
- Special Item Number 132-62 – HSPD-12 Product and Service Components

**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. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

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

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

**18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS**

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

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

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

## **19. OVERSEAS ACTIVITIES**

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

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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**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

**24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.**

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

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

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

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

**26. SOFTWARE INTEROPERABILITY.**

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

**27. ADVANCE PAYMENTS**

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

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

**1. SCOPE**

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

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

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

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

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

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

stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

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

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

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

## **6. INSPECTION OF SERVICES**

The Inspection of Services–Fixed Price (AUG 1996) (Deviation 1 – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (May 2001) (Deviation 1 – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

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

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

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

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

## **9. INDEPENDENT CONTRACTOR**

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

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

a. Definitions.

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

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor,

any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

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

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

## **11. INVOICES**

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

## **12. PAYMENTS**

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

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

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

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

## **13. RESUMES**

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

## **14. INCIDENTAL SUPPORT COSTS**

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

## **15. APPROVAL OF SUBCONTRACTS**

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

**16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT 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 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.

**Commercial Job Title: Applications Programmer**

- Senior – 6+ yrs
- Intermediate – 4-6 yrs
- Junior – 1-4 yrs

**Minimum/General Experience:**

Requires high-level skills in a variety of computer programming languages. They are able to use these skills to modify and create new software applications or programs.

**Functional Responsibility:**

Provides research and application programmer duties for the project, and gathers information pertinent to the client Develop, create, and modify general computer applications or specialized programs. Convert project specifications and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develop and write computer programs to store, locate, and retrieve specific documents, data, and information. Troubleshoots errors and inefficiencies related to the application(s) and related processes; program enhancements and modifications to existing programs or modules; completes complex programming assignments by defining specifications, writing new or modified code, and testing the code to verify the program; works with team members, performs other duties as assigned.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Applications Engineer**

- Junior -- 2-4 years
- Intermediate -- 4-6 years
- Sr – 6+ years

**Minimum / General Experience**

- Required Skills Kernel, Windows Kernel, C, C++, Java, Assembly, CNO tools, CNO, debugging, Embedded applications, TS, SCI, TS/SCI, TS-SCI, TS SCI, Clearance,
- Assembly, C, C++, Java, Perl, Python
  - Windows kernel
  - Software debugging- TS/SCI with CI or Lifestyle polygraph
  - Version control software (i.e. Subversion, CVS, etc.)
  - Embedded systems and Malware analysis is a plus

**Functional Responsibility**

Application Enginner, Embedded Engineer, Windows Kernel, C++, C, Assembly, Java

**Job Details.**

- Provide custom software design and development of C, C++ tools
- Design and develop end-to-end data flow and tasking into all C tools developed as prescribed by the client.
- Provide/author documentation, lead and participate in design, code, and software readiness reviews
- Provide/author and participate in technical presentations on assigned projects

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Business / Functional Analyst**

Senior – 6+yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum/General Experience :**

- Excellent written and oral communication skills.
- Demonstrated ability to make successful presentations to all levels of organizational leadership
- Strong organizational, problem-solving, and analytical skills.
- Ability to manage priorities and workflow
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Acute attention to detail
- Demonstrated ability to plan and organize projects
- Proven ability to handle multiple projects and meet deadlines
- Good judgment with the ability to make timely and sound decisions
- Creative, flexible, and innovative team player
- Working knowledge and understanding of the basic principles, theories, concepts, and practices in the applicable area of engineering/technical specialization.
- Working knowledge of data collection, data analysis, evaluation, and scientific method.
- Has experience working with business process owners in elaborating user requirements for IT systems, including the development of vision and scoping documents, feature requirements, use cases and/or user stories, and functional requirements.
- Has experience working with IT project managers and technical staff in developing cost estimates for IT systems modifications, enhancements, and development.
- Is familiar with current software and hardware technologies in order to identify potential COTS or GOTS solutions.
- Has experience working with agile software development methodologies.
- Has strong verbal and written communications skills.
- Has strong interpersonal skills including facilitation skills.

**Functional Responsibility :**

Analyzing the business needs of clients to help identify business problems and propose solutions. Within the systems development life cycle domain, the business analyst typically performs a liaison function between the business side of an enterprise and the providers of services to the enterprise

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Communications Network Manager**

Senior – 6+ yrs  
Intermediate – 4-6yrs  
Junior – 1-4yrs

**Minimum / General Experience:**

- Experience in leading the design and implementation of networking and telecommunications solutions.
- Experience managing Data Network and Telecommunications hardware and software installations.
- Experience with configurations, upgrades and modifications to enhance the performance, capacity, integrity and compatibility of the network.
- Experience with Network Telecom and Windows technologies and all routing protocols:
- Experience with network and telecom technology, including MPLS, VOIP and VPN.
- Experience with routing, Firewalls, PBX, and ACD
- Experience with Windows environments including Active Directory and Windows based software solutions
- Experience with PCI and JSOX compliance if asked for.
- Experience with project management.

**Functional Responsibility:**

Network and Telecommunications Solution Design and Management.

Collaborates with department members to design data communication network and telecommunications solutions to meet business challenges and requirements. Maintains optimum system performance and security by monitoring and evaluating computer operating systems, applications software, global communications network, and local and remote sites for both voice and data. Schedules and oversees the completion of planned maintenance activities. Maintains the voice and data communications network.

