

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

Special Item No. 132-51 Information Technology Professional Services

**Note:** Contractor has been awarded all Special Item Numbers under the Cooperative Purchasing and Disaster Recovery Programs.

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

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Automated News Services, Data Services, or Other Information Services

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

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

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



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Contract Number:

**GS-35F- 0854N**

Period Covered by Contract:

**August 22, 2003 through August 20, 2018**

General Services Administration  
Federal Acquisition Service

Pricelist current through Modification # PA-0023, dated September 24, 2013

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

**TABLE OF CONTENTS**

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS ..... 3

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES  
(SPECIAL ITEM NUMBER 132-51) ..... 9

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT  
PROGRAMS ..... 12

BLANKET PURCHASE AGREEMENT (BPA)..... 13

BPA FORMAT GUIDELINES ..... 14

CONTRACTOR TEAM ARRANGEMENTS ..... 15

DMI'S INFORMATION TECHNOLOGY LABOR RATES..... 17

DMI'S INFORMATION TECHNOLOGY LABOR CATEGORY DESCRIPTIONS..... 18

**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 micro-purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!<sup>TM</sup> on-line shopping service ([www.fss.gsa.gov](http://www.fss.gsa.gov)). The catalogs/pricelists, GSA Advantage!<sup>TM</sup> 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 micro-purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

**1. GEOGRAPHIC SCOPE OF CONTRACT**

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

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

Offerors are requested to check one of the following boxes:

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

**2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**

**Digital Management, Inc. (DMI)**  
**6550 Rock Spring Dr., 7<sup>th</sup> Floor**  
**Bethesda, MD 20817**

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

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

**Phone: (240) 223-4822**

**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. STATICAL 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: **113512359**

Block 30: Type of Contractor - **Large**

Block 31: Woman-Owned Small Business – **No**

Block 32: **B. N/A**

Block 36: Contractor's Taxpayer Identification Number (TIN): **68-0505254**

- 4a. CAGE Code: **3BDL8**
- 4b. Contractor **has** registered with the Central Contractor Registration Database.

**5. FOB DESTINATION**

**6. DELIVERY SCHEDULE**

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

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
<u>132-51</u>	<u>30 Days</u>

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

**7. DISCOUNTS:** Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: None – Net 30 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: None
- c. Dollar Volume: None
- d. Government Educational Institutions: Offered the same discount as all other Government customers

**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 Number (SIN) is \$500,000:  
Special Item Number 132-51 - Information Technology (IT) Professional Services

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

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

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

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

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

- 13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS)**  
Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.
- 13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS)**  
Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal 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 2001)**
- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
  - (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges. NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.
  - (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
  - (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
  - (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
  - (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
  - (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

**15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES**

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

**16. GSA ADVANTAGE!**

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

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

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

**17. PURCHASE OF OPEN MARKET ITEMS**

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f). For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

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

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

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

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

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

**19. OVERSEAS ACTIVITIES**

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

None

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

**20. BLANKET PURCHASE AGREEMENTS (BPAs)**

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

**21. CONTRACTOR TEAM ARRANGEMENTS**

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

**22. INSTALLATION, DEINSTALLATION, REINSTALLATION**

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

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

**23. SECTION 508 COMPLIANCE.**

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

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 Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES**

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

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

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

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

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

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

- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
  - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

## **6. INSPECTION OF SERVICES**

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

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

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

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

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

## **9. INDEPENDENT CONTRACTOR**

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

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

### **a. Definitions.**

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

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

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

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

**11. INVOICES**

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

**12. PAYMENTS**

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

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

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

**PREAMBLE**

DMI 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

Tyler Brooks-Craft  
Vice President of Contracts, Subcontracts & Compliance  
Digital Management, Inc.  
6550 Rock Spring Dr., 7<sup>th</sup> Floor  
Bethesda, MD 20817  
office: 240.223.4822  
mobile: 571.271.5691  
fax: 240.223.4835

**SUGGESTED Blanket Purchase Agreement (BPA) format**

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

(Insert Customer Name)

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

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

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

Signatures

\_\_\_\_\_  
Ordering Activity

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contractor

\_\_\_\_\_  
Date

(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

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

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

- (2) Delivery:
 

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

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

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

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

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

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

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

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

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

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

**DMI GSA Price List-Pop 08/21/2013-08/20/2018**

Labor Category	Contractor Site Rates				
	Year 1	Year 2	Year 3	Year 4	Year 5
	8/21/13 - 8/20/14	8/21/14 - 8/20/15	8/21/15 - 8/20/16	8/21/16 - 8/20/17	8/21/17 - 8/20/18
Application Systems Analyst/Programmer I	\$70.93	\$73.77	\$76.72	\$79.79	\$82.98
Application Systems Analyst/Programmer II	\$79.70	\$82.89	\$86.21	\$89.66	\$93.25
Application Systems Analyst/Programmer III	\$127.65	\$132.76	\$138.07	\$143.59	\$149.33
Business Analyst I	\$86.46	\$89.92	\$93.52	\$97.26	\$101.15
Business Analyst II	\$112.28	\$116.77	\$121.44	\$126.30	\$131.35
CyberSecurity SME I	\$145.92	\$151.76	\$157.83	\$164.14	\$170.71
CyberSecurity SME II	\$179.60	\$186.78	\$194.25	\$202.02	\$210.10
Database Analyst/Programmer I	\$98.19	\$102.12	\$106.20	\$110.45	\$114.87
Database Analyst/Programmer II	\$113.64	\$118.19	\$122.92	\$127.84	\$132.95
Database Analyst/Programmer III	\$148.17	\$154.10	\$160.26	\$166.67	\$173.34
Enterprise Solutions Specialist I	\$140.31	\$145.92	\$151.76	\$157.83	\$164.14
Enterprise Solutions Specialist II	\$162.76	\$169.27	\$176.04	\$183.08	\$190.40
Enterprise Solutions Specialist III	\$185.21	\$192.62	\$200.32	\$208.33	\$216.66
Government Transformation Specialist I	\$155.64	\$161.87	\$168.34	\$175.07	\$182.07
Government Transformation Specialist III	\$218.75	\$227.50	\$236.60	\$246.06	\$255.90
Help Desk Coordinator	\$50.06	\$52.06	\$54.14	\$56.31	\$58.56
Information Security Analyst I	\$135.10	\$140.50	\$146.12	\$151.96	\$158.04
Information Security Analyst II	\$161.03	\$167.47	\$174.17	\$181.14	\$188.39
Information Security Analyst III	\$201.30	\$209.35	\$217.72	\$226.43	\$235.49
Information Technology Specialist I	\$158.26	\$164.59	\$171.17	\$178.02	\$185.14
Infrastructure Architect I	\$112.25	\$116.74	\$121.41	\$126.27	\$131.32
Infrastructure Architect III	\$168.38	\$175.12	\$182.12	\$189.40	\$196.98
LAN Support Technician	\$73.16	\$76.09	\$79.13	\$82.30	\$85.59
LAN/WAN/MAN Administrator	\$78.50	\$81.64	\$84.91	\$88.31	\$91.84
Network Administrator I	\$67.35	\$70.04	\$72.84	\$75.75	\$78.78
Network Administrator II	\$89.80	\$93.39	\$97.13	\$101.02	\$105.06
Network Administrator III	\$112.25	\$116.74	\$121.41	\$126.27	\$131.32
Operations Support Representative I	\$53.00	\$55.12	\$57.32	\$59.61	\$61.99
Operations Support Representative II	\$65.10	\$67.70	\$70.41	\$73.23	\$76.16
Operations Support Representative III	\$80.82	\$84.05	\$87.41	\$90.91	\$94.55
Program Manager	\$178.95	\$186.11	\$193.55	\$201.29	\$209.34
Project Manager	\$125.69	\$130.72	\$135.95	\$141.39	\$147.05
Sr. Project Manager	\$151.54	\$157.60	\$163.90	\$170.46	\$177.28
Sr. Subject Matter Expert/Management Consultant	\$196.44	\$204.30	\$212.47	\$220.97	\$229.81
Subject Matter Expert/Management Consultant	\$173.90	\$180.86	\$188.09	\$195.61	\$203.43
Systems Engineer I	\$90.92	\$94.56	\$98.34	\$102.27	\$106.36
Systems Engineer II	\$107.75	\$112.06	\$116.54	\$121.20	\$126.05

