



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

On-line access to contract ordering information, term and condition, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!, a menu-driven database system. The Internet address for GSA Advantage! is: <http://www.gsaadvantage.gov>

**SCHEDULE TITLE: 70
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT,
SOFTWARE, AND SERVICES**

**SPECIAL ITEM NUMBER 132-51 IT PROFESSIONAL SERVICES
SPECIAL ITEM NUMBER 132-56 HEALTH INFORMATION TECHNOLOGY
SPECIAL ITEM NUMBER 132-100 ANCILLARY SUPPLIES**

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.

Contract Number: GS-35F-128GA

Period Covered by Contract: December 14, 2016 – December 13, 2021

SYNAPTEIN SOLUTIONS, INCORPORATED
1568 SPRING HILL ROAD, SUITE 402
MCLEAN, VA 22102
PHONE: 571-365-0060
CONTRACT ADMINISTRATOR: SHARAD DAYMA, CEO
PHONE: 571-365-0061
FAX: 888-906-7153
EMAIL: sharad.d@synapone.com
TIN: 27-5494046

Business Size: Minority Owned, Small, SBA 8(a) Program Participant

For more information on ordering from Federal Supply Schedules, Click on the FSS Schedules button at <http://www.fss.gsa.gov>.

CUSTOMER INFORMATION

1. **1a SIN** 132-51 Information Technology Professional Services
132-51RC
132-56 Health Information Technology
- 1b Lowest Price Item** N/A
- 1c Hourly Rates** See Pricing at end of this document
2. **Maximum Order** \$500,000
3. **Minimum Order** \$100
4. **Geographic Coverage** 48 Contiguous States and District of Columbia
5. **Points of Production** Not Applicable
6. **Discount from list price** Prices shown are Net Prices, Discounts have been deducted
7. **Quantity discounts** Not Applicable
8. **Prompt payment terms** Net 30 Days
- 9a. **Government purchase cards** Government purchase cards are accepted below the micropurchase level
- 9b. **Government purchase cards** Government purchase cards are accepted above the micropurchase level
10. **Foreign items** Not applicable
- 11a. **Time of delivery** 30 days
- 11b. **Expedited delivery** Contact Contractor
- 11c. **Overnight delivery** Overnight and 2nd day delivery Contact Contractor
- 11d. **Urgent requirements** Contact Contractor
12. **FOB point** FOB destination for delivery within the 48 contiguous states and Washington D.C.
- 13a. **Ordering address** 1568 Spring Hill Road, Suite 402, McLean, VA 22102
- 13b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in FAR 8.405-3

- 14. Payment address** 1568 Spring Hill Road, Suite 402, McLean, VA 22102
- 15. Warranty provision** Not Applicable
- 16. Export packing charges** Not Applicable
- 17. Terms and conditions of government purchase card acceptance** No thresholds
- 18. Terms and conditions of rental, maintenance, and repair** Not Applicable
- 19. Terms and conditions of installation** Not Applicable
- 20. Terms and conditions of repair parts** Replacement parts are not included under the Schedule Contract. Not Applicable
- 20a. Terms and conditions of other services** Not Applicable
- 21. Service and distribution points** Not Applicable
- 22. Dealers** Not Applicable
- 23. Preventative Maintenance** Not Applicable
- 24. Environmental attributes** Not Applicable
- 25. DUNS Number** 003870400
- 26. Contractor is registered with the System for Award Management. CAGE Code:** 7HDU5

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

1. SCOPE

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

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

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the

travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

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

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

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

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

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

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

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate.

Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted.

Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract.

For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

1. JAVA J2EE - MID LEVEL SOFTWARE DEVELOPER/ENGINEER

Education Required: Bachelors in Computer Science or Engineering

Years of Experience: 6

Position Details:

- Solid technical skills and background in Java/J2EE development, including language, frameworks, utilities, and development environments using Spring framework, Hibernate, Angular JS, JAXB and Struts.
- CSS and HTML UI development also desirable.
- Experience in Web Application development and deployment on leading environments (WebLogic/WebSphere).
- Working knowledge and experience with front-end web application technologies and frameworks, including client-side technologies - JavaScript frameworks such as JQuery.

- Very strong skills writing unit tests and mocks, able to mentor team members in this area, and to enforce strong unit test coverage.
- Experience conducting timely code reviews, knowing what to look for, recognizing code defects and how to mitigate them.
- Work with architect to produce detailed technical design that carries out the strategic vision of the overall architecture.
- Strong knowledge of design patterns – where and how to use them.
- Working knowledge and experience working with service architectures such as SOAP and REST.
- Knowledge of enterprise concepts such as service buses and message queues.
- Ability to jump into code as-needed to mentor and lead by example. Leadership
- Technical lead experience on large, multiple release projects, with ability to direct other developer's work and task assignment.
- Experience leading and providing direction to multiple developers.
- Ability to mentor team members of all levels of seniority.
- Strong communications skills.
- Strong team building skills.
- The ability to allocate tasks to the correct developers based on their skills and abilities.
- The ability to estimate the time for developers based on their skills and abilities.
- The ability to take business directives/goals and translate the relevant ones to information for developers.

2. JAVA J2EE - SOFTWARE DEVELOPER/ENGINEER

Education Required: Bachelors in Computer Science or Engineering

Years of Experience: 8

Position Details:

- Hands on development experience in Java EE and open source framework such as Spring, Hibernate
- Strong OO design skills, understanding of enterprise software design patterns and data structures. Proven ability to leverage emerging technologies to address business and technical requirements
- Experience with server-side architectures and web application development utilizing: Spring, S, REST/SOAP, Service Oriented Architectures. Required Java and related web application engineering skills: JSP, JSF, Servlets, JDBC, HTML (4.0+), AXIS, JAX-WS, JAX-RS, JAXB, Hibernate, Springs, Struts, WSDL, XML (SAX, JAXB, JDOM)
- Solid knowledge in REST and SOAP web services
- Good experience in using Design Patterns
- Experience in configuring Application Server such as JBoss, WebLogic
- Experience in build systems such as Maven and Ant and Continuous Integration tools like Jenkins
- Experience in software debugging and performance tuning
- Knowledge in XML/XSD and JSON data structures are must.
- Excellent analytical and problem solving skills
- Effective interpersonal and communication skills
- Ability to work with no or limited guidance, grasp the concepts quickly and develop in an agile mode.
- Ability to work towards meeting a very short deadlines and delivery dates.
- Ability to support and provide help to various teams such as QA, Operations, Offshore etc.

3. SR. JAVA J2EE - SOFTWARE DEVELOPER/ENGINEER

Education Required: Bachelors in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Hands on development experience in Java EE and open source framework such as Spring, Hibernate
- Strong OO design skills, understanding of enterprise software design patterns and data structures. Proven ability to leverage emerging technologies to address business and technical requirements

- Experience with server-side architectures and web application development utilizing: Spring, S, REST/SOAP, Service Oriented Architectures. Required Java and related web application engineering skills: JSP, JSF, Servlets, JDBC, HTML (4.0+), AXIS, JAX-WS, JAX-RS, JAXB, Hibernate, Springs, Struts, WSDL, XML (SAX, JAXB, JDOM)
- Solid knowledge in REST and SOAP web services
- Good experience in using Design Patterns
- Experience in configuring Application Server such as JBoss, WebLogic
- Experience in build systems such as Maven and Ant and Continuous Integration tools like Jenkins
- Experience in software debugging and performance tuning
- Knowledge in XML/XSD and JSON data structures are must.
- Excellent analytical and problem solving skills
- Effective interpersonal and communication skills
- Ability to work with no or limited guidance, grasp the concepts quickly and develop in an agile mode.
- Ability to work towards meeting a very short deadlines and delivery dates.
- Ability to support and provide help to various teams such as QA, Operations, Offshore etc.