Maintains ownership of production documentation. Responsible for maintaining data communications network and telecommunication hardware and software. Collaborates with Data Network and Telecommunications teams to negotiate contract terms with vendors. Ensures compliance with regulatory requirements related to JSOX, PCI and internal audit findings. Provides Customer Service Support. Manages all Data Network and Telecommunications activities.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title : Communications Network Specialist**

Senior—6+ yrs  
Intermediate – 4-6 yrs  
Junior – 1-4 yrs

**Minimum / General Experience:**

- Four or more years of experience in data, voice or video networks
- Experience working with local area network systems and technical infrastructure communication issues
- Experience working with network systems and networking principles, data, voice or video
- Experience working with network software and hardware, data, voice or video
- Experience working with multiple technical platforms (e.g., mainframe, two-tiered client-server, three-tiered client-server)

**Functional Responsibility:**

Knowledge and understanding of routers, switches, firewalls, network topologies, TCP/IP, VPN, VLANs, IPv6, DNS, NTP, IDS and IPS, traffic management (load balancing, QOS, proxy servers), encryption. Product specific experiences as specified. Provides technical support for internal and/or external customers  
Answers technical questions; recommends and implements approved course of action. Provides technical

leadership for problem escalation and resolution. Installs and maintains network facilities, including hardware, software, and system data for small to medium sized networks. Installs network applications on network servers or voice equipment; maintains, tests, researches and resolves problems. Determines appropriate standard testing routines or scripts; may test various voice or data equipment such as routers, switches, hubs or optical equipment, or multi-function switches, end offices, signaling transfer points, private branch exchanges (PBX), voice mail, and call management system, etc. for maintenance.

Provides leadership and work guidance to less experienced personnel.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Computer Security Systems Specialist**

Senior – 6+ yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience:**

Zero or more years of experience in systems engineering, software engineering, operating systems programming, or naval architecture.

Experience working with computer hardware, operating system software and desktop applications with a specific concentration in one or more areas

Experience working with one or more structured programming languages

Experience working with hardware or software design methods and processes

Experience working with design principles and applications

**Functional Responsibility:**

- Provide necessary support for certification and accreditation of networks
- Provide support to ensure systems are in compliance with regulations
- Support IT security staff in performing vulnerability scans, penetration testing, system tests and evaluations/assessments.
- Perform/report corrective actions in response to vulnerability scans, penetration testing, system tests and evaluations/assessments.
- Monitor Intrusion Detection Systems.
- Maintain physical security requirements pertaining to IT network and systems and classification labeling.
- Ensure network and system equipment is configured in accordance of client specifications.
- Provide support for periodic audits and inspections.
- Keep trained and up-to-date in technical knowledge of established Commercial and Government Policies and procedures that are relevant to job functions.
- Provide other support to IT staff as required.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Computer System Analysts**

Senior – 6+ yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience:**

Should have broad experience and knowledge and experience related to computer systems and technologies, strong problem-solving and analytical skills, and the ability to think logically. In addition, because they often deal with a number of tasks simultaneously, the ability to concentrate and pay close attention to detail is important. Although these workers sometimes work independently, they frequently work in teams on large projects. Therefore, they must have good interpersonal skills and be able to communicate effectively with computer personnel, users, and other staff who may have no technical background. A bachelor's degree in a technical field, such as computer science, information science, applied mathematics, engineering, or the physical sciences. For jobs in a business environment, prefer people with at least a bachelor's degree in a business-related field such as management information systems (MIS). Also individuals who have a master's degree in business administration (MBA) with a concentration in information systems are preferred

**Functional Responsibility:** Computer systems analysts solve computer problems and use computer technology to meet the needs of an organization. They may design and develop new computer systems by choosing and configuring hardware and software. They may also devise ways to apply existing systems' resources to additional tasks. Most computer analysts work with specific types of computer systems—for example, business, accounting, or financial systems or scientific and engineering systems—that vary with the kind of organization

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Configuration Management Specialist**

Senior – 6+ yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience**

Bachelor's degree or equivalent combination of education and experience

Bachelor's degree in business administration, management information systems, or related field preferred

Seven or more years of configuration analysis experience

Experience working with distributed computer systems, software and associated communication networks

Experience working with networking principles and local area networks

Experience working with company software and hardware products

**Functional Responsibility**

Responsible for configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting and configuration audits. Responsible for configuration planning. Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation. Responsible for configuration change control. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Responsible for configuration status accounting. Tracks all problems and changes in product documents and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements of all baselines have been met. Supports quality assurance process audits.

Tasks include but not limited to the following:

- Configuration management planning
- Describe provisions for configuration identification, change control, configuration status accounting and configuration audits
- Configuration planning
- Identify and maintain original configuration of requirements documentation, design documentation, and related documentation

- Configuration change control
- Regulates change process
- Configuration status accounting
- Tracks all problems and changes in product documents and reports changes and current configuration
- Configuration audits, support to verify requirements of baselines have been met
- Supports quality assurance process audits

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Database Administrator**

Senior – 6+ yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience**

- DBA work experience
- Understands complex and advanced database concepts, considers business aspects of problems, recognizes opportunities for expanding business services, has had involvement in development of new business areas, and is proactive and preventive in problem solving
- Experience with IT development or software engineering practices or techniques (Software Development Lifecycle)
  
- Experience implementing databases within various heterogeneous hardware and software configurations
  
- Experience with building data warehouse structures, OLAP cubes within database Analysis Services and Object Oriented Development
  
- Experience on architecture or design techniques for logical and physical database structures inside operational or data warehouse
  
- Experience with SQL programming constructs using T-SQL, PL/SQL, and Object Oriented Design and Development
  
- Knowledge of Programming languages is a plus
  
- Knowledge of database design and programming tools on several database and programming products.
  
- Strong analytical, problem resolution, communication (verbal and written), and interpersonal skills

**Functional Responsibility:**

The duties of a database administrator vary and depend on the job description, corporate and Information Technology (IT) policies and the technical features and capabilities of the DBMS being administered. They nearly always include disaster recovery (backups and testing of backups), performance analysis and tuning, data dictionary maintenance, and some database design.