Systems Engineer III		\$129.08	\$134.24	\$139.61	\$145.19	\$151.00
Technical Writer I		\$56.82	\$59.09	\$61.45	\$63.91	\$66.47
Technical Writer II		\$76.33	\$79.38	\$82.56	\$85.86	\$89.29
Technical Writer III		\$92.04	\$95.72	\$99.55	\$103.53	\$107.67
Telecommunications Engineer I		\$78.57	\$81.71	\$84.98	\$88.38	\$91.92
Telecommunications Engineer II		\$94.19	\$97.96	\$101.88	\$105.96	\$110.20
Trainer I		\$60.10	\$62.50	\$65.00	\$67.60	\$70.30
Web Programmer I		\$86.47	\$89.93	\$93.53	\$97.27	\$101.16
Web Programmer II		\$136.48	\$141.94	\$147.62	\$153.52	\$159.66
Web Programmer III		\$168.38	\$175.12	\$182.12	\$189.40	\$196.98

***DMI INFORMATION TECHNOLOGY  
LABOR CATEGORY DESCRIPTIONS***

<b>Commercial Job Title:</b>										
	<b>APPLICATION SYSTEMS ANALYST/PROGRAMMER I</b>									
<b>Minimum/General Experience:</b>										
Two (2) years of technical experience in applications software development, one (1) of which is in systems analysis. Competent to work at a high technical level for most phases of applications systems analysis and programming activities.										
<b>Functional Responsibility:</b>										
Works under general direction. Formulates/defines system scope and objectives. Devises or modifies procedures to solve moderately complex problems considering computer equipment capacity and limitations. Codes, tests, debugs, and documents computer programs. May be familiar with Internet technologies. Working knowledge of at least one development language. May be involved in related areas such as database design/management and evaluation of commercial off-the-shelf (COTS) products.										
<b>Minimum Education:</b>										
Bachelor's degree in Computer Science or a related field.										
<b>Alternate Experience:</b>										
No Degree		Associate's		Bachelor's		Master's		Ph.D.		
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	
8	5	5	3	2	1	1	0	0	0	

<b>Commercial Job Title:</b>										
	<b>APPLICATION SYSTEMS ANALYST/PROGRAMMER II</b>									
<b>Minimum/General Experience:</b>										
Six (6) years of technical experience in applications software development, one (1) of which is in systems analysis. Competent to work at a high technical level for all phases of applications systems analysis and programming activities.										
<b>Functional Responsibility:</b>										
Works under general direction. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents programs. May be familiar with Internet technologies. Working knowledge of at least two development languages. May be involved in related areas such as database design/management, evaluation of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues. May provide guidance to other systems analysts and programmers.										
<b>Minimum Education:</b>										
Bachelor's degree in Computer Science or a related field.										
<b>Alternate Experience:</b>										
No Degree		Associate's		Bachelor's		Master's		Ph.D.		
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	
11	9	8	4	6	1	2	0	0	0	

<b>Commercial Job Title:</b>		<b>APPLICATION SYSTEMS ANALYST/PROGRAMMER III</b>							
<b>Minimum/General Experience:</b> Eight (8) years of technical experience in applications software development, three (3) of which are in systems analysis and one (1) year which is acting as technical lead to a team of programmers/analysts. Has a good understanding of the business or function for which the application is designed.									
<b>Functional Responsibility:</b> Plans, directs and monitors the work of team members. Sets priorities to meet the needs of users. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. May be involved in related areas such as database design/management, evaluation of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues. May direct the work of other systems analysts and programmers. This skill is qualified to operate in advanced technical environments that include C++, Client/Server, Oracle, Power Builder, Visual Basic, JAVA, and other source code requirements.									
<b>Minimum Education:</b> Bachelor's degree in Computer Science or a related field.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
13	10	10	7	8	3	4	1	0	0

<b>Commercial Job Title:</b>		<b>BUSINESS ANALYST I</b>							
<b>Minimum/General Experience:</b> Four (4) years of experience, of which at least three (3) must be specialized. Specialized experience includes: developing functional requirements, conducting business analysis, or demonstrated problem-solving for complex business systems or environments. Competent to work in most phases of business analysis. Must demonstrate the ability to work independently or under only general direction.									
<b>Functional Responsibility:</b> Analyze user needs to determine business, functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task.									
<b>Minimum Education:</b> Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
10	8	8	5	4	3	1	0	1	0