4. JAVA J2EE- ARCHITECT

Education Required: Bachelors in Computer Science or Engineering

Years of Experience: 12

Position Details:

- Must possess 12 years of experience in software architecture using Java, J2EE and OO
- 10 years of hands-on experience in java, J2EE components such as JMS, JTS, persistence, JavaScript
- 8 years of hands-on experience in webservices and Restful API
- 8 years of hands-on experience with J2EE application servers such as WebSphere, WebLogic, or Wildfly or Tomcat
- 4 years of experience in web 2.0 technologies such as Ajax, Dojo and AngularJ
- 5 years of experience XML parsing, data file processing
- 3+ years of experience in open source technologies such as Spring, SpringBoot, Kafka, Apache projects Camel, Commons and log4J is required
- Proficient in SQL for Oracle DB and NoSQL such as CouchBase, Cassandra is required
- Strong Analytical and Problem Solving Capabilities
- Verbally capable to communicate directly with senior management and subject matter experts through presentations and discussion.
- Ability to Collaborate and Engage well with others to solve problems and actively incorporate input from various sources
- Possess excellent business acumen with a strong ability to map business requirements to technical solutions.
- Possess strong written and verbal communication skills, proven presentation skills to all levels of audience including technologists, management and executives.

5. BUSINESS PROCESS MANAGEMENT (BPM) ARCHITECT

Education Required: Bachelors in Computer Science or Engineering

Years of Experience: 15

Position Details:

- Collaborate with business analysts to model processes
- Develop and implement Business Process workflows and UIs
- Identify common components and develop reusable views
- Design DB tables and stored procedures to persist BPM Process and Business data for reporting

- Perform design of code-based deliverables
- Create reusable components to streamline development
- Develop and unit test services
- Participate in design and code reviews
- Adhere to service development best practices, standards, and naming conventions
- Provide required development related documentation and code for service repository and development reuse repository
- Adhere to service lifecycle methodology prescriptive governance and architecture best practices
- Generate high-level and detailed business requirements from application teams and work with SOA COE architects and developers for clarification and design
- Collaborate with QA in creating test plans and business scripts for the identified process flows
- Define testing strategy, standards, processes, and tools for services
- Test for interoperability, scalability, regression, and any other standards conformance
- 5+ years IT experience
- 5+ years SOA development experience
- 3+ years IBM BPM development platform experience
- 3+ years Agile development experience
- 3+ years Java development experience
- Strong communication and interpersonal skills
- Detailed knowledge of SOA, service orchestration, and design
- Broad knowledge of service interface and related standards like XML, JCA, JMS, SOAP, WSDL, etc.
- Thorough knowledge of drawing up functional and technical designs
- Thorough knowledge of system development methods and techniques
- Well-developed analytical and troubleshooting intellect

6. MID-LEVEL DATABASE ADMINISTRATOR

Education Required: Bachelors in Computer Science or Engineering

Years of Experience: 10

Position details:

- Creates and maintains all databases required for development, testing, education and production usage.
- Performs the capacity planning required to create and maintain the databases. The DBA works closely with system administration staff because computers often have applications or tools on them in addition to the Oracle Databases.
- Performs ongoing tuning of the database instances.
- Install new versions of the Microsoft SQL RDBMS and its tools and any other tools that access the Microsoft SQL database.
- Plans and implements backup and recovery of the Microsoft SQL database
- Controls migrations of programs, database changes, reference data changes and menu changes through the development life cycle.
- Implements and enforces security for all of the Microsoft SQL Databases.
- Performs database re-organizations as required to assist performance and ensure maximum uptime of the database.
- Puts standards in place to ensure that all application design and code is produced with proper integrity, security and performance. The DBA will perform reviews on the design and code frequently to ensure the site standards are being adhered to.

- Evaluates releases of Microsoft SQL and its tools, and third party products to ensure that the site is running the products that are most appropriate.
- Planning is also performed by the DBA, along with the application developers and System administrators, to ensure that any new product usage or release upgrade takes place with minimal impact.
- Provides technical support to application development teams. This is usually in the form of a help desk. The DBA is usually the point of contact for Microsoft Corporation.
- Enforces and maintains database constraints to ensure integrity of the database.
- Administers all database objects, including tables, clusters, indexes, views, sequences, packages and procedures.
- Assists with impact analysis of any changes made to the database objects.
- Troubleshoots with problems regarding the databases, applications and development tools.
- Create new database users as required.
- Manage sharing of resources amongst applications.
- The DBA has ultimate responsibility for the physical database design.
- A good knowledge of the operating system(s)
- A good knowledge of physical database design
- Ability to perform both Microsoft SQL and also operating system performance monitoring and the necessary adjustments.
- Be able to provide a strategic database direction for the organization.
- Excellent knowledge of Microsoft SQL backup and recovery scenarios.
- Good skills in all Microsoft SQL tools.
- A good knowledge of Microsoft SQL security management.
- A good knowledge of how Microsoft SQL acquires and manages resources.
- Sound knowledge of the applications at your site.
- Experience and knowledge in migrating code, database changes, data and menus through the various stages of the development life cycle.
- A good knowledge of the way Microsoft SQL enforces data integrity.
- A sound knowledge of both database and program code performance tuning.

7. SAP CRM CONSULTANT

Education Required: Bachelors in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Understand the Clients Business Process
- Mapping the Business Process with SAP CRM Process
- Collecting the requirements of the client
- Analyzing the requirements with respect to SAP CRM
- Configuring the SAP CRM system according to client's requirement.
- Coordinating with technical team members to reach the technical requirements.

8. DATA ANALYST

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Responsible for importing, transforming, validating or modeling data
- The data analyst's responsibilities may include presenting data in charts, graphs and tables as well as designing and developing relational databases for collecting data
- Collecting the requirements of the client
- Analytical Skills: Data analysts work with large amounts of data: facts, figures and number crunching.
- Communication Skills: Must communicate well with team members and ancillary resources
- Attention to Detail: The conclusions drawn from this data analysis will drive critical departmental initiatives
- Programming Skills: This role requires an understanding of programming logic, although no experience with a specific programming language is required.
- Python programming experience a plus. Familiarity with SQL will be an important part of the data analyst role.

9. PROGRAM MANAGER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 12

Position Details:

- Lead the development and implementation of a broad, coordinated set of plans and programs to meet the goals and priorities of the department
- Manage multiple projects under enterprise program management initiatives
- Facilitate the definition of project missions, goals, tasks, and resource requirements; resolve or assist in the resolution of conflicts within and between projects or functional areas; develop methods to monitor project or area progress; and provide corrective supervision if necessary
- Responsibility for assembling the project staff; for their technical or functional development, performance, and/or termination during the project or projects
- Manage project budget and resource allocation
- Follow a defined, agreed upon project management methodology.
- Present oral and written reports defining plans, problems, and resolutions to appropriate levels of management
- PMP Certification a big plus

10. PROJECT MANAGER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Lead the development and implementation of a broad, coordinated set of plans and programs to meet the goals and priorities of the department
- Facilitate the definition of project missions, goals, tasks, and resource requirements; resolve or assist in the resolution of conflicts within and between projects or functional areas; develop methods to monitor project or area progress; and provide corrective supervision if necessary
- Responsibility for assembling the project staff; for their technical or functional development, performance, and/or termination during the project or projects
- Manage project budget and resource allocation
- Follow a defined, agreed upon project management methodology.
- Present oral and written reports defining plans, problems, and resolutions to appropriate levels of management
- PMP Certification a big plus

11. DATABASE ADMINISTRATOR

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10+

Position Details:

- Works on multiple projects as a team member or a lead
- Supports multiple databases of high complexity (complexity defined by database size, technology used, and system feeds and interfaces) with multiple concurrent users, ensuring control, integrity and accessibility of the data
- Plans and organizes database activities regarding reliability, performance monitoring and tuning, and security, backup and disaster recovery.
- Translates logical data models into physical database designs
- Develops physical databases.
- Assists in the establishment of database system flows.
- Develops and maintains enterprise data documentation and metadata models.
- Codes, edits, and installs stored procedures and functions for accessing, maintaining, and populating databases.
- Participate in long term upgrade planning.
- Works with Project Managers to allocate DBA resources

12. DATA ARCHITECT/DATA MODELER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Working with the Information & Data Warehouse Data Architects in the development and maintenance of the Enterprise Data Model (EDM).
- Engage with projects to support new requirements reflected in the EDM
- Liaise with project delivery teams to ensure solutions reflect the data model.