Some of the roles of the DBA may include:

- Installation of new software — It is primarily the job of the DBA to install new versions of DBMS software, application software, and other software related to DBMS administration. It is important that the DBA or other IS staff members test this new software before it is moved into a production environment.
- Configuration of hardware and software with the system administrator — In many cases the system software can only be accessed by the system administrator. In this case, the DBA must work closely with the system administrator to perform software installations, and to configure hardware and software so that it functions optimally with the DBMS.
- Security administration — One of the main duties of the DBA is to monitor and administer DBMS security. This involves adding and removing users, administering quotas, auditing, and checking for security problems.
- Data analysis — The DBA will frequently be called on to analyze the data stored in the database and to make recommendations relating to performance and efficiency of that data storage. This might relate to the more effective use of indexes, enabling "Parallel Query" execution, or other DBMS specific features.
- Database design (preliminary) — The DBA is often involved at the preliminary database-design stages. Through the involvement of the DBA, many problems that might occur can be eliminated. The DBA knows the DBMS and system, can point out potential problems, and can help the development team with special performance considerations.
- Data modeling and optimization — By modeling the data, it is possible to optimize the system layouts to take the most advantage of the I/O subsystem.
- Responsible for the administration of existing enterprise databases and the analysis, design, and creation of new databases.
  - Data modeling, database optimization, understanding and implementation of schemas, and the ability to interpret and write complex Structured Query Language (SQL) queries
  - Proactively monitor systems for optimum performance and capacity constraints
  - Establish standards and best practices for SQL
  - Interact with and coach developers in SQL scripting

**Minimum Education:**

BS or BA in computer Science/Information Technology, or equivalent

**Commercial Job Title : Database Management Specialist**

Senior – 6+ yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience:**

- At least 4-6 years experience leading and managing a database organization; a natural team leader who can motivate and encourage personal advancement.
- MS degree in computer science or a related field, or equivalent work experience.
- Overall experience in database administration.
- Demonstrated expertise in the areas of design, development, scaling, and day to day troubleshooting, and administration.
- Demonstrated interpersonal, analytical, and communication skills, including the ability to handle difficult internal and external service related situations and the ability to communicate effectively both verbally and in writing, to large and small internal and external groups at all management levels.
- Must demonstrate experience with :
  - Database management in large-scale production environment.
  - Global infrastructure management in 24x7 co-located environments
  - Network and system troubleshooting and maintenance practices
  - Understanding of best practices concepts, change management, SLA's, policies, procedures, and design review driven standards.

- Proven results oriented person with a delivery focus.
- Strong business acumen, excellent analytical and creative problem solving skills

**Functional Responsibility :**

A database management Specialist, is responsible for working with database management systems software in order to determine the best possible way to organize and to store data. In order to properly perform this duty, a database manager must identify the requirements of the user, create a computer database, and test the modifications made to the database systems,

The database manager must also monitor the system in order to guarantee proper performance. To guarantee the proper performance, the database manager needs to understand the platform used to run the database and must be able to add new users to the system. As such, the database manager is often also responsible for designing and implementing system security and other security measures.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree

**Commercial Job Title : Functional Analyst**

Senior 6+ yrs

Intermediate 4-6 yrs

Junior 1-4 yrs

**Minimum / General Experience:**

The Sr. Functional Analyst is a seasoned, experienced professional with a full understanding of area of specialization; resolves a wide range of issues in creative ways. Works on problems of diverse scope where analysis of data requires evaluation of identifiable factors. Demonstrates good judgment in selecting methods and techniques for obtaining solutions. Networks with senior internal and external personnel in own area of expertise. Normally receives little instruction on day-to-day work, general instructions on new assignments

**Functional Responsibility:**

- Performs one or more of the following: Analyzes, plans and implements process improvement (such as Six Sigma initiative) needs.
- Produces new process improvement techniques and services.
- Develops metrics that provide data for process management and indicators for future improvement opportunities.
- Measures performance against process requirements, aligning improvement projects to close performance shortfalls.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree

**Commercial Job Title : Network Installation Supervisor**

Senior -- 6+ yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience:** Have relevant experience with installation of IT Devices and also but not limited to knowledge of Software , OS, applications, security systems and so on.

**Functional Responsibility:**

- Responsible for a team of operative and implementation

- Responsible for advising on technical matters implementation
- Technical support and coordinating with vendors/supplies
- To be planning of work schedule with team work
- Troubleshooting and takes immediate actions for incident
- Skill in installation IT network

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title : Helpdesk Specialist**

**Minimum / General Experience:**

Experience in Help Desk operations to include some computer hardware experience and Microsoft Office software applications experience.

Hardware: Scanners, modems, PC's, docking station notebooks/laptops, laser Color/Black and White printers, monitors, keyboards, file servers, CD ROM

Software: Network software including: Windows xp/2003, Norton Utilities, PCTools, Microsoft Office Suite (Word, Powerpoint, Excel), any of the specified Automated Problem Tracking System, Anti-Virus software, and other specified software.

**Functional Responsibility**

- Provide technical phone support for internal end users on a variety of hardware and software problems including operating system support, communication problems, application support, system access problems, and database support.
- Maintain Help Desk tracking system; input problem description in Help Desk tracking system and assist with maintenance.
- Coordinate and conduct individual end-user training sessions based on client requests.
- Maintain and document system procedures and processes.
- Provide follow-up client contact to ensure satisfactory resolution of service requests and to solicit input concerning need for support services.
- Order computer products following guidelines.
- Help maintain Web documentation as well as other training and consulting resources.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title : Information Engineer**

Senior -- 6+ yrs

Intermediate -- 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience:**

Comprehensive knowledge of systems and Information engineering principles, methods, and techniques.

Demonstrate Experience and ability to Analyze, select, control and evaluate IT systems, facilitating the analysis and evaluation of IT systems requirements and capabilities for mission and strategic planning contribution and applicability.

**Functional Responsibility:**

- Applies Business process improvement practices to reengineer methodologies/principles and business process modernization projects.

- Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and and risk analysis and modern business methods and performance measurement techniques.
- Assist in establishing standards for information systems procedures.
- Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems.
- Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.
- Provides daily supervision and direction to staff.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title : Network Administration**

Senior -- 6+ yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience**

- Experience managing and configuring enterprise-wide LANs, WANs, WLANs, VPNs, etc.
- Exceptional technical knowledge of network and PC operating systems
- Hands-on experience troubleshooting hardware such as servers, routers, bridges, switches, hubs, modems, network interface cards, and so on.
- Excellent knowledge of current protocols and standards
- Experience with programming languages
- Extensive application support experience
- Knowledge and understanding of system flow charts, data processing concepts, and telecommunications principles.
- Experience installing network cabling and patching telephony systems.
- Knowledge of applicable data privacy practices and laws.

**Functional Responsibility**

The Network Administrator will concentrate on the overall health of the network, server deployment, security, ensuring network connectivity throughout a company's LAN/WAN infrastructure, and all other technical considerations at the network level of an organization's technical hierarchy. Network Administrators are considered Tier 3 support personnel that only work on break/fix issues that could not be resolved at the Tier1 (helpdesk) or Tier 2 (desktop/network technician) levels.

Depending on the company, the Network Administrator may also design and deploy networks. However, these tasks may be assigned to a Network Engineer should one be available to the company.

The actual role of the Network Administrator will vary from company to company, but will commonly include activities and tasks such as network address assignment, assignment of routing protocols and routing table configuration as well as configuration of authentication and authorization – directory services. It often includes maintenance of network facilities in individual machines, such as drivers and settings of personal computers as well as printers and such. It sometimes also includes maintenance of certain network servers: file servers, VPN gateways, intrusion detection systems, etc.

Network specialists and analysts concentrate on the network design and security, particularly troubleshooting and/or debugging network-related problems. Their work can also include the maintenance of the network's authorization infrastructure, as well as network backup systems.

The administrator is responsible for the security of the network and for assigning IP addresses to the devices connected to the networks. Assigning IP addresses gives the subnet administrator some control over the professional who connects to the subnet. It also helps to ensure that the administrator knows each system that is connected and who personally is responsible for the system

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title : Network Engineer**

Senior – 6+ yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience:** Have extensive experience in all issues related to A design and maintenance of both the hardware and software necessary for a computer network. Have experience and knowledge of managing , maintaining and troubleshooting Local Area Networks (LANs) and Wide Area Networks (WANs).

**Functional Responsibility:** Responsible for installing, maintaining and supporting computer communication networks within an organisation or between organisations. Their goal is to ensure the smooth operation of communication networks in order to provide maximum performance and availability for their users (staff, clients, customers, suppliers, etc.).

Network engineers may work internally as part of an organisation's IT support team or externally as part of an IT networking consultancy firm working with a number of clients

Typical work activities usually include:

- Installing, supporting and maintaining new server hardware and software infrastructure;
- Managing email, anti spam and virus protection;
- Setting up user accounts, permissions and passwords;
- Monitoring network usage;
- Ensuring the most cost-effective and efficient use of servers;
- Suggesting and providing IT solutions to business and management problems;
- Ensuring that all IT equipment complies with industry standards;
- Analysing and resolving faults, ranging from a major system crash to a forgotten password;
- Undertaking routine preventative measures and implementing, maintaining and monitoring network security, particularly if the network connects to the internet;
- Providing training and technical support for users with varying levels of IT knowledge and competence;
- Supervising other staff, such as help desk technicians;
- Working closely with other departments/organisations and collaborating with other IT staff;
- Planning and implementing future IT developments and undertaking project work;
- Managing the website and keeping internal networks running;
- Monitoring the use of the web by employees.
- Posts entitled 'technical support' usually include responsibility for other IT equipment, such as printers and scanners.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Principal Integration Manager**

Senior – 6+yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience**

- BS/MS or equivalent experience required; Information Systems or Computer Science desirable
- Familiarity with IS process and project life cycles, finance and accounting processes, ERP applications, and exposure to a variety of scripting and programming languages
- Excellent interpersonal and communication skills, and strong analytical skills with a demonstrable bias toward action
- Experience designing and building database applications, and familiarity with data warehouse architecture, design principals and best practices, and commercial business intelligence platforms
- Experiencing managing teams and people, and experience managing vendor relationships
- Must have a track record of working on a variety of applications and problems
- Preference will be given to candidates with prior experience implementing and working with one or more of: Significant experience building custom applications, Hyperion tools, including Essbase, Oracle ERP, People Soft, SAP, Commercial ETL and application integration platforms (ex. Websphere, Informatica)

**Functional Responsibility:**

Responsible for leading a team of generalist developers to meet the needs of its internal systems customers. Manager must have the ability and interest to work on a range of different types of projects and business processes, and must have a background that demonstrates this ability. Demonstrate an ability to lead a IS team of 15+ developers, and manage resources for multiple, cross-functional projects. Must have technical understanding and hands on experience as well.

- Managing an IS team responsible for delivering solutions for a wide range of internal applications including ERP enhancements & support, business intelligence and data warehouse delivery, Web development, and the evaluation of commercial products to meet specialized financial and manufacturing business needs
- Managing relationships with vendors assisting with delivery and support
- Partnering with internal business teams in developing delivery roadmaps
- Ensuring your team is delivering with predictability

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Principal Systems Architect**

**Minimum / General Experience**

- Experience with complex, large scale, highly available systems
- Experience in designing the next generation solutions relating to software frameworks/infrastructure for areas such as caching, tracking, O/R mapping, presentation layer, security, data dependant routing, memory management, connection management, failover recovery, etc.
- Interface with vendors on leading edge technologies and ongoing challenges for areas such as deployment platform, development platform, RDBMS, caching, security, rules engines, JVM, etc.
- Extensive experience in designing and developing frameworks or other infrastructure code that other developers utilize to build large scale applications and systems