<b>Commercial Job Title:</b>		<b>BUSINESS ANALYST II</b>							
<b>Minimum/General Experience:</b>									
Five (5) years of experience, of which at least two (2) must be specialized. Specialized experience includes: developing functional requirements, conducting business analysis, or demonstrated problem-solving for complex business systems or environments. Competent to work in most phases of business analysis with some experience as a team lead. Must demonstrate the ability to work independently or under only general direction.									
<b>Functional Responsibility:</b>									
Analyze user needs to determine business, functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. May work in a lead capacity on a project. Identifies resources required for each task.									
<b>Minimum Education:</b>									
Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
10	8	8	5	5	2	3	1	1	0

<b>Commercial Job Title:</b>		<b>CYBERSECURITY SUBJECT MATTER EXPERT (SME) I</b>							
<b>Minimum/General Experience:</b>									
Eight (8) years of technical or functional experience in involved with strategy, design, deployment, and management of CyberSecurity initiatives. Areas of experience can include Risk & Security Assessments, Intrusion Detection, Vulnerability Analysis, Situational Awareness, Penetration Testing, Trusted Computing, Privacy Protection, Digital Forensics, or Security Compliance.									
<b>Functional Responsibility:</b>									
Provides technical leadership in performing assessment of present levels of cyber security, defines acceptable levels of risk, trains all personnel in proper cyber posture and establishes formal maintenance procedures. Performs privacy impact assessments and provides PII data security and monitoring, and migration strategies. Identifies potential vulnerabilities to cyber and information security using penetration testing and red teams. Provides technologies for identification, modeling, and predictive analysis of cyber threats. Applies this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plans, recommends, and performs changes. Utilizes an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assists clients in planning and developing objectives and goals. Supports client objectives while conforming to the client's operating practices. Works under minimal supervision and independently performs duties of moderate complexity.									
<b>Minimum Education:</b>									
Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
12	10	10	8	8	6	4	2	2	1

<b>Commercial Job Title:</b>		<b>CYBERSECURITY SUBJECT MATTER EXPERT (SME) II</b>							
<b>Minimum/General Experience:</b>									
Ten (10) years of technical or functional experience in involved with strategy, design, deployment, and management of CyberSecurity initiatives. Areas of experience can include Risk & Security Assessments, Intrusion Detection, Vulnerability Analysis, Situational Awareness, Penetration Testing, Trusted Computing, Privacy Protection, Digital Forensics, or Security Compliance.									
<b>Functional Responsibility:</b>									
Acts as a recognized technical expert in performing assessments of present levels of cyber security, defines acceptable levels of risk, trains all personnel in proper cyber posture and establishes formal maintenance procedures. Performs privacy impact assessments and provides PII data security and monitoring, and migration strategies. Identifies potential vulnerabilities to cyber and information security using penetration testing and red teams. Provides technologies for identification, modeling, and predictive analysis of cyber threats. Functions as the highest-level individual contributor in at least one technical area. Utilizes expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. Has a high level of diverse technical and industry experience related to a specific skill set. Keeps abreast of technological developments and industry trends. Performs complex assignments with little guidance.									
<b>Minimum Education:</b>									
Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline. Certified Information Systems Security Professional (CISSP) or other certification may be required.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
15	12	12	10	10	8	6	3	3	2

<b>Commercial Job Title:</b>		<b>DATABASE ANALYST/PROGRAMMER I</b>							
<b>Minimum/General Experience:</b>									
Four (4) years of technical experience in administration, analysis, and programming of computerized databases. Competent to work in most phases of database management.									
<b>Functional Responsibility:</b>									
Under general direction, designs, implements, and maintains moderately complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical methods. Maintains database dictionaries and integrates system through database design.									
<b>Minimum Education:</b>									
Bachelor's degree in Computer Science or a related field.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
9	7	6	4	4	1	0	0	0	0

<b>Commercial Job Title:</b>		<b>DATABASE ANALYST/PROGRAMMER II</b>							
<b>Minimum/General Experience:</b> Six (6) years of technical experience in administration, analysis, and programming of computerized databases. Competent to work in most phases of database management.									
<b>Functional Responsibility:</b> Under general direction, designs, implements, and maintains moderately complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical methods. Maintains database dictionaries and integrates system through database design.									
<b>Minimum Education:</b> Bachelor's degree in Computer Science or a related field.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
10	8	8	4	6	2	0	0	0	0

<b>Commercial Job Title:</b>		<b>DATABASE ANALYST/PROGRAMMER III</b>							
<b>Minimum/General Experience:</b> Eight (8) years of technical experience in administration, analysis, and programming of computerized databases. Competent to work in most phases of database management.									
<b>Functional Responsibility:</b> In a lead or leadership capacity, designs, implements, and maintains moderately complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical methods. Maintains database dictionaries and integrates system through database design. Interfaces with the client on a day-to-day basis. Supports the completion of project specific tasks within estimated time frames and budget constraints. Is capable of identifying best-practices, and creating and assessing performance measures relating to database administration, programming, or management.									
<b>Minimum Education:</b> Bachelor's degree in Computer Science or a related field.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
12	8	10	6	8	6	4	2	2	1

<b>Commercial Job Title:</b>		<b>ENTERPRISE SOLUTIONS SPECIALIST I</b>							
<b>Minimum/General Experience:</b>									
Four (4) years of technical or functional experience in three (3) or more advanced or emerging Enterprise technologies in areas such as ERP, Oracle, Microsoft, Mobility, CRM, Records Management, and Networks. Possesses definitive expertise and knowledge of specific methodologies, tools, middleware, process designs, or data management techniques that are deployed enterprise-wide.									
<b>Functional Responsibility:</b>									
Under general direction, uses project- related experience to provide guidance and direction for specific sub-tasks of a project. Specific expertise in one or more of the service areas and knowledgeable in at least one other. Interfaces with the client on a day-to-day basis. Supports the completion of project specific tasks within estimated time frames and budget constraints.									
<b>Minimum Education:</b>									
Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
8	4	6	3	4	2	4	1	0	0

<b>Commercial Job Title:</b>		<b>ENTERPRISE SOLUTIONS SPECIALIST II</b>							
<b>Minimum/General Experience:</b>									
Six (6) years of technical or functional experience in three (3) or more advanced or emerging Enterprise technologies in areas such as ERP, Oracle, Microsoft, Mobility, CRM, Records Management, and Networks. Possesses definitive expertise and knowledge of specific methodologies, tools, middleware, process designs, or data management techniques that are deployed enterprise-wide.									
<b>Functional Responsibility:</b>									
Under general direction, uses project- related experience to provide guidance and direction for specific sub-tasks of a project. Specific expertise in one or more of the service areas and knowledgeable in at least one other. Interfaces with the client on a day-to-day basis. Supports the completion of project specific tasks within estimated time frames and budget constraints. Is capable of identifying best-practices, and creating and assessing performance measures relating to enterprise solutions. Provides group facilitation, interviewing, training, and other forms of knowledge transfer. Must demonstrate the ability to work independently or under only general direction.									
<b>Minimum Education:</b>									
Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline. Possesses a relevant industry certification.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
10	8	8	4	6	3	2	1	0	0