- Consult with and assist DBA's to design and implement appropriate database implementations that adequately support the data architecture and business solution designs.
- Consult with and assist DBA's and development teams to ensure the physical and logical integrity of data.
- Develop and maintain standards, processes and tools to ensure the fidelity of the EDM.
- Contribute to the effective development and design of business solutions by ensuring that projects incorporate necessary consideration of the EDM implications.
- Participate in system design sessions and reviews.
- Ensure compliance with appropriate standards, methodologies and procedures. Perform quality assurance activities as directed.
- Assist in the creation and management of Enterprise reports
- Support and manage the data structure component of existing Production systems.
- Support the user community relating to all aspects of Data issues and requirements
- Support all audit and data quality requirements
- Build and maintain an understanding of core business processes and practices

13. SQL DEVELOPER/ETL DEVELOPER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Develop and manage effective working relationships with other departments, groups and personnel with whom work must be coordinated or interfaced
- Establish and enforce data warehousing standards to meet requirements and business needs
- Evaluate existing subject areas stored in the data warehouse and determines where data should be stored
- May assist in one or more components of the overall architecture of the data warehouse system
- Create SSIS ETL solutions with Microsoft SQL Server environment
- Utilizes SQL development to produce effective database development
- Develops solutions to minimize implementation risk and time and/or improve system reliability and performance
- Review ETL programs for compliance with best practices, standards, enterprise architecture and documentation requirements, ETL process, programs and scripts
- Conduct root cause analysis and resolve performance and production problems and data issues
- Validate the data in the database and test the developed routines
- Provide ongoing maintenance and support of assigned ETL applications
- Assist in several components of the overall ETL process and data warehouse system
- Document tasks for end-user, technical, and managerial review to ensure high quality customer service
- Perform quality assurance testing of data integration and report development and monitor data load operations to ensure accuracy
- Provide a minimum of weekly status report updates for current projects
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others

- All work responsibilities are subject to having performance goals and/or targets established

14. **BI DEVELOPER**

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Work with all levels of development from analysis through implementation and support.
- Interact with report owners to establish/clarify their requirements and develop report specifications.
- Resolve end user reporting problems through collaboration with IT and Operations.
- Create data layers and programming for IBM Netezza (IBM Pure Data for Analytics)
- General database development using MSSQL up through SQL 2012.
- Experience with IBM Cognos or other relevant BI Solution (Business Objects, Microstrategy, etc)
- Advanced level of writing stored procedures, reading query plans, tuning indexes and troubleshooting performance bottlenecks
- 1-2 Years C#/VB .Net in an enterprise environment.
- 1-2 years ETL experience, including SSIS or other BI toolset.
- 1 year Data Warehousing experience utilizing SSAS or other OLAP toolset.
- 2 Years experience with XML programming, XSLT, XSD.
- Problem solving, analytical and communication abilities.

15. **SHAREPOINT ADMINISTRATOR**

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 6

Position Details:

- Working knowledge of SharePoint Central Admin;
- Working knowledge of Application support and experience with SharePoint and Windows SharePoint Services (WSS);
- Working knowledge of InfoPath Form development and deployment;
- Working knowledge of workflows, both Out of the Box (OOTB) and custom through SharePoint Designer;
- Working knowledge of defining and executing SharePoint governance;
- Working knowledge of documenting and maintaining configuration and process information;
- Working knowledge of handling export/import, backup/restore of SharePoint Farm Site Collections and team sites;
- Working knowledge of the various roles within a SharePoint environment and knowledge of best-practices with regard to placement of those roles within the environment;
- Some knowledge of research, analysis and reporting methods;
- Some knowledge and understanding of views, web parts, security and other customizations;
- Some knowledge of Microsoft Active Directory, SQL server and networks ;
- Some knowledge of Windows PowerShell and SharePoint command line tools (STSADM); Some knowledge of Microsoft Internet Information Systems (IIS 7);
- Some knowledge of installing, configuring, and supporting SharePoint farm environment;

16. SHAREPOINT DEVELOPER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 6

Position Details:

- Develops software solutions by studying requirements analysis and information needs; conferring with stakeholders and IT Management; studying systems flow, data usage, and work processes; performs software design using software development fundamentals and processes, debug, test, and deploy software solutions.
- Design, develop and maintain key components of the software suite using classic ASP, Microsoft .Net and SharePoint Server 2007 and new 2013.
- Implementation of SharePoint-based workflows as well as development of Business Intelligence dashboards.
- Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code.
- Build proof of concept examples or graphical simulation software. Then maintain product test software and demos for training purposes.
- Protects operations by keeping information confidential.
- Actively participate in product design reviews by providing creative and practical ideas and solutions in a teamwork environment. A wide degree of creativity and latitude required.

17. JUNIOR .NET DEVELOPER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 5

Position Details:

- 2 years experience as a developer
- 2 years experience with ASP.NET/VB.NET
- 2 years working with SQL Server (2005/2008 preferred)
- Solid understanding of object-oriented programming (OOP) and computer science foundations, such as memory management and low-level algorithm performance
- Deep knowledge of the .NET 3.5/4.0 Framework, including Visual Studio 2008, VB.NET, ASP.NET
- ASMX and WCF Web Services, and ADO.NET. REST Web Services a plus
- Strong knowledge of software implementation best practices
- Strong experience designing and working with n-tier architectures (UI, Business Logic Layer, Data Access Layer) along with some experience with service-oriented architectures (SOA)
- Ability to design and optimize SQL Server 2008 stored procedures
- Experience with JQuery or similar technologies
- Ability to adapt quickly to an existing, complex environment
- Ability to quickly learn new concepts and software is necessary
- Candidate should be a self-motivated, independent, detail oriented, responsible teamplayer and exhibit exceptional relationship management skills
- Passionate about building high-quality systems with software implementation best practices

18. SENIOR .NET DEVELOPER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- 6 years experience as a developer
- 4 years experience with ASP.NET/VB.NET
- 4 years working with SQL Server (2005/2008 preferred)
- Solid understanding of object-oriented programming (OOP) and computer science foundations, such as memory management and low-level algorithm performance
- Deep knowledge of the .NET 3.5/4.0 Framework, including Visual Studio 2008, VB.NET, ASP.NET
- ASMX and WCF Web Services, and ADO.NET. REST Web Services a plus
- Strong knowledge of software implementation best practices
- Strong experience designing and working with n-tier architectures (UI, Business Logic Layer, Data Access Layer) along with some experience with service-oriented architectures (SOA)
- Ability to design and optimize SQL Server 2008 stored procedures
- Experience with JQuery or similar technologies
- Ability to adapt quickly to an existing, complex environment
- Ability to quickly learn new concepts and software is necessary
- Candidate should be a self-motivated, independent, detail oriented, responsible teamplayer and exhibit exceptional relationship management skills
- Passionate about building high-quality systems with software implementation best practices

19. POWERBUILDER DEVELOPER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 12

Position Details:

- Hands on experience on requirements analysis, design, code construction, Unit testing with Power Builder 9 onwards.
- Mentoring and troubleshoot technical problems of team.
- Experience on Sybase & MS-SSQL server complex sql, store procedure creation
- Desirable - working experience in Scrum Agile, Continuous Delivery, Finance domain

20. JUNIOR UX DEVELOPER/DESIGNER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 6

Position Details:

- Design and implement UI for ASP.NET MVC web applications
- Maintain/improve UI/UX for current ASP.NET MVC web applications
- Communicate with team members and other Radiant departments as needed
- Troubleshoot problems and fix bugs in a timely manner
- Research complex problems, find optimal solutions and implement them considering best practices
- Complete tasks on agile board based on given priorities
- Contribute to internal wiki for software documentation
- Perform other duties and special projects as required