- Extensive knowledge and experience with foundational framework/infrastructure areas like OOAD, system layering, patterns, threads, JVM, sockets, JDBC, etc..
- Experienced in workflow engines and event based systems
- Has outstanding communication, presentation and written skills as well as an ability to deal effectively with both technologists and business representatives and to sell and promote ideas across the organization
- Deep understanding of key Enterprise Middleware technologies (J2EE, Web Services, Integration and - Application Servers), Open Source model, and various open source components.
- History of initiative and significant software accomplishments
- Deep understand in distributed computing, focusing on asynchronous processing, messaging and service oriented architecture (SOA).
- Grid computing, focusing on improving automation, monitoring and reporting, management, fault tolerance, availability, and provisioning
- Distributed computing, focusing on asynchronous processing, messaging and service oriented architecture (SOA)
- Workflow engines and event based systems
- Asynchronous processing and messaging
- Experience working with Application Architects and Engineering team
- Java programming language
- Business and process analysis, operational modeling, simplification and automation
- Evaluation of new software and hardware technologies in collaboration with vendors and partners
- Business and operational analysis, TCO and NPV analysis, and modeling
- Project Management
- Conducting code and infrastructure audits
- Auditing web site applications and the ability to correlate to PDLC standards.
- Information security audit and compliance initiatives
- Application architecture or worked closely with Application Architecture team

#### **Functional Responsibility**

The candidate will ensure the architecture strategies are aligned to support development, productivity, scalability, operational excellence and business-technology alignment businesses. This position will be focused on platforms, services and new business initiatives.

This position will provide the vision, leadership and guidance to define the architectural roadmap of the business.

#### **Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

#### **Commercial Job Title: Programmer Analyst – Integrated Systems**

Senior – 6+ yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

#### **Minimum / General Experience**

Five to eight years experience designing and implementing large scale C/S open systems environments and Integrated system Environments. Minimum specified experience with technologies like , EJB – Enterprise Java Beans , WAS – Websphere Application Server , Rational Rose or Visual Modeler , Oracle 9i, Oracle 10g, or higher XML and J2EE specifications, Struts, Spring, and Hibernate, Windows 2003, IBM AIX, HP UX, Linux, operating systems , Websphere and JBoss , rules engines and business process management, UML modeling and provide examples during interview. Good communication and interpersonal skills

- Two or more years experience in defining and implementing architecture for Internet systems and interfaces

within an SOA environment.

- Two or more years experience with loosely coupled architectures including servers, networks and messaging middleware.
- Designed and deployed agile development environments for 3 or more projects. Candidates must provide full descriptions of processes used for these projects and also explain benefits gained for the project.
- Two or more years experience with system testing standards compliance and benchmarking.
- Performed software development, packaging and release management for 3 or more projects. Candidates must provide full descriptions of the strategies used for determining how the solution was packaged or componentized and how releases were plan and deployed.
- Two or more years experience with communication skills with the demonstrated ability to communicate effectively and clearly in writing and to give group presentations. Candidate must provide full descriptions on the types of presentations and target audiences.

**Functional Responsibility:**

- Assist and provide oversight in the ongoing development and maintenance of the client applications including the design/development work required to INTEGRATE with other applications
- Ensure that projects follow the IT architecture direction, standards and best practices
- Identify technology reuse, build object/component library
- Architect application models & technical designs
- Plan and coordinate infrastructure requirements
- Ensure consistent, robust & scaleable designs
- Conduct formal technical review
- Define the structure of the system, its INTERFACES, and the principles that guide its project, application design and implementation
- Work with technical leads on documentation and testing requirements
- Conduct application profile and performance analysis
- Ensure the efficiency of all code during the development build phase. Review unit, and component, and integrated test for standards, performance, and service functionality compliance. Coordinate with the configuration manager (build master) for regular code and standards reviews.
- Provide technical leadership, training, direction and expertise in the design and implementation applications and INTEGRATIONS. Provide day-to-day technical guidance and hands-on support to the development project teams for activities related to the definition, design, construction, testing, performance tuning and certification of applications.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree

**Commercial Job title: Programmer Analyst**

Senior – 6+ yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience:**

- Ability to analyze, design, implement, and maintain an application throughout its entire lifecycle.
- Problem solving, analytical and logical, interpersonal, and group communication skills are a must.
- The individual must be able to work in a fast paced, team centered environment.
- The ability to continuously learn new concepts and technologies as they evolve is an absolute requirement.
- Ability to manage multiple tasks and assignments to meet required deadlines

**Functional Responsibility:**

- Write, test, and maintain the detailed instructions that computers must follow to perform their functions.
- Write programs according to the conditions determined primarily by computer software engineers and systems analysts.
- Perform programming and/or systems analysis tasks for routine application programs. .
- Defining and analyze problems to effect computer-oriented solutions
- Gather information , Analyze existing systems; designing new systems; developing new forms, reports, and - screens;
- Design and code; develop test data; test and debug programs;
- Document all procedures utilized by programs;
- Evaluate and/or modify computer programs; develop special and general or multi-purpose programs.
- Assist with design, analysis, maintenance, documentation, and testing of software.
- Code, debug, test, and document routine application programs.
- Assist in maintaining program libraries, users' manuals, or technical documentation.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job title: Project Control Specialist**

Senior 6+ yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience:**

Typically requires a bachelor's degree or equivalent and 4 - 6 years experience in project management. Previous experience needed with project management software and methodologies. Must possess a solid understanding of project management principles. The ability to handle multiple tasks and difficult and challenging situations while juggling multiple priorities is needed. Must be able to interact with various levels of people within and outside of the organization to obtain information. Strong interpersonal, organizational, analytical and planning skills required. Excellent written and oral communication skills and knowledge of Microsoft Office, including MS Project is a must. Platform skills are a plus. Must be able to work as part of a team. Must exhibit independent judgment to complete tasks that occasionally require non-standard solutions.