<b>Commercial Job Title:</b>		<b>ENTERPRISE SOLUTIONS SPECIALIST III</b>							
<b>Minimum/General Experience:</b>									
Eight (8) years of technical or functional experience in three (3) or more advanced or emerging Enterprise technologies in areas such as ERP, Oracle, Microsoft, Mobility, CRM, Records Management, and Networks. Possesses definitive expertise and knowledge of specific methodologies, tools, middleware, process designs, or data management techniques that are deployed enterprise-wide.									
<b>Functional Responsibility:</b>									
In a lead or leadership capacity, uses project- related experience to provide guidance and direction for specific sub-tasks of a project. Specific expertise in one or more of the service areas and knowledgeable in at least one other. Interfaces with the client on a day-to-day basis. Supports the completion of project specific tasks within estimated time frames and budget constraints. Is capable of identifying best-practices, and creating and assessing performance measures relating to enterprise solutions. Provides leadership and thought sharing to senior executives, group facilitation, interviewing, training, and other forms of knowledge transfer. Must demonstrate the ability to work independently or under only general direction.									
<b>Minimum Education:</b>									
Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline. Possesses a relevant industry certification.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
12	8	10	6	8	4	4	2	2	0

<b>Commercial Job Title:</b>		<b>GOVERNMENT TRANSFORMATION SPECIALIST I</b>							
<b>Minimum/General Experience:</b>									
Eight (8) years of technical experience, of which four (4) must be specialized in the facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best-practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods and practices that support Government Transformation.									
<b>Functional Responsibility:</b>									
Applies process improvement and reengineering methodologies and principles to conducting process modernization/transformation projects. Duties include activity and data modeling, gap analysis, developing government transformational methods, identifying best-practices, and creating and assessing performance measures. Provides group facilitation, interviewing, training, and other forms of knowledge transfer. Must demonstrate the ability to work independently or under only general direction.									
<b>Minimum Education:</b>									
Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
12	8	10	6	8	4	4	2	4	1

<b>Commercial Job Title:</b>		<b>GOVERNMENT TRANSFORMATION SPECIALIST III</b>							
<b>Minimum/General Experience:</b> Ten (10) years of technical experience, of which four (4) must be specialized in the facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best-practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods and practices that support Government Transformation.									
<b>Functional Responsibility:</b> Applies process improvement and reengineering methodologies and principles to conducting process modernization/transformation projects. Duties include activity and data modeling, gap analysis, developing government transformational methods, identifying best-practices, and creating and assessing performance measures. Provides leadership and thought sharing to senior executives, group facilitation, interviewing, training, and other forms of knowledge transfer. Must demonstrate the ability to work independently or under only general direction.									
<b>Minimum Education:</b> Bachelor's degree in Computer Science or Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
12	8	10	6	10	4	6	2	4	1

<b>Commercial Job Title:</b>		<b>HELP DESK COORDINATOR</b>							
<b>Minimum/General Experience:</b> One (1) year experience performing Help Desk functions.									
<b>Functional Responsibility:</b> Under immediate supervision, responds to and diagnoses problems through discussions with users. Conducts problem recognition, research, isolation, resolution, and follow-up steps. Resolves less complex problems immediately and assigns more complex problems to second-level support, senior operator, or supervisor. Assures timely close-out of trouble tickets and escalates additional support as needed. Has the ability to perform tasks related to data entry.									
<b>Minimum Education:</b> High School diploma, plus Help Desk-related training classes.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
2	1	1	0	0	0	0	0	0	0

<b>Commercial Job Title:</b>		<b>INFORMATION SECURITY ANALYST I</b>							
<b>Minimum/General Experience:</b> Eight (8) years of technical experience in defining security program requirements or processes for the protection of sensitive or classified information. Competent to work in most phases of network, systems, or application information assurance.									
<b>Functional Responsibility:</b> Analyzes and defines security requirements for information protection. Defines and develops security policies. Designs, develops, engineers, and implements solutions that meet network, system, or application security requirements. Analyzes the sensitivity of information and performs vulnerability and risk assessments on the basis of defined sensitivity and information flow. Must demonstrate the ability to work independently or under only general direction.									
<b>Minimum Education:</b> Bachelor's degree in Computer Science, Engineering, Information Systems or a related field.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
15	10	10	7	8	5	5	3	3	2

<b>Commercial Job Title:</b>		<b>INFORMATION SECURITY ANALYST II</b>							
<b>Minimum/General Experience:</b> Twelve (12) years of technical experience in defining security program requirements or processes for the protection of sensitive or classified information. Competent to work in most phases of network, systems, or application information assurance.									
<b>Functional Responsibility:</b> Analyzes and defines security requirements for information protection. Defines and develops security policies. Designs, develops, engineers, and implements solutions that meet network, system, or application security requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing needs. Analyzes the sensitivity of information and performs vulnerability and risk assessments on the basis of defined sensitivity and information flow. Must demonstrate the ability to work independently or under only general direction.									
<b>Minimum Education:</b> Bachelor's degree in Computer Science, Engineering, Information Systems, or a related field.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
20	12	15	10	12	8	7	4	5	3

<b>Commercial Job Title:</b>		<b>INFORMATION SECURITY ANALYST III</b>							
<b>Minimum/General Experience:</b> Fifteen (15) years of technical experience in defining security program requirements or processes for the protection of sensitive or classified information. Competent to work in all phases of network, systems, or application information assurance.									
<b>Functional Responsibility:</b> Analyzes and defines security requirements for information protection. Defines and develops security policies. Designs, develops, engineers, and implements solutions that meet network, system, or application security requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing needs. Analyzes the sensitivity of information and performs vulnerability and risk assessments on the basis of defined sensitivity and information flow. Performs vulnerability/risk analyses of networks, computer systems, or applications during all phases of the system development lifecycle. Must demonstrate the ability to work independently or under only general direction.									
<b>Minimum Education:</b> Bachelor's degree in Computer Science, Engineering, Information Systems, or a related field and a relevant security-related certification (i.e. CISSP).									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
20	12	18	8	15	10	8	5	5	3