21. SENIOR UX DEVELOPER/DESIGNER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Design and implement UI for ASP.NET MVC web applications
- Maintain/improve UI/UX for current ASP.NET MVC web applications
- Communicate with team members and other Radiant departments as needed
- Troubleshoot problems and fix bugs in a timely manner
- Research complex problems, find optimal solutions and implement them considering best practices
- Complete tasks on agile board based on given priorities
- Contribute to internal wiki for software documentation
- Perform other duties and special projects as required

22. K2 DEVELOPER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- K2/MAXIMO Certification preferred
- Experience with K2 BlackPearl installation
- Experience of the K2 BlackPearl or MAXIMO or MAGIK implementation
- K2 BlackPearl or MAXIMO or MAGIK development experience (extensively)
- Design Workflows in K2 Blackpearl
- Design and Develop K2 Smartforms, Views and Smart Objects
- Develop Technical & Design Specifications
- Experience with K2 Migration and Deployment Wizard
- Experience working with SQL Server 2014
- Working with Centralisation of Data

23. TECHNICAL WRITER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Writes and/or edits technical materials such as reports of research findings, scientific or technical articles, regulations in technical areas, technical manuals, specifications or scripts on technical subjects.
- Provides written and oral reports, abstracts, summaries, charts, graphs, or other products including born-digital products.
- Develops information and analysis to select and present information on the specialized subject in a format and at a level suitable for the intended audience.
- Analyzes and review the preparation and organization of complex research projects.
- Prepares written documents, including reports, articles, formal proposals, memoranda, and formal correspondence.
- Edits portions of studies and reports and assists in or directs the development and presentation of the information.

- Analyzes changes to various projects and prepares reports of changes for review.
- Organizes and coordinates assignments that involve complex, novel or obscure problems and/or special requirements for analyzing and organizing information.
- Creates technically accurate and comprehensive documentation and website support.
- Performs other related duties as assigned.

24. JUNIOR BUSINESS ANALYST

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 6

Position Details:

- Under direction of a supervisor, assist with the daily management of operational functions of the Project Team, including preparation and minutes for standing meetings, reporting processes, information flow.
- Under the direction of a supervisor, provide documentation support for requirements gathering; process analysis; gap analysis; design of new functionality; and product testing.
- Participate in project walkthroughs: business requirements gathering, design walkthrough, functional test plans and implementation sessions.
- Develop periodic project progress reports.
- Manage written communications between stakeholders and internal business units.
- Manage and maintain content management and control processes and tools.

25. SENIOR BUSINESS ANALYST

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Consistently demonstrated ability to exceed the requirements of Senior Software Engineer/Senior QA Engineer/Senior UI Engineer
- Degree/Diploma or Industry certified technical qualification (Sun Certification/ Microsoft Certification/ PMP Certification / BCS Certification. SCRUM, ITIL)
- Sound Engineering systems concepts and principles
- Technical computer knowledge
- Complex modelling techniques
- Technical writing
- Analytical and conceptual expertise
- Planning, documentation, analysis and business requirements management techniques
- Object-oriented analysis
- Evaluation of profitability/risk
- Testing, verification and validation techniques
- Creation of the Business Requirements Document - BRD
- Administrative and reporting abilities
- Knowledge of business processes
- Ability to have a business-oriented vision
- Improvement of business and engineering processes

- Strategic planning
- Case development

26. TEST ANALYST/AUTOMATION TESTER/ QUALITY ASSURANCE ENGINEER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 6

Position Details:

- Expertise in Selenium automation using Selenium WebDriver, Selenium Grid, JAVA, TestNG, Maven and Jenkins
- Designed and implemented different automation frameworks from scratch like Page Object Model, Data-Driven framework and Hybrid framework
- Good experience in creating automation framework along with developing, executing and maintaining automation testing script with Selenium WebDriver with Java.
- Executed automation scripts on different browsers/environments & reported defects/results to the team
- Proven ability in developing BDD scripts with Cucumber and writing step definitions for behavior
- Expertise in Automation feasibility analysis and POC's
- Experience in testing SOAP and RESTful webservices using SOAPUI, Postman REST Client , Apache Http Client
- Experience in automating REST API using Apache Http Client (GET,POST,PUT,DELETE) in JAVA
- Maintained the Selenium & JAVA automation code and resources in source controls like RTC, GitHub over the time for improvements and new features
- Took ownership of automation and led the automation team by mentoring the team as required
- Excellent experience of build tools like Maven and continuous integration tool Jenkins
- Excellent experience in automation of Web-based, Highly transnational and large Client-Server Multi-tier applications
- Experienced in designing and developing test strategy, test plan, test cases and generating test reports, defect reports and product quality assurance documentation.
- Full life cycle experience in Quality Assurance, including Black Box system, integration, database, GUI, Functional, Regression, User Acceptance, Smoke testing and Sanity testing of both client-server and web-based applications.
- Hands on experience with all phases of Software Development Life Cycle (SDLC) and Software Test Life Cycle (STLC)
- Solid experience of Agile scrum methodologies.
- Excellent experience of HP automation tool QTP and VB scripting
- Expertise in writing SQL Queries and performing Database testing.
- Proven ability in Windows/UNIX commands, scripts and testing on Windows/UNIX platforms.
- Strong communication & interaction with Clients, Developers, Business Analysts, Management
- Proven ability in Working individually or as a part of team, Problem solving, Process improvement activities, Analytical skills, Reporting and Assisting to Manager
- Experience in Quality Center (QC), HP ALM and JIRA for bug tracking and reporting and follow up with development team to verify bug fixes and update bug status.
- Having good exposure on AWS Cloud.

27. ORACLE FUNCTIONAL ANALYST/LEAD

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 15

Position Details:

- Business process analysis, requirements gathering and analysis, Process mapping with Oracle. Solution architecture, Solution Design, Gap Analysis, Application Setup/configuration, Unit testing, integrated testing, CRP, UAT, Business Process validation, Financial validation.
- Data conversion Strategy/Planning/cut over activities, Master data and transaction data conversion from legacy systems, manual records using data loader, SQL, Manual methods, handling errors in interface tables,
- Data validation using standard reports, SQL. Training end users, key or super users, high level business process training and presentation to management for decision making. Unique combination of Oracle Apps Process/Discrete Manufacturing, Distribution, Projects and cross-functional knowledge in implementation and integration of financial modules. UPK/Business Intelligence
- Project management and experience in complete SDLC standards.
- AIM documentation in each stage of ERP implementation i.e requirement analysis, functional decomposition, process mapping, gap analysis, solution design, application Setup/configuration. Test scripts, training documentation, data conversion docs, and solution or approach papers.
- Business Process documentation in line with ISO standards for Engineering, Manufacturing, Distribution and Project areas, Analysis of MIS, DSS reporting requirements. Familiar with FDA requirements, GMP practices, Validation Process. Develop and update SOPs
- Implementation experience with Grocery, CPG: Consumer Package Goods, Food Processing, Steel and Steel structure mfg, Pharmaceutical, Drugs, R & D, Life sciences, Oil and Gas, Energy Sector Orgs, Agriculture, Organic, Retail, Specialty Food and ingredients, Chemicals, Dairy, Milk Products, Electrical, Electronic industries.
- Functional and Technical design documents for functional customization, interfaces, report development, report customization. Discoverer reporting tool, non standard report setups, user training. System Administration tasks and user access controls, creating users, menus/functions, responsibilities, organization access controls, debug issues with interface and regular oracle tables
- Transition plan to Go-live, Cutover planning. Month end closing process and procedures. Familiar with TAR/Service requests and Patching Process with Oracle support team, OWC interactions with Oracle support team, Post implementation support, Work with user community, Resolve functional issues, address Business Process changes, new requirements. Various upgrade implementation experience from 11i to R12

28. NETWORK ADMINISTRATOR

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Establishes network specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols.
- Establishes network by evaluating network performance issues including availability, utilization, throughput, goodput, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls.
- Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.
- Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation.
- Prepares users by designing and conducting training programs; providing references and support.