**Functional Responsibility:**

Duties include overseeing and coordinating the company's project management repository of project related data to ensure there is a flow of information internally and externally which provides all participants with pertinent information that will aid in facilitating the timely delivery of all projects and ensures all are within scope, well-communicated, resourced effectively, meet the needs of our customers and contribute to our corporate vision

**Minimum Education:** Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Project Manager**

Senior – 6+ yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum/General Experience**

Software project manager will typically have an extensive background in software development. Many software project managers hold a degree in Computer Science, Information Technology or another related field and will typically have worked in the industry as a software engineer.

**Functional Responsibility**

In traditional project management a heavyweight, predictive methodology such as the waterfall model is often employed, but software project managers must also be skilled in more lightweight, adaptive methodologies such as DSDM, SCRUM and XP. These project management methodologies are based on the uncertainty of developing a new software system and advocate smaller, incremental development cycles. These incremental or iterative cycles are timeboxed (constrained to a known period of time, typically from one to four weeks) and produce a working subset of the entire system to be developed at the end of each iteration. The increasing adoption of lightweight approaches is due largely to the fact that software requirements are very susceptible to change, and it is extremely difficult to illuminate all the potential requirements in a single project phase before the software development commences.

The software project manager is also expected to be familiar with the Software Development Life Cycle (SDLC). This may require in depth knowledge of requirements solicitation, application development, logical and physical database design and networking. This knowledge is typically the result of the aforementioned education and experience. There is not a widely accepted certification for software project managers, but many will hold the PMP designation offered by the Project Management Institute or an advanced degree in project management, such as a MSPM or other graduate degree in technology management.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Quality Assurance Manager**

Senior – 6+ yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience:**

This position requires excellent communication skills and the ability to work within a team. The environment will require the ability to work within a change management process. Strong analytical and problem solving skills required. Must be motivated to learn and adapt to new technologies. Must have hands on experience with automated testing tools and manual testing. Knowledge and experience in relevant softwares and technologies, SDLC and experience in Management of teams. Minimum specified experience as a QA Manager

**Functional Responsibility:**

- Develop test strategy for all corporate applications and implementations.
- Manage team of software quality assurance testers.
- Work with the management team and business units to author test cases, test scenarios and test data that will ensure minimum defects and that the applications meet the functional specifications.
- Implement a quality management process including: tracking and communicating issues/defects; follow-up with responsible parties for resolutions and bug fixes, prioritizing defect resolution order and ensuring that appropriate documentation is created and approved.
- Implement and manage all test environments.
- Research and implement testing tools.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Software Engineer**

Senior – 6+yrs  
Intermediate 4-6 yrs  
Junior – 1-4 yrs

**Minimum / General Experience.**

Should be very familiar with specialized languages relevant to the technologies employed (Java, C++, C#.NET as examples)

**Functional Responsibility:**

Computer software engineers apply the principles of computer science and mathematical analysis to the design, development, testing, and evaluation of the software and systems that make computers work. Software engineers will be involved in the design and development of many types of software, including computer games, word processing and business applications, operating systems and network distribution, and compilers, which convert programs to machine language for execution on a computer. Computer software engineers begin by analyzing users' needs, and then design, test, and develop software to meet those needs. During this process they create the detailed sets of instructions, called algorithms, that tell the computer what to do. Computer software engineers must be experts in operating systems and middleware to ensure that the underlying systems will work properly. Computer applications software engineers analyze users' needs and design, construct, and maintain general computer applications software or specialized utility programs. These workers use different programming languages, depending on the purpose of the program. The programming languages most often used are C, C++, and Java, with Fortran and COBOL used less commonly. software engineers should be able to develop both packaged systems and systems software or create customized applications.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Systems Analyst**

Senior – 6+ yrs  
Intermediate – 4-6 yrs  
Junior – 1-4 yrs

**Minimum / General Experience:**

Must have four skills: analytical, technical, managerial, and interpersonal. Analytical skills that enable systems analysts to understand the organization and its functions, which helps to identify opportunities and to analyze and solve problems. Technical skills to understand the potential and the limitations of information technology. The systems analyst must be able to work with various programming languages, operating systems, and computer hardware platforms. Management skills help systems analysts manage projects, resources, risk, and change. Interpersonal skills help systems analysts work with end users as well as with analysts, programmers, and other systems professionals. Because they must write user requests into technical specifications, they will act as liaisons between vendors and the IT professionals of the organization they represent.

**Functional Responsibility:**

Responsible for researching, planning, coordinating and recommending software and system choices to meet an organization's business requirements. The systems analyst will play a vital role in the systems development process perform the following tasks:

- Interact with the customers to know their requirements
- Interact with designers to convey the possible interface of the software
- Interact/guide the coders/developers to keep track of system development

- Perform system testing with sample/live data with the help of testers
- Implement the new system
- Prepare High quality Documentation
- They may be responsible for developing cost analysis, design considerations, and implementation time-lines.
- They may also be responsible for feasibility studies of a computer system before making recommendations to senior management

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Systems Architecture**

Senior – 6+ Yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience:**

Strong hands-on background in Enterprise and software component design skills in a client/server environment is required. A clear understanding of real-time distributed transactions and database technology is necessary. The successful candidate will have proven leadership capabilities, strong organizational and time management skills, and will rely on extensive experience and judgment to plan and accomplish goals. The position requires the candidate to perform a variety of complicated tasks, provide consultation on complex projects, and is expected to be the top level contributor/specialist with excellent written and verbal communications skills. A bachelor's degree in computer science and extensive experience in developing, designing, and leading complex designs is required.