<b>Commercial Job Title:</b>		<b>INFORMATION TECHNOLOGY SPECIALIST I</b>							
<b>Minimum/General Experience:</b> Eight (8) years of technical or functional experience in three (3) or more advanced or emerging technologies. Possesses definitive expertise in specific methodologies, tools, middleware, process designs, or data management techniques.									
<b>Functional Responsibility:</b> Under general direction, uses project- related experience to provide guidance and direction for specific sub-tasks of a project. Specific expertise in one or more of the service areas and knowledgeable in at least one other. Interfaces with the client on a day-to-day basis. Supports the completion of project specific tasks within estimated time frames and budget constraints.									
<b>Minimum Education:</b> Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
10	8	8	4	8	3	4	1	0	0

<b>Commercial Job Title:</b>	<b>INFRASTRUCTURE ARCHITECT I</b>
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**Minimum/General Experience:**  
Six (6) years of technical or functional experience in designing or implementing an enterprise; network, or systems architecture. Areas of expertise could include Software as a Service (SaaS), Infrastructure as a Service (IaaS), Cloud Computing, Infrastructure Virtualization, or Data Center Consolidation. Possesses definitive expertise and knowledge of specific methodologies, tools, middleware, process designs, or data management techniques that are deployed.

**Functional Responsibility:**  
Top level technical or functional expert responsible for monitoring key technologies and technical standards. May work across organizations on many projects. Works to define standards in the context of the developed principles and meets with key vendors and services providers to monitor standards and directions. Actively monitors market trends and assists the client in defining a set of technical standards that define the infrastructure architecture. Advises on selection of products based on the definition of standards within the architecture with regards to processing, data storage, data access, and applications development. Advises on potential future projects to management. Provides guidance to others. Performs highly complex responsibilities with considerable latitude. Interprets company initiatives and client requirements.

**Minimum Education:**  
Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline.

**Alternate Experience:**

No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
10	8	8	6	6	4	4	2	2	1

<b>Commercial Job Title:</b>	<b>INFRASTRUCTURE ARCHITECT III</b>
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**Minimum/General Experience:**  
Ten (10) years of technical or functional experience in designing or implementing an enterprise; network, or systems architecture. Areas of expertise could include Software as a Service (SaaS), Infrastructure as a Service (IaaS), Cloud Computing, Infrastructure Virtualization, or Data Center Consolidation. Possesses definitive expertise and knowledge of specific methodologies, tools, middleware, process designs, or data management techniques that are deployed.

**Functional Responsibility:**  
Top level technical or functional expert in leading activities surrounding the technical design of initiatives that solve specific business needs. Works to define standards in the context of the developed principles and meets with key vendors and services providers to monitor standards and directions. Actively monitors market trends and assists the client in defining a set of technical standards that define the infrastructure architecture. Specializes in component-based architecture and reuse. Defines and recommends initiative blueprints, and validates infrastructure architectures, to ensure that they leverage the deployment of technologies that are proven, stable, interoperable, portable, secure, and scalable. Establishes linkages between agency infrastructure architectures and Federal standards for infrastructure architecture to ensure that components, best practices, and lessons learned are leveraged both within Agencies and across the Federal Government. Performs highly complex responsibilities with considerable latitude. Interprets company initiatives and client requirements.

**Minimum Education:**  
Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline. Relevant professional certification may be required.

**Alternate Experience:**

No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
15	12	12	10	10	8	8	4	4	2

<b>Commercial Job Title:</b>									
		<b>LAN SUPPORT TECHNICIAN</b>							
<b>Minimum/General Experience:</b>									
Two (2) years of experience in data communications troubleshooting. Extensive knowledge of network management software and Personal Computer/Local Area Network (PC/LAN) communications hardware and software in a multi-protocol environment.									
<b>Functional Responsibility:</b>									
Monitors and responds to complex technical hardware and software problems utilizing a variety of testing tools and techniques. Acts as the primary interface with vendor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. May provide server support.									
<b>Minimum Education:</b>									
High School diploma, plus technical training in electronics, telecommunications, or computer network hardware or software systems.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
5	2	3	1	2	0	0	0	0	0

<b>Commercial Job Title:</b>									
		<b>LAN/WAN/MAN Administrator</b>							
<b>Minimum/General Experience:</b>									
Minimum of Two (2) years of technical experience installing, maintaining, and managing Local Area Networks (LANs), Wide Area Networks (WANs), and Metropolitan Area Networks (MANs).									
<b>Functional Responsibility:</b>									
Responsible for acquisition, installation, maintenance, and usage of the LAN/WAN/MAN. Determines best products to meet needs and present results. Manages LAN/WAN/MAN performance and maintains system security. Installs network hardware and software. Evaluates, develops, and maintains telecommunications systems. Troubleshoots system problems. Establishes and implements policies, procedures, and standards, and ensures their conformance to information systems objectives. Trains users on system operation. May perform network planning and engineering functions. May be responsible for both local and remote administration of networks.									
<b>Minimum Education:</b>									
Bachelor's degree in Computer Science or a related field.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
9	7	7	4	5	2	0	0	0	0

<b>Commercial Job Title:</b>		<b>NETWORK ADMINISTRATOR I</b>							
<b>Minimum/General Experience:</b>									
Two (2) years of technical or functional experience involved with installation, maintenance, advanced trouble shooting and administration of existing network systems. Includes local and wide area networks, data, voice, and telecommunications. Examples of disciplines: Network Systems Administration, Telecommunications Systems Administration, Network Security Administration, and Communications Systems Administration.									
<b>Functional Responsibility:</b>									
Registers and assists new users and establishes security profiles. Assists with the installation of major network systems. Trouble shoots network problems as assigned. Monitors network performance and executes test plans. Creates technical documentation for users. Works under supervision within established parameters, but independent judgment is used.									
<b>Minimum Education:</b>									
Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical discipline.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
5	3	4	2	2	1	0	0	0	0

<b>Commercial Job Title:</b>		<b>NETWORK ADMINISTRATOR II</b>							
<b>Minimum/General Experience:</b>									
Four (4) years of technical or functional experience involved with installation, maintenance, advanced trouble shooting and administration of existing network systems. Includes local and wide area networks, data, voice, and telecommunications. Examples of disciplines: Network Systems Administration, Telecommunications Systems Administration, Network Security Administration, and Communications Systems Administration.									
<b>Functional Responsibility:</b>									
Trains end-users and responds to user inquires. Sets up network security standards. Participates in major network installations and upgrades. Trouble shoots moderately complex network problems. Interfaces with vendors to ensure appropriate resolution during network outages or periods of reduced performance. Develops and implements testing strategies and documents results. Acts as customer liaison. Works under minimal supervision and independently performs duties of moderate complexity.									
<b>Minimum Education:</b>									
Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical discipline.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
8	5	6	4	4	2	1	0	0	0