- Upgrades network by conferring with vendors; developing, testing, evaluating, and installing enhancements.
- Meets financial requirements by submitting information for budgets; monitoring expenses.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Protects organization's value by keeping information confidential.
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

29. OPERATIONS/TECHNICAL SUPPORT MANAGER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Respond to and Resolve all customer inquiries for product form, fit and function. All calls are tracked via database that is updated and created by each technical service representative
- Assist in the creating and updating of literature, product support tools, and product training
- Review and report on quality performance metrics of Technical Support, perform employee reviews and track attendance
- Manage custom transformer quotations workup and support the quotation entry function
- Occasional domestic and international travel

30. PRODUCT MANAGER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Determines customers' needs and desires by specifying the research needed to obtain market information.
- Recommends the nature and scope of present and future product lines by reviewing product specifications and requirements; appraising new product ideas and/or product or packaging changes.
- Assesses market competition by comparing the company's product to competitors' products.
- Provides source data for product line communications by defining product marketing communication objectives.
- Obtains product market share by working with sales director to develop product sales strategies.
- Assesses product market data by calling on customers with field salespeople and evaluating sales call results.
- Provides information for management by preparing short-term and long-term product sales forecasts and special reports and analyses; answering questions and requests.
- Facilitates inventory turnover and product availability by reviewing and adjusting inventory levels and production schedules.

- Brings new products to market by analyzing proposed product requirements and product development programs; preparing return-on-investment analyses; establishing time schedules with engineering and manufacturing.
- Introduces and markets new products by developing time-integrated plans with sales, advertising, and production.
- Determines product pricing by utilizing market research data; reviewing production and sales costs; anticipating volume; costing special and customized orders.
- Completes operational requirements by scheduling and assigning employees; following up on work results.
- Maintains product management staff by recruiting, selecting, orienting, and training employees.
- Maintains product management staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.

31. **SECURITY ENGINEER**

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Direct experience with anti-virus software, intrusion detection, firewalls and content filtering
- Knowledge of risk assessment tools, technologies and methods
- Experience designing secure networks, systems and application architectures
- Knowledge of disaster recovery, computer forensic tools, technologies and methods
- Experience planning, researching and developing security policies, standards and procedures
- Professional experience in a system administration role supporting multiple platforms and applications
- Ability to communicate network security issues to peers and management
- Ability to read and use the results of mobile code, malicious code, and anti-virus software

32. **SYSTEMS ADMINISTRATOR**

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Provide technical support for both hardware and software issues our users encounter
- Manage the configuration and operation of client-based computer operating systems
- Monitor the system daily and respond immediately to security or usability concerns
- Create and verify backups of data
- Respond to and resolve help desk requests
- Upgrade systems and processes as required for enhanced functionality and security issue resolution

- Administrate infrastructure, including firewalls, databases, malware protection software and other processes
- Review application logs
- Install and test computer-related equipment

33. USABILITY SPECIALIST

Education Required: BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Plan, conduct, analyze, and present results from user testing and research.
- Present recommendations via visual comps, wireframes, prototypes, and research analysis to test and validate design decisions.
- Collaborate with the Web Designer and appropriate members of IT to develop code to support design recommendations.
- Execute and administer user research protocols, understand, or contribute personas, identify required tasks and information flows for given systems.
- Implement established information architecture and user interface designs.
- Gather, monitor, and report on metrics and user feedback for issues and opportunities for improvement; liaise with help desk specialists to identify defects in website functionality or design and create strategies for mitigation.

34. DATA SCIENTIST

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Master's Degree in Computer Science, Statistics, Applied Math or related field
- 7+ years' practical experience with SAS, ETL, data processing, database programming and data analytics
- Extensive background in data mining and statistical analysis
- Able to understand various data structures and common methods in data transformation
- Excellent pattern recognition and predictive modeling skills
- Experience with programming languages such as Java/Python an asset
- Research and develop statistical learning models for data analysis
- Collaborate with product management and engineering departments to understand company needs and devise possible solutions
- Keep up-to-date with latest technology trends
- Communicate results and ideas to key decision makers
- Implement new statistical or other mathematical methodologies as needed for specific models or analysis
- Optimize joint development efforts through appropriate database use and project design

35. COTS APPLICATION DEVELOPER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 8

Position Details:

- Solid technical skills and background in programming language (Java/J2EE,.Net, Pearl, Python, SAP, K2, CURAM and other languages), frameworks, utilities, and development environments using Spring framework, Hibernate, Angular JS, JAXB and Struts.
- Web UI/UX Designing CSS and HTML UI development also desirable.
- Experience in application development and deployment on leading environments (WebLogic/WebSphere), ERP Technologies (SAP, PeopleSoft, Oracle Financials etc.) Data Warehouse Tools and Technologies (SAS, Business Objects, DataStage, MicroStrategy, OWB, Tablue, Splunk, Big Data Hadoop etc.) ETL Technologies (Informatica, SSIS, Abinitio, Talend etc.).
- Working knowledge and experience with front-end web application technologies and frameworks, including client-side technologies - JavaScript frameworks such as jQuery.
- Strong OO design skills, understanding of enterprise software design patterns and data structures. Proven ability to leverage emerging technologies to address business and technical requirements
- Provide ongoing maintenance and support of assigned ETL applications
- Assist in several components of the overall ETL process and data warehouse system
- Experience with server-side architectures and web application development utilizing: Spring, S, REST/SOAP, Service Oriented Architectures. Required Java and related web application engineering skills: JSP, JSF, Servlets, JDBC, HTML (4.0+), AXIS, JAX-WS, JAX-RS, JAXB, Hibernate, Springs, Struts, WSDL, XML (SAX, JAXB, JDOM)
- Solid knowledge in REST and SOAP web services
- Good experience in using Design Patterns
- Experience in configuring Application Server such as JBoss, WebLogic
- Experience in build systems such as Maven and Ant and Continuous Integration tools like Jenkins
- Experience in software debugging and performance tuning
- Knowledge in XML/XSD and JSON data structures are must.
- Design, develop and maintain key components of the software suite using classic ASP, Microsoft .Net and SharePoint Server 2007 and new 2013.
- Implementation of SharePoint-based workflows as well as development of Business Intelligence dashboards.
- Excellent analytical and problem solving skills
- Effective interpersonal and communication skills
- Ability to work with no or limited guidance, grasp the concepts quickly and develop in an agile mode.
- Ability to work towards meeting a very short deadlines and delivery dates.
- Ability to support and provide help to various teams such as QA, Operations, Offshore etc.

36. PRINCIPAL COTS APPLICATION DEVELOPER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Solid technical skills and background in programming language (Java/J2EE,.Net, Pearl, Python, SAP, K2, CURAM and other languages), frameworks, utilities, and development environments using Spring framework, Hibernate, Angular JS, JAXB and Struts.

- Web UI/UX Designing CSS and HTML UI development also desirable.
- Experience in application development and deployment on leading environments (WebLogic/WebSphere), ERP Technologies (SAP, PeopleSoft, Oracle Financials etc.) Data Warehouse Tools and Technologies (SAS, Business Objects, DataStage, MicroStrategy, OWB, Tablue, Splunk, Big Data Hadoop etc.) ETL Technologies (Informatica, SSIS, Abinitio, Talend etc.)
- Working knowledge and experience with front-end web application technologies and frameworks, including client-side technologies - JavaScript frameworks such as jQuery.
- Strong OO design skills, understanding of enterprise software design patterns and data structures. Proven ability to leverage emerging technologies to address business and technical requirements
- Experience with server-side architectures and web application development utilizing: Spring, S, REST/SOAP, Service Oriented Architectures. Required Java and related web application engineering skills: JSP, JSF, Servlets, JDBC, HTML (4.0+), AXIS, JAX-WS, JAX-RS, JAXB, Hibernate, Springs, Struts, WSDL, XML (SAX, JAXB, JDOM)
- Solid knowledge in REST and SOAP web services
- Good experience in using Design Patterns
- Experience in configuring Application Server such as JBoss, WebLogic
- Experience in build systems such as Maven and Ant and Continuous Integration tools like Jenkins
- Design, develop and maintain key components of the software suite using classic ASP, Microsoft .Net and SharePoint Server 2007 and new 2013.
- Implementation of SharePoint-based workflows as well as development of Business Intelligence dashboards.
- Experience in software debugging and performance tuning
- Knowledge in XML/XSD and JSON data structures are must.
- Excellent analytical and problem solving skills
- Effective interpersonal and communication skills
- Ability to work with no or limited guidance, grasp the concepts quickly and develop in an agile mode.
- Ability to work towards meeting a very short deadlines and delivery dates.
- Ability to support and provide help to various teams such as QA, Operations, Offshore etc.