**Functional Responsibility:** The systems Architect is responsible for the overall architecture, design, and development of new software and extensive software revisions of a complete end to end solution . The systems Architect defines product requirements and creates high-level architectural specifications, ensuring feasibility, functionality, performance, and integration with new or existing systems/platforms in a mission critical real-time environment

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Systems Programmer**

Senior – 6+ Yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience:**

In-depth knowledge of server operating systems. Strong analytical, technical, and organizational abilities as well as good interpersonal skills. Oral and written English language communication skills must be sufficient to discuss and explain technical issues in various settings. Experience on related Windows, Linux/UNIX and other server operating system programming or administration and support in an enterprise-class environment.

**Functional Responsibility:**

- Duties include tasks like but not limited to the following:
- Primarily Responsible for programming system software.
- Ensures server operating system software is properly installed, tested, and optimally tuned.
- Supports integration of OS like Windows, Linux/UNIX, and Novell server operating systems
- Customizes and upgrades server operating system software to meet ongoing user needs. This includes system

capacity planning, data organization and storage setup and planning, developing and/or installing and maintaining system utility programs and procedures to enhance operations, applications and general system performance.

- Supports centralized identity-management and email systems.
- Monitors, evaluates and reports on server systems' operation and recommends/implements measures to improve the overall performance of all server operating systems. This includes studies of system processing time and resource capacity, and measuring system performance against predetermined or industry standard benchmarks.
- Provides technical support to Computer Operations personnel as well as application system programming staff to ensure availability of enterprise production and on-line systems. This includes troubleshooting advanced technical issues.
- Provides enterprise-class hardware support for central OIT Windows, Linux/UNIX, and Novell server operating systems. This includes specifying hardware and ensuring compatibility with existing applications.
- Performs daily analysis of all enterprise-wide backup systems across all operating system environments and ensures backup integrity is maintained.
- Supports day to day administration of networked storage systems.
- Performs other related duties as required.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Testing / QA analyst – Engineer**

Senior – 6+ Yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience:**

- Familiarity with operating systems
- Some programming experience in specifies technologies.
- Ability to assess the priority and severity of issues
- Careful attention to detail
- Strong analytical, logical and problem-solving skills

**Functional Responsibility:**

- The scope of the position is to systematically test the software solutions and to develop, apply and maintain quality standards for company applications. Responsibilities include but are not limited to:  
Software Development Team Participation

- Collaborate with developers and product development teams to create responsive and compelling user interactions; Keep track of new requirements; Participate in software design reviews, Test Research, Planning, and Execution

- Develop and execute software test plans and cases; Run and maintain test automation scripts for regression testing, Analyze and write test standards, procedures and reports; Maintain and monitor continuous integration server

- Issue Reporting and Follow-Up - Analyze test results to ensure existing functionality and recommend corrective action, Track problem reports using issue tracking software (Maintain documentation of test results to assist in debugging and modification of software; Identify, report, and document software bugs and operational characteristics that are inconsistent with stated requirements and design specifications, and resolve issues with software developers

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job title: Web Design / Internet Information Systems Architect**

Senior – 6+ Yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience:**

- Proven internet field development experience.
- Architect experience in social, mobile internet fields and distributed systems architect experience a plus.
- Proven experience in either C++, JAVA or Python OO languages.
- Experience with Unix/Linux or Windows environments, C++ development, distributed systems, network programming and/or developing large software systems.
- Experience designing and developing information systems -Experience in: user research (interviews or surveys); requirements gathering; information architecture; developing low-fidelity prototypes or wireframes; usability testing; UI design -Knowledge of user-interface design principles, best practices, and standards -Working knowledge of HTML and CSS. JavaScript is a plus. -Experience with Dreamweaver, or similar web-building application -Experience with Visio or similar program -Proficient with internet development technologies including e-commerce, permission-based marketing, servers, cookies, DHTML, and Flash Ability to research, identify, analyze issues and derive applicable solutions -BS/BA in Human Factors, Human-Computer Interface, GUI Design, related degree, or equivalent work experience -Excellent communication, organization, and management skills are also desired, and candidates should be comfortable maintaining relationships with clients and colleagues.

**Functional Responsibility**

- Architect primary responsibilities include designing internet application architecture and guiding implementing of the architecture. The internet application architect typically has 100% responsibility for the internet application architecture for the group.

- Communicate with project team in the architecture, description the key idea of the architecture and the solutions of all difficulty of the architecture.

- Develop the application architecture skeleton and checking the quality attributes.

- Share responsibility for availability, stability, performance, cost and scalability with the functional engineers.

- Give business and technical suggestion and strategy on internet domain.

Should understand the principles of information organization and user interface design, as well as the usability of web-based applications and websites. Determine the flow and content placement within a web experience

- Participate in all phases of research and implementation to create the best online user experience

- Collaborate with various departments to interpret project needs

- Decide which user scenarios are best suited to the requirements and scope of the project

- Plan and facilitate brainstorming sessions regarding functional requirements, content organization, UI specifications and technical integration

- Conceive and document information organization, navigation structure, search and browse functions and user/system interactions

- Manage documentation including site maps, wireframes, user flows, graphs, use cases and functional requirements

- Present project architectural approaches and documentation to clients.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: Web Designer**

Senior – 6+ Yrs  
Intermediate – 4-6 yrs  
Junior – 1-4 yrs

**Minimum / General Experience:**

Relevant experience in web designing.

**Functional Responsibility:** Creating presentations of content (usually hypertext or hypermedia) that is delivered to an end-user through the World Wide Web, by way of a Web browser or other Web-enabled software like Internet television clients, microblogging clients and RSS readers.

Designing Web pages, Web sites, Web applications or multimedia for the Web may utilize multiple disciplines, such as animation, authoring, communication design, corporate identity, graphic design, human-computer interaction, information architecture, interaction design, marketing, photography, search engine optimization and typography.