<b>Commercial Job Title:</b>		<b>NETWORK ADMINISTRATOR III</b>							
<b>Minimum/General Experience:</b> Six (6) years of technical or functional experience involved with installation, maintenance, advanced trouble shooting and administration of existing network systems. Includes local and wide area networks, data, voice, and telecommunications. Examples of disciplines: Network Systems Administration, Telecommunications Systems Administration, Network Security Administration, and Communications Systems Administration.									
<b>Functional Responsibility:</b> Resolves complex network problems. Addresses network security issues. Interfaces with all client levels. Presents recommendations on network interfaces and configurations. Participates in and may lead aspects of major network installations and upgrades. Works with vendors and network analysts as appropriate to resolve unusually complex network problems. Provides guidance to less experienced network administrators. Performs complex assignments with little guidance.									
<b>Minimum Education:</b> Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical discipline. Certified Network Administrator or other certification may be required.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
10	8	8	6	6	4	2	1	1	0

<b>Commercial Job Title:</b>		<b>OPERATIONS SUPPORT REPRESENTATIVE I</b>							
<b>Minimum/General Experience:</b> Two (2) years of administrative or technical experience in providing customer support.. Competent to work in most phases of operational support.									
<b>Functional Responsibility:</b> Apply competent computer skills or other related technical or clerical skills. Apply technical familiarity with product or system to be supported. Apply competent problem determination skills. Apply working knowledge of customer service techniques. Display a positive attitude. Requires direction in daily operation and problem resolution. Demonstrate tact and sensitivity in customer communications, projecting a positive image.									
<b>Minimum Education:</b> Pursuing a BS/BA Degree from an accredited university/college or equivalent experience.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
2	0	1	0	0	0	0	0	0	0

<b>Commercial Job Title:</b>		<b>OPERATIONS SUPPORT REPRESENTATIVE II</b>							
<b>Minimum/General Experience:</b> Four (4) years of administrative or technical experience in providing customer support. Competent to work in most phases of operational support.									
<b>Functional Responsibility:</b> Apply competent computer skills or other related technical or clerical skills. Apply technical familiarity with product or system to be supported. Apply competent problem determination skills. Apply working knowledge of customer service techniques. Display a positive attitude. Ability to work individually or in a team. Requires direction in daily operation and problem resolution. Demonstrate tact and sensitivity in customer communications, projecting a positive image.									
<b>Minimum Education:</b> Pursuing a BS/BA Degree from an accredited university/college or equivalent experience.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
4	2	2	1	1	0	0	0	0	0

<b>Commercial Job Title:</b>		<b>OPERATIONS SUPPORT REPRESENTATIVE III</b>							
<b>Minimum/General Experience:</b> Six (6) years of administrative or technical experience in providing customer support. Competent to work in most phases of operational support.									
<b>Functional Responsibility:</b> Apply competent computer skills or other related technical or clerical skills. Apply technical familiarity with product or system to be supported. Apply competent problem determination skills. Apply working knowledge of customer service techniques. Display a positive attitude. Ability to work individually or in a team. Ability to provide leadership in daily operation and problem resolution. Demonstrate tact and sensitivity in customer communications, projecting a positive image. Capable of interfacing with customer management staff.									
<b>Minimum Education:</b> Pursuing a BS/BA Degree from an accredited university/college or equivalent experience.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
6	4	4	2	2	0	0	0	0	0

<b>Commercial Job Title:</b>	<b>PROGRAM MANAGER</b>									
<b>Minimum/General Experience:</b>										
Minimum of ten (10) years experience is required, of which five (5) years must be specialized. Specialized experience required includes: complete program development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas and including the use of different technologies. Proven expertise in the management and control of funds and resources, demonstrated capability in managing complex multi-task contracts.										
<b>Functional Responsibility:</b>										
Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of contractual items. Operates within client guidance, contractual limitations, and Company business and policy directives. Serves as focal point of contact with client on program activities. Ensures that all required resources including manpower, production standards, computer time, and facilities are available for program implementation. Manages program consisting of multiple projects including project identification, design, development and delivery. Confers with project manager to provide technical advice and to assist with problem resolution. Participates in contract negotiations.										
<b>Minimum Education:</b>										
Bachelor's degree in Computer Science or a related field, or in the project's functional area.										
<b>Alternate Experience:</b>										
No Degree		Associate's		Bachelor's		Master's		Ph.D.		
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	
N/A	N/A	13	6	10	5	7	3	4	1	

<b>Commercial Job Title:</b>	<b>SR. PROJECT MANAGER</b>									
<b>Minimum/General Experience:</b>										
Combination of eight (8) years information technology experience, including three (5) years of experience in a management or supervisory capacity, plus three (3) years of experience in the functional area of the project to be managed.										

<b>Commercial Job Title:</b>	<b>PROJECT MANAGER</b>									
<b>Minimum/General Experience:</b>										
Combination of eight (8) years information technology experience, including three (3) years of experience in a management or supervisory capacity, plus three (3) years of experience in the functional area of the project to be managed.										
<b>Functional Responsibility:</b>										
Responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.										
<b>Minimum Education:</b>										
Bachelor's degree in Computer Science or a related field, or in the project's functional area.										
<b>Alternate Experience:</b>										
No Degree		Associate's		Bachelor's		Master's		Ph.D.		
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	
10	6	7	3	8	0	0	0	0	0	

**Functional Responsibility:**

Supervises project operations by developing management procedures, planning and directing project execution, monitoring and reporting progress. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.

**Minimum Education:**

Bachelor's degree in Computer Science or a related field, or in the project's functional area.

**Alternate Experience:**

No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
10	6	7	3	8	5	6	3	3	1

**Commercial Job****Title:**

**SR. SUBJECT MATTER EXPERT/MANAGEMENT CONSULTANT**

**Minimum/General Experience:**

Minimum of fifteen years (15) of experience in an area of specialization associated with the requirement. Experience with Government or industry standards, processes, procedures, methodologies, or tools that support analysis as relative to the requirement.