37. SYSTEMS ARCHITECT

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 4

Position Details:

- Experience in software architecture using Microsoft, Java, J2EE, Data Warehousing and OO principles
- Hands-on experience in Microsoft, JAVA (and other leading technologies) components such as JMS, JTS, persistence, Javascript
- Hands-on experience in webservices and Restful API
- Hands-on experience with application servers such as Websphere, weblogic, Wildfly, Tomcat etc.
- Experience in web 2.0 technologies such as Ajax, Dojo and AngularJ
- Experience in XML parsing, data file processing
- Experience in open source technologies such as Spring, SpringBoot, Kafka, Apache projects Camel, Commons and log4J is required
- Proficient in SQL for Oracle DB and NoSQL such as CouchBase, Cassandra is required
- Strong Analytical and Problem Solving Capabilities
- Verbally capable to communicate directly with senior management and subject matter experts through presentations and discussion.
- Ability to Collaborate and Engage well with others to solve problems and actively incorporate input from various sources
- Possess excellent business acumen with a strong ability to map business requirements to technical solutions.
- Possess strong written and verbal communication skills, proven presentation skills to all levels of audience including technologists, management and executives.

- Working with the Information & Data Warehouse Data Architects in the development and maintenance of the Enterprise Data Model (EDM).
- Engage with projects to support new requirements reflected in the EDM
- Liaise with project delivery teams to ensure solutions reflect the data model.
- Consult with and assist DBA's to design and implement appropriate database implementations that adequately support the data architecture and business solution designs.
- Consult with and assist DBA's and development teams to ensure the physical and logical integrity of data.
- Develop and maintain standards, processes and tools to ensure the fidelity of the EDM.
- Contribute to the effective development and design of business solutions by ensuring that projects incorporate necessary consideration of the EDM implications.
- Participate in system design sessions and reviews.
- Ensure compliance with appropriate standards, methodologies and procedures. Perform quality assurance activities as directed.
- Assist in the creation and management of Enterprise reports
- Support and manage the data structure component of existing Production systems.
- Support the user community relating to all aspects of Data issues and requirements
- Support all audit and data quality requirements
- Build and maintain an understanding of core business processes and practices

38. PRINCIPAL SYSTEMS ARCHITECT

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 6

Position Details:

- Experience in software architecture using Microsoft, Java, J2EE, Data Warehousing and OO principles
- Hands-on experience in Microsoft, JAVA (and other leading technologies) components such as JMS, JTS, persistence, Javascript
- Hands-on experience in webservices and Restful API
- Hands-on experience with application servers such as Websphere, weblogic, Wildfly, Tomcat etc.
- Experience in web 2.0 technologies such as Ajax, Dojo and AngularJ
- Experience in XML parsing, data file processing
- Experience in open source technologies such as Spring, SpringBoot, Kafka, Apache projects Camel, Commons and log4J is required
- Proficient in SQL for Oracle DB and NoSQL such as CouchBase, Cassandra is required
- Strong Analytical and Problem-Solving Capabilities
- Verbally capable to communicate directly with senior management and subject matter experts through presentations and discussion.
- Ability to Collaborate and Engage well with others to solve problems and actively incorporate input from various sources
- Possess excellent business acumen with a strong ability to map business requirements to technical solutions.
- Possess strong written and verbal communication skills, proven presentation skills to all levels of audience including technologists, management and executives.
- Detailed knowledge of SOA, service orchestration, and design
- Thorough knowledge of drawing up functional and technical designs
- Thorough knowledge of system development methods and techniques
- Well-developed analytical and troubleshooting intellect
- Collaborate with business analysts to model processes
- Develop and implement Business Process workflows and UIs
- Working with the Information & Data Warehouse Data Architects in the development and maintenance of the Enterprise Data Model (EDM).
- Engage with projects to support new requirements reflected in the EDM

- Liaise with project delivery teams to ensure solutions reflect the data model.
- Consult with and assist DBA's to design and implement appropriate database implementations that adequately support the data architecture and business solution designs.
- Consult with and assist DBA's and development teams to ensure the physical and logical integrity of data.
- Develop and maintain standards, processes and tools to ensure the fidelity of the EDM.
- Contribute to the effective development and design of business solutions by ensuring that projects incorporate necessary consideration of the EDM implications.
- Participate in system design sessions and reviews.
- Ensure compliance with appropriate standards, methodologies and procedures. Perform quality assurance activities as directed.
- Assist in the creation and management of Enterprise reports
- Support and manage the data structure component of existing Production systems.
- Support the user community relating to all aspects of Data issues and requirements
- Support all audit and data quality requirements
- Build and maintain an understanding of core business processes and practices

39. **PRINCIPAL DATABASE ADMINISTRATOR**

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 7

Position details:

- Creates and maintains all databases required for development, testing, education and production usage.
- Performs the capacity planning required to create and maintain the databases.
- Performs ongoing tuning of the database instances.
- Install new versions of the Oracle, DB2, Microsoft SQL and other RDBMS and its tools
- Plans and implements backup and recovery of the Oracle, DB2, Microsoft SQL and other databases
- Controls migrations of programs, database changes, reference data changes and menu changes through the development life cycle.
- Implements and enforces security for all of the Databases.
- Performs database re-organizations as required to assist performance and ensure maximum uptime of the database.
- Puts standards in place to ensure that all application design and code is produced with proper integrity, security and performance.
- Perform reviews on the design and code frequently to ensure the site standards are being adhered to.
- Evaluates releases of databases, and third party products to ensure that the site is running the products that are most appropriate.
- Planning is also performed by the DBA, along with the application developers and System administrators, to ensure that any new product usage or release upgrade takes place with minimal impact.
- Provides technical support to application development teams. This is usually in the form of a help desk.
- Enforces and maintains database constraints to ensure integrity of the database.
- Administers all database objects, including tables, clusters, indexes, views, sequences, packages and procedures.
- Assists with impact analysis of any changes made to the database objects.
- Troubleshoots with problems regarding the databases, applications and development tools.
- Create new database users as required.
- Manage sharing of resources amongst applications.
- The DBA has ultimate responsibility for the physical database design.
- A good knowledge of the operating system(s)
- A good knowledge of physical database design

- Ability to perform both SQL and also operating system performance monitoring and the necessary adjustments.
- Be able to provide a strategic database direction for the organization.
- Excellent knowledge of database backup and recovery scenarios.
- A good knowledge of database security management.
- Sound knowledge of the applications at your site.
- Experience and knowledge in migrating code, database changes, data and menus through the various stages of the development life cycle.
- A good knowledge of the way databases enforce data integrity.
- A sound knowledge of both database and program code performance tuning.

40. INFORMATICS ANALYST

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 4

Position Details:

- Responsible for importing, transforming, validating or modeling data
- The data analyst's responsibilities may include presenting data in charts, graphs and tables as well as designing and developing relational databases for collecting data
- Collecting the requirements of the client
- Analytical Skills: Data analysts work with large amounts of data: facts, figures and number crunching.
- Communication Skills: Must communicate well with team members and ancillary resources
- Attention to Detail: The conclusions drawn from this data analysis will drive critical departmental initiatives
- Programming Skills: This role requires an understanding of programming logic, although no experience with a specific programming language is required.
- Python programming experience a plus. Familiarity with SQL will be an important part of the data analyst role.