- Markup languages (such as HTML, XHTML and XML)
- Style sheet languages (such as CSS and XSL)
- Client-side scripting (such as JavaScript and VBScript)
- Server-side scripting (such as PHP and ASP)
- Database technologies (such as MySQL)
- Multimedia technologies (such as Flash and Silverlight)
- Web pages and Web sites can be static pages, or can be programmed to be dynamic pages that automatically adapt content or visual appearance depending on a variety of factors, such as input from the end-user, input from the Webmaster or changes in the computing environment (such as the site's associated database having been modified).

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: ERP (Peoplesoft, SAP, Oracle, Financial) Applications, Functional expert/Programmer**

Senior – 6+ Yrs  
Intermediate – 4-6 yrs  
Junior – 1-4 yrs

**Minimum / General Experience**

The ideal candidate will have:

- Hands-on experience with ERP implementations
- In depth functional /configurational skills with various ERP modules
- Solid technical management skills
- Excellent skills interfacing with client personnel

**Functional Responsibility**

SAP Functional Analyst/Project Manager with extensive background with the ERP implementation of SAP, ORACLE and Peoplesoft. Person will be part of a team that will work with a department that will be

transitioning to the Navy ERP system. Project is to provide a thorough analysis of the impact of this transition to ERP and will include the following activities:

- Assess the organizational impact
- Map systems to Client ERP equivalent modules
- Create roadmaps for transition
- Provide Client ERP configuration and functional analysis support
- Educate personnel to Client ERP configuration and functional capabilities
- Identify potential functional and/or process gaps

**Minimum Education**

Bachelors / Master in Engineering or related educational degree.

**Commercial Job Title: ERP Programmer –Analyst**

Senior – 6+ Yrs

Intermediate – 4-6 yrs

Junior – 1-4 yrs

**Minimum / General Experience:**

Related experience developing ERP software applications; Experience with developing requirements for ERP application development; Ability to communicate clearly and effectively in both verbal and written formats.

**Functional Responsibility**

The Enterprise Resource Planning (ERP) Programmer/Analyst I will assist in the implementation, design, and analysis of software specifications, and will translate specifications into programming code. Other duties will include troubleshooting existing code; debugging programs; preparing software tests; producing program documentation; modifying existing software and testing revised systems software.

**Minimum Education:**

Bachelors / Master in Engineering or related educational degree.

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

**PREAMBLE**

Smart IMS 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:**

**Amar Reddy**

**609-955-3037 (Off),**

**732-501-4577 (Cell)**

**609-936-9866 (Fax)**

**[Amar.Reddy@SmartIMS.com](mailto:Amar.Reddy@SmartIMS.com)**

<b>S.No</b>	<b>Smart IMS GSA Price list</b>	<b>GSA Price Offered ( with IFF )</b>
1	Application Programmer (Sr)	79.33
2	Application Programmer (Mid)	72.95
3	Application Programmer (Jr)	68.39
4	Applications Engineer (Sr)	104.86
5	Applications Engineer (Mid)	91.18
6	Applications Engineer (Jr)	77.51
7	Business/Functional Analyst (Sr)	102.13
8	Business/Functional Analyst (Mid)	91.18
9	Business/Functional Analyst (Jr)	80.24
10	Communications Network Manager	86.62
11	Communications Network Specialist	77.51
12	Computer Security Systems Specialist	86.62
13	Computer Systems Analyst –(Mid)	80.24
14	Computer Systems Analyst (Jr)	63.83
15	Configuration Management Specialist	73.86
16	Database Administration (Sr)	100.30
17	Database Administration (Mid)	89.36
18	Database Administration (Jr)	82.07
19	Database Management Specialist (Sr)	100.30
20	Database Management Specialist (Mid)	80.24
21	Database Management Specialist ( Jr)	59.27
22	Functional Analyst ( Jr )	56.53
23	Functional Analyst ( Mid)	66.56
24	Functional Analyst - (Sr)	77.21
25	Network Installation Supervisor	41.03

26	Help Desk Specialist ( Jr)	34.65
27	Help Desk Specialist ( Mid)	54.71
28	Help Desk Specialist ( Sr)	59.27
29	Information Engineer (Mid)	79.33
30	Information Engineer (Jr)	69.48
31	Network Administration (Jr)	82.07
32	Network Engineer	77.51
33	Principal Integration Manager (Sr)	100.30
34	Principal Integration Manager (Mid)	69.48
35	Principal System Architect (Sr)	125.83
36	Principal Systems Architect (Mid)	107.60
37	Programmer Analyst - Integrated Systems (Sr)	115.80
38	Programmer Analyst (Sr)	82.07
39	Programmer Analyst (Mid)	72.95
40	Programmer Analyst (Jr)	59.27
41	Project Control Specialist	71.85
42	Project Manager ( Sr)	82.07
43	Project Manager (Mid)	79.79
44	Project Manager (Jr)	64.74
45	Quality Assurance Manager	74.37
46	Systems Administrator	72.95
47	Software Engineer (Jr)	54.71
48	Software Engineer (Sr)	91.18
49	Systems Analyst ( Sr)	82.07
50	Systems Analyst (Mid)	71.12
51	Systems Analyst (Jr)	65.65

52	Systems Architecture (Sr)	125.83
53	Systems Architecture (Mid)	100.30
54	Systems Architecture (Jr)	82.07
55	Systems Programmer (Jr)	59.27
56	Systems Programmer (Mid)	77.51
57	Systems Programmer (Sr)	82.07
58	Testing/QA Analyst - Engineer (Sr)	105.68
59	Testing/QA Analyst - Engineer (Mid)	86.62
60	Testing/QA Analyst - Engineer (Jr)	68.39
61	Web Design / Internet Information Systems Architect (Sr)	104.86
62	Web Design (Sr)	68.39
63	Web Design (Mid)	59.27
64	Web Design (Jr)	45.59
65	ERP (Peoplesoft, SAP, Oracle Financials) Application, Functional Expert / Programmer	127.66
66	ERP Programmer -Analyst (Mid)	91.18
<b>Offered GSA rates apply for both company and client/agency locations</b>		