**Functional Responsibility:**

Provides minimally supervised support for difficult analysis and evaluation assignments. Has the ability to provide analysis and consulting to management level personnel. Performs analysis and evaluation of existing or proposed processes, applications, systems, or software. Performs, and/or may direct, project planning, scope, control, management, tracking, or review. May perform functional requirements gathering for projects. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, or training. Performs, or may direct, document development/preparation at various stages of a project life-cycle (e.g., planning through implementation) to detail analysis results and solution recommendations. Facilitates meetings such as joint application development (JAD) sessions to support the analysis process. Serves as a liaison between functional and technical specialists. Assists with testing to support the project life-cycle, as applicable. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Has the ability to perform strategic consulting initiatives as well as cost-benefit analysis and business/technology alignment. Ability to use experience in a certain subject area to provide strategic business consulting. Ensures compliance with, and/or may develop, the standards and organization requirements relative to specific assignments. Provides staff supervision or management. May provide leadership to large teams of functional or technical personnel.

**Minimum Education:**

Bachelor's degree in Computer Science, Engineering, or a related field.

**Alternate Experience:**

No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
N/A	N/A	18	16	15	15	12	12	6	3

<b>Commercial Job Title:</b>										
	<b>SUBJECT MATTER EXPERT/MANAGEMENT CONSULTANT</b>									
<b>Minimum/General Experience:</b>										
Minimum of twelve years (12) of experience in an area of specialization associated with the requirement. Experience with Government or industry standards, processes, procedures, methodologies, or tools that support analysis as relative to the requirement.										
<b>Functional Responsibility:</b>										
Provides minimally supervised support for difficult analysis and evaluation assignments. Has the ability to provide analysis and consulting to management level personnel. Performs analysis and evaluation of existing or proposed processes, applications, systems, or software. Performs, and/or may direct, project planning, scope, control, management, tracking, or review. May perform functional requirements gathering for projects. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, or training. Performs, or may direct, document development/preparation at various stages of a project life-cycle (e.g., planning through implementation) to detail analysis results and solution recommendations. Facilitates meetings such as joint application development (JAD) sessions to support the analysis process. Serves as a liaison between functional and technical specialists. Assists with testing to support the project life-cycle, as applicable. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Has the ability to perform strategic consulting initiatives as well as cost-benefit analysis and business/technology alignment. Ability to use experience in a certain subject area to provide strategic business consulting. Ensures compliance with, and/or may develop, the standards and organization requirements relative to specific assignments. Provides staff supervision or management.										
<b>Minimum Education:</b>										
Bachelor's degree in Computer Science, Engineering, or a related field.										
<b>Alternate Experience:</b>										
No Degree		Associate's		Bachelor's		Master's		Ph.D.		
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	
N/A	N/A	18	14	15	12	8	3	6	0	

<b>Commercial Job Title:</b>		<b>SYSTEMS ENGINEER I</b>							
<b>Minimum/General Experience:</b>									
Four (4) years of technical experience involved in providing total systems overview consultation to provide the client with the most practical and technically sound products and solutions available. Systems include integration of software, hardware, networks, subsystems, peripheral components, and interfaces.									
<b>Functional Responsibility:</b>									
Assesses moderately complex problems and investigates, develops, appraises, selects, and presents solutions. Involved in specifications development, implementation, testing and documenting engineering systems and equipment. Verifies technical designs to ensure cost effectiveness. Responsible for researching, planning and overseeing the implementation of moderately complex systems level design concepts and equipment to include interfacing. Works under minimal supervision and independently performs duties of moderate complexity.									
<b>Minimum Education:</b>									
Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
8	6	6	4	4	2	2	1	0	0

<b>Commercial Job Title:</b>		<b>SYSTEMS ENGINEER II</b>							
<b>Minimum/General Experience:</b>									
Six (6) years of technical experience involved in providing total systems overview consultation to provide the client with the most practical and technically sound products and solutions available. Systems include integration of software, hardware, networks, subsystems, peripheral components, and interfaces.									
<b>Functional Responsibility:</b>									
Senior-level professional; able to independently accomplish complex requirements. Assesses complex problems and investigates, develops, appraises, selects, and presents solutions. Initiates concept development and trade-off studies. Interfaces extensively with customers, employees, and managers. Devises tests to use in evaluating, debugging and checking of equipment and systems for accurate and dependable conformance to specifications. Responsible for researching, planning and overseeing the implementation of complex systems level design concepts and equipment to include interfacing. Provides guidance to less experienced systems engineers. Performs complex assignments with little guidance.									
<b>Minimum Education:</b>									
Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
10	8	8	6	6	4	4	2	2	1

<b>Commercial Job Title:</b>		<b>SYSTEMS ENGINEER III</b>							
<b>Minimum/General Experience:</b>									
Eight (8) years of technical experience involved in providing total systems overview consultation to provide the client with the most practical and technically sound products and solutions available. Systems include integration of software, hardware, networks, subsystems, peripheral components, and interfaces.									
<b>Functional Responsibility:</b>									
Considered an expert in one or more disciplines or systems. Conceptualizes broad requirements of system and translates into plans for design, development and implementation. Consults with customers at the highest levels to recommend systems solutions. Researches new technologies and presents new concepts as a systems expert. Has full technical knowledge of all phases of systems design. Resolves highly complex systems problems. Provides high level expertise in writing technical proposals. Provides guidance and direction in all aspects of major projects. Performs highly complex responsibilities with considerable latitude.									
<b>Minimum Education:</b>									
Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or a related field or equivalent experience in a technical or business discipline.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
12	10	10	8	8	6	6	4	4	2

<b>Commercial Job Title:</b>		<b>TECHNICAL WRITER I</b>							
<b>Minimum/General Experience:</b>									
Two (2) years of experience in writing, editing, and preparing business or technical documentation. Experience with and knowledge of Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment.									
<b>Functional Responsibility:</b>									
Responsible for documentation development and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Checks documents for spelling, grammar, organization, consistency, and content. Ensures that documents follow the appropriate style guide.									
<b>Minimum Education:</b>									
Bachelor's Degree in Communications, Journalism, English, or a related field.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
6	6	3	3	3	2	2	1	0	0

<b>Commercial Job Title:</b>									
		<b>TECHNICAL WRITER II</b>							
<b>Minimum/General Experience:</b>									
Four (4) years of experience in writing, editing, and preparing business or technical documentation. Experience with and knowledge of Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment.									
<b>Functional Responsibility:</b>									
Responsible for documentation development and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Checks documents for spelling, grammar, organization, consistency, and content. Ensures that documents follow the appropriate style guide. Interfaces with the client on a day-to-day basis. Supports the completion of project specific tasks within estimated time frames and budget constraints.									
<b>Minimum Education:</b>									
Bachelor's Degree in Communications, Journalism, English, or a related field or equivalent experience									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
8	4	6	3	4	2	2	1	0	0

<b>Commercial Job Title:</b>									
		<b>TECHNICAL WRITER III</b>							
<b>Minimum/General Experience:</b>									
Six (6) years of experience in writing, editing, and preparing business or technical documentation. Experience with and knowledge of Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment.									
<b>Functional Responsibility:</b>									
Responsible for documentation development and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Checks documents for spelling, grammar, organization, consistency, and content. Ensures that documents follow the appropriate style guide. Interfaces with the client on a day-to-day basis. Supports the completion of project specific tasks within estimated time frames and budget constraints. Provides input to senior executives, group facilitation, interviewing, training, and other forms of knowledge transfer. Must demonstrate the ability to work independently or under only general direction.									
<b>Minimum Education:</b>									
Bachelor's Degree in Communications, Journalism, English, or a related field or equivalent experience									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
10	8	8	4	6	4	4	2	2	0

<b>Commercial Job Title:</b>		<b>TELECOMMUNICATIONS ENGINEER I</b>							
<b>Minimum/General Experience:</b> Three (3) years of experience in support of communication systems or networks. Experience may include one or more the following: (1) electronic assembly, repair, and installation including (a) module assembly, (b) repair, (c) testing or (2) practical experience in the installation of antennas and supporting structures including: (a) knowledge of the principles of antenna and large structural systems, (b) rigger shop practices and techniques, (c) the ability to interpret and use blueprints, drawings, manuals, handbooks, and technical specifications.									
<b>Functional Responsibility:</b> Applies computer techniques, principles, and precedents to develop, design, modify, install, test, evaluate, or operate telecommunication based data processing systems or facilities. Maintains, repairs, inspects, troubleshoots or programs systems equipment or components. Reviews analyzes, develops, prepares, or applies specifications, policies, standards, or procedures. Plans and performs test and evaluations of systems equipment or components.									
<b>Minimum Education:</b> Bachelor's degree or graduate of technical school. Professional certification in a network related discipline.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
8	5	5	3	3	1	0	0	0	0

<b>Commercial Job Title:</b>		<b>TELECOMMUNICATIONS ENGINEER II</b>							
<b>Minimum/General Experience:</b> Five (5) years of experience in support of communication systems or networks. Experience may include one or more the following: (1) electronic assembly, repair, and installation including (a) module assembly, (b) repair, (c) testing or (2) practical experience in the installation of antennas and supporting structures including: (a) knowledge of the principles of antenna and large structural systems, (b) rigger shop practices and techniques, (c) the ability to interpret and use blueprints, drawings, manuals, handbooks, and technical specifications.									
<b>Functional Responsibility:</b> Supports the installation, testing, maintenance, and troubleshooting of operational systems or networks. Manages a variety of telecommunications support functions, including trouble ticket management, service order entry, and/or configuration management. Directs the testing of telecommunications and RF systems in support of systems planning, assembly, installation, implementation, and maintenance using both manual and automated tools. Evaluates system problems of workflow, organization, and planning. Develops appropriate corrective action. Knowledgeable of applicable telecommunications or RF systems engineering techniques and the use of automated support tools. Performs all work in accordance with established standards.									
<b>Minimum Education:</b> Bachelor's degree or graduate of technical school. Professional certification in a network related discipline.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
13	10	10	7	7	5	2	1	0	0

<b>Commercial Job Title:</b>		<b>TRAINER I</b>							
<b>Minimum/General Experience:</b> Four (4) years of technical training experience, including two (2) years of information systems training experience. Competent to work at a high level for all phases of information systems training.									
<b>Functional Responsibility:</b> Working under general direction, prepares and conducts complex training and education programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness.									
<b>Minimum Education:</b> Bachelor's degree in any field.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
8	7	5	4	2	2	1	0	0	0

<b>Commercial Job Title:</b>		<b>WEB PROGRAMMER I</b>							
<b>Minimum/General Experience:</b> Four (4) years of progressive experience in programming and systems analysis of Web-based programming languages. Competent to work in most phases of web programming or development.									
<b>Functional Responsibility:</b> Under general direction, responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge of all phases of web-based applications systems analysis and programming. Has a general understanding of the business or function for which applications is designed.									
<b>Minimum Education:</b> Bachelor's degree in Computer Science, Engineering, Information Systems, or a related field.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
8	4	6	2	4	0	1	0	0	0

<b>Commercial Job Title:</b>		<b>WEB PROGRAMMER II</b>							
<b>Minimum/General Experience:</b>									
Six (6) years of progressive experience, of which two (2) must be specialized in programming and systems analysis of Web-based programming languages. Competent to work in most phases of web programming or development.									
<b>Functional Responsibility:</b>									
Formulates/defines system scope and objectives for assigned projects. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitation, operating time and form of desired results. Prepares detailed specifications from which programs will be written. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge of all phases of web-based applications systems analysis and programming. Has good understanding of the business or function for which applications is designed. Also has duties instructing, directing and checking the work of other systems analysis and programming personnel. Responsible for quality assurance review. Responsible for directing and monitoring the work of team members. May be responsible for project completion and user satisfaction. Must demonstrate the ability to work independently or under only general direction.									
<b>Minimum Education:</b>									
Bachelor's degree in Computer Science, Engineering, Information Systems, or a related field.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
12	8	10	6	6	2	3	2	3	1

<b>Commercial Job Title:</b>		<b>WEB PROGRAMMER III</b>							
<b>Minimum/General Experience:</b>									
Eight (8) years of progressive experience, of which four (4) must be specialized in programming and systems analysis of Web-based programming languages. Competent to work in all phases of web programming or development.									
<b>Functional Responsibility:</b>									
Formulates/defines system scope and objectives for assigned projects. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitation, operating time and form of desired results. Prepares detailed specifications from which programs will be written. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge of all phases of web-based applications systems analysis and programming. Has good understanding of the business or function for which applications is designed. Also has duties instructing, directing and checking the work of other systems analysis and programming personnel. Responsible for quality assurance review. Responsible for directing and monitoring the work of team members. May be responsible for project completion and user satisfaction. Must demonstrate the ability to work independently or under only general direction. Able to interface with client management personnel and provide thought leadership or best-practices in web-based programming.									
<b>Minimum Education:</b>									
Bachelor's degree in Computer Science, Engineering, Information Systems, or a related field.									
<b>Alternate Experience:</b>									
No Degree		Associate's		Bachelor's		Master's		Ph.D.	
Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec	Gen	Spec
12	8	10	6	8	4	3	2	3	1