41. PROGRAM DIRECTOR

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 7

Position Details:

- Lead the development and implementation of a broad, coordinated set of plans and programs to meet the goals and priorities of the department
- Facilitate the definition of project missions, goals, tasks, and resource requirements; resolve or assist in the resolution of conflicts within and between projects or functional areas; develop methods to monitor project or area progress; and provide corrective supervision if necessary
- Work closely with management staff to update and maintain the professional credentials of each staff member
- Stay updated on all laws and regulations and make certain that all company operations are within the scope of those laws
- Establish an overall annual program budget and then monitor each program to make sure the budget is not exceeded
- Develop comprehensive progress reports on all active programs to be submitted to the executive staff each week

- Maintain and deliver all paperwork required to make sure that the organization's certifications remain intact and in good standing
- Occasional domestic and international travel

42. PROJECT DIRECTOR

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 8

Position Details:

- PMP Certification
- Drive the resource management and project management strategies
- Support the commercial function throughout the client lifecycle
- The escalation point for any resource and project delivery issues and to effectively resolve the same
- Work with the client director to maximize billable utilization and revenue, and to work with the financial division to minimize unbillable utilization rates
- Manage the monthly financial reconciliation and drawdown
- Analyze and monitor capacity planning and forecasting data produced by the resource manager
- Responsible for review and authorization of web development financial quotations
- Review the post project evaluations, to learn and share this knowledge with wider teams and strategically plan changes in improvement
- Manage the weekly project status meetings and track progress, escalating RAG status red to Operations director
- Ensure efficient and consistent processes and documentation are defined, implemented and maintained
- Support business growth with clear focus on clients and employees as part of the senior management team

43. CHIEF PROJECT OFFICER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Establish a governance system for projects, programs and portfolios
- Direct all activities in the field of projects, programs and portfolios
- Perform leadership for the project, program, portfolio managers and the PMO
- Support all other board members in chartering or sponsoring projects in their areas of responsibility
- PMP required

44. PRINCIPAL SYSTEMS ADMINISTRATOR

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 8

Position Details:

- Interfacing with the user(s) and sponsor(s) and all other stakeholders in order to determine their (evolving) needs.
- Generating the highest level of system requirements, based on the user's needs and other constraints.

- Ensuring that this set of high level requirements is consistent, complete, correct, and operationally defined.
- Performing cost–benefit analyses to determine whether requirements are best met by manual, software, or hardware functions; making maximum use of commercial off-the-shelf or already developed components.
- Developing partitioning algorithms (and other processes) to allocate all present and foreseeable requirements into discrete partitions such that a minimum of communications is needed among partitions, and between the user and the system.
- Partitioning large systems into (successive layers of) subsystems and components each of which can be handled by a single engineer or team of engineers or subordinate architect.
- Interfacing with the design and implementation engineers and architects, so that any problems arising during design or implementation can be resolved in accordance with the fundamental design concepts, and user needs and constraints.
- Ensuring that a maximally robust design is developed.
- Generating a set of acceptance test requirements, together with the designers, test engineers, and the user, which determine that all of the high level requirements have been met, especially for the computer-human-interface.
- Generating products such as sketches, models, an early user guide, and prototypes to keep the user and the engineers constantly up to date and in agreement on the system to be provided as it is evolving.
- Ensuring that all architectural products and products with architectural input are maintained in the most current state and never allowed to become obsolete.

45. PRINCIPAL TECHNICAL WRITER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 8

Position Details:

- Creates clear, precise, and well-organized technical content for multiple parts of software platforms. Content might include traditional documentation, best practices, knowledge base articles, blog posts, and forum responses, and video instruction.
- Serve as the Documentation Lead on one or more Scrum teams.
- Perform task analysis to better understand the needs of target audiences.
- Collaborate with subject matter experts, technical staff, and project teams to identify priorities.
- Contribute to establishing Documentation Team processes and standards.
- Work both independently and in a team environment while meeting all project deadlines. Business Process Analyst
- Demonstrated success creating exceptional documentation for complex software products.
- Writes highly technical documentation, including developer documentation, starting from scratch.
- Ability to thrive in a fast-paced, dynamic environment, contributing at many levels.
- Experience working in an Agile development environment.

46. BUSINESS PROCESS ANALYST

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 7

Position Details:

- Seasoned business process analyst with solid foundation in business domain(s)

- Degree/Diploma or Industry certified technical qualification (Sun Certification/ Microsoft Certification/ PMP Certification / BCS Certification. SCRUM, ITIL)
- Sound Engineering systems concepts and principles
- Computer knowledge at least MS Office and similar tools
- Analytical and conceptual expertise
- Planning, documentation, analysis and business requirements management techniques
- Evaluation of profitability/risk
- Testing, verification and validation techniques
- Creation of the Business Requirements Document - BRD
- Administrative and reporting abilities
- Knowledge of business processes
- Ability to have a business-oriented vision
- Strategic planning and Case development
- Determines customers' needs and desires by specifying the research needed to obtain market information.
- Recommends the nature and scope of present and future product lines by reviewing product specifications and requirements; appraising new product ideas and/or product or packaging changes.
- Assesses market competition by comparing the company's product to competitors' products.
- Provides source data for product line communications by defining product marketing communication objectives.

47. PRINCIPAL BUSINESS PROCESS ARCHITECT

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Seasoned business process architect with solid foundation in business domain(s)
- Degree/Diploma or Industry certified technical qualification (Sun Certification/ Microsoft Certification/ PMP Certification / BCS Certification. SCRUM, ITIL)
- Analytical and conceptual expertise
- Planning, documentation, analysis and business requirements management techniques
- Evaluation of profitability/risk
- Strategic planning and Case development
- Sound understanding of business principles and concepts. This goes beyond just understanding of realization of these concepts via business processes. It encompasses understanding of how markets influence business, what are the differentiating factors of the business, what and how values are created, and how strategy development may be supported.
- Ability to think about business in a way that is abstracted from how business functions are implemented by technology.
- Consulting mindset, which allows a business architect to support the strategy development
- Design thinking, which enables synthesizing of many ideas into big-picture view that shows the connection between business intention and business action.
- Being an agent for change, who uses business architecture to agitate and initiate action and challenge others via business designs and solutions, which drive requirements to the business operational and organizational structures.

48. QUALITY ASSURANCE COMPLIANCE TESTER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Working together with Quality Assurance (QA) teams to assess product problems and brainstorm solutions
- Checking that components involved in the production process are of suitable quality
- Inspecting production code and employees to make sure the production process runs smoothly
- Writing production plans that minimize risk of mistakes during production
- Estimating time involved in assuring each software product's quality
- Meeting project deadlines
- Writing and reviewing testing plans
- Performing stress tests that expose the software product vulnerabilities
- Investigating causes of defects that occur during the testing phase
- Assessing whether employees need training to prevent mistakes during production
- Creating test plan automation procedures
- Suggesting improvements to company infrastructure and processes to prevent future mistakes during production
- Communicating with Quality Control about existing defects and how to prevent them in future products
- Communicating with other departments such as project management and engineering to coordinate scheduling for QA testing
- Reporting discovered defects to all relevant departments for correction
- Applying technical skills related to the product being tested (knowledge of programming languages to software QA, knowledge of machinery for hardware, etc.)
- Conforming to regulations and international standards when it comes to testing and quality assurance

49. INFORMATION MANAGEMENT SCIENTIST

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 6

Position Details:

- Master's Degree in Computer Science, Statistics, Applied Math or related field (or equivalent experience)
- Practical experience with statistical products (i.e. SAS, R, Matlab, Hadoop, Big Data etc.) Data warehousing, ETL, data processing, database programming and data analytics
- Selecting features, building and optimizing classifiers using machine learning techniques
- Data mining using state-of-the-art methods
- Extending company's data with third party sources of information when needed
- Enhancing data collection procedures to include information that is relevant for building analytic systems
- Processing, cleansing, and verifying the integrity of data used for analysis
- Doing ad-hoc analysis and presenting results in a clear manner
- Creating automated anomaly detection systems and constant tracking of its performance
- Communicate results and ideas to key decision makers
- Keep up-to-date with latest technology trends

50. PRINCIPAL SCIENTIST MODELING AND INFORMATICS

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 8

Position Details:

- Master's Degree in Computer Science, Statistics, Applied Math or related field (or equivalent experience)
- Define modeling objectives and deliver creative solutions driving the discovery of anomalies through the inventive design and the skilled use of modeling and informatics technology
- Advancing frameworks of predictive models to enable the generation of data driven hypotheses and efficient decision making.
- Generate automated and modular calculation engines and computational services that enable team members to seamlessly execute project specific modeling workflows for exploring and capturing new design ideas
- maintain a high scientific standard in presenting and reporting methods, results, and conclusions to project teams
- communicate scientific results effectively internally as well as in external presentations and publications

51. SECURITY ADMINISTRATOR

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 6

Position Details:

- Direct experience with anti-virus software, intrusion detection, firewalls and content filtering
- Identify threats and work to create steps to defend against them
- Perform vulnerability and penetration tests across all network segments
- Monitor network traffic for suspicious behavior
- Configure security systems such as firewalls, antivirus, and IDS/IPS software
- Create network policies and authorization roles for file access
- Analyze current security requirements and make suggestions for improvements
- Define disaster recovery plans
- Consult with staff, managers and executives on the best security practice

52. SECURITY ARCHITECT

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Enhances security team accomplishments and competence by planning delivery of solutions; answering technical and procedural questions for less experienced team members; teaching improved processes; mentoring team members.
- Determines security requirements by evaluating business strategies and requirements; researching information security standards; conducting system security and vulnerability analyses and risk assessments; studying architecture/platform; identifying integration issues; preparing cost estimates.
- Plans security systems by evaluating network and security technologies; developing requirements for local area networks (LANs), wide area networks (WANs), virtual private networks (VPNs), routers, firewalls, and related security and network devices; designs public key infrastructures (PKIs), including

use of certification authorities (CAs) and digital signatures as well as hardware and software; adhering to industry standards.

- Implements security systems by specifying intrusion detection methodologies and equipment; directing equipment and software installation and calibration; preparing preventive and reactive measures; creating, transmitting, and maintaining keys; providing technical support; completing documentation.
- Verifies security systems by developing and implementing test scripts.
- Maintains security by monitoring and ensuring compliance to standards, policies, and procedures; conducting incident response analyses; developing and conducting training programs.
- Upgrades security systems by monitoring security environment; identifying security gaps; evaluating and implementing enhancements.
- Prepares system security reports by collecting, analyzing, and summarizing data and trends.
- Updates job knowledge by tracking and understanding emerging security practices and standards; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

53. DEVOPS SPECIALIST

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 6

Position Details:

- Learning about and gathering new technologies and related tools to introduce to the company in order to grow the agile development environment
- Providing direct server support during various operations such as deployment and general production
- Collaborating with developers to make sure new environments meet requirements and conform to best practices
- Creating custom codes such as JavaScript, Java, HTML, CSS and C code that are secure in order to defend against cyber security issues
- Designing, implementing and testing agreed-upon infrastructures
- Automating deployment of Linux applications, system configurations and security settings
- Prioritizing requests from operations, development and product teams fairly while demonstrating a sense of empathy

54. DEVOPS ENGINEER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 8

Position Details:

- Deploying, automating, maintaining and managing cloud-based production systems, to ensure the availability, performance, scalability and security of productions systems.
- Build, release and configuration management of production systems.
- Pre-production Acceptance Testing to help assure the quality of our products / services.
- System troubleshooting and problem solving across platform and application domains.

- Suggesting architecture improvements, recommending process improvements.
- Evaluate new technology options and vendor products.
- Ensuring critical system security through the use of best in class cloud security solutions.

55. SUBJECT MATTER EXPERT

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 7

Position Details:

- Define procedures or standards, since he/she has the knowledge of what the right or best way to execute a task would be
- Define performance objectives, and determine acceptable performance levels
- Provide recommendations for procedural improvements
- Understand the language/terms/jargon in his/her area of expertise
- Understand requisite knowledge that underlies effective decision-making and is able to describe where anomalies or flaws may occur in the decision-making for their area of expertise
- Act as the “go to” person within a department or function for questions and problems within his/her area of expertise
- Support the definition of processes and policies, supply business rules and procedures, and communicate the contexts in which the rules, processes and policies are applied
- Accurately represent their business units’ needs to the project/program team
- Validate the requirements and deliverables that describe the product(s) or service(s) that the project/program will produce
- Bring information about the project/program back to the customer community
- Provide input for the design and construction of test cases and scenarios, and may also validate executed test results
- Provide input into and/or create and execute user documentation and training material
- Test the product(s) or service(s) towards the end of the project/program (user acceptance testing), using and evaluating it for accuracy and usability, providing feedback to the project/program team
- Guide other professionals on the project/program to ensure the content is accurate
- Resolve issues relevant to project/program deliverable(s) within their area of expertise
- Obtain or provide approval for changes to rules, processes and policies

56. SUBJECT MATTER DOMAIN SPECIALIST

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

- Review and analyze business requirements.
- Propose IT solutions and implement according to digital roadmap timeline.
- Improve reach and effectiveness of sales & marketing activities using digital technology.
- Drive key IT capability to transform business.
- Work with technology, business units and relevant functional managers to ensure that solutions delivered are aligned to the digital enterprise Architecture and IT Application roadmap.
- Liaise with vendors for implementation of enhancements and track prompt resolution of system issues.
- Manage key application development projects under the customer experience portfolio. Anticipate any potential issues that might impact the project.
- Track and report project status to project steering committees.

- Monitor the product roadmap for periodic upgrades.
- Assist the business in the budgetary sizing of their IT plans.
- Track and identify feasible airline applications, key technology trends and technologies for awareness, and potential adoption by the business.

57. SUBJECT MATTER EXPERT DIRECTOR

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 12

Position Details:

- Architect, diagram, plan, design, and implement and well as reengineer major projects to support new initiatives as well as ongoing support.
- Serves as the subject matter expert (SME) for all data environments
- Establish and maintain analysis and monitoring tools; including fine-tuning, health reporting and alerting
- Provision/configure required for servers and applications
- Install, configure, test and maintain system management tools for all data center network components
- Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes
- Participate in the design of information and operational support systems
- Liaise with vendors and other IT personnel for problem resolution
- Provide real time alerts and dashboard information on performance and availability

GSA Pricing

SIN(s) PROPOSED	SERVICE PROPOSED(e.g. Job Title, Task)	MINIMUM EDUCATION CERTIFICATION LEVEL	MINIMUM YEARS OF EXPERIENCE	UNIT OF ISSUE (E.G. HOURS, TASKS, SQ FT)	PRICE OFFERED TO GSA(including IFF)
132-51	Java J2EE - Software Developer/Engineer	Bachelor	6	Per Hour	\$58.56
132-51	Java J2EE - Mid Level Software Developer/Engineer	Bachelor	8	Per Hour	\$72.92
132-51	Sr. Java J2EE - Software Developer/Engineer	Bachelor	10	Per Hour	\$74.03
132-51	Java J2EE - Architect	Bachelor	12	Per Hour	\$132.59
132-51	BPM - Architect	Bachelor	15	Per Hour	\$132.59
132-51	SAP CRM Consultant	Bachelor	10	Per Hour	\$110.49
132-51	Mid-level database Administrator	Bachelor	10	Per Hour	\$69.61
132-51	Data Analyst	Bachelor	8	Per Hour	\$79.55
132-51	Program Manager	Bachelor	10	Per Hour	\$121.54
132-51	Project Manager	Bachelor	10	Per Hour	\$102.76
132-51	Database Administrator	Bachelor	10	Per Hour	\$93.92
132-51	Data Architect/Data Modeler	Bachelor	12	Per Hour	\$112.70
132-51	SQL Developer/ETL Developer	Bachelor	8	Per Hour	\$99.44
132-51	BI Developer	Bachelor	10	Per Hour	\$108.28
132-51	SharePoint Administrator	Bachelor	10	Per Hour	\$101.65
132-51	SharePoint Developer	Bachelor	8	Per Hour	\$93.92
132-51	Junior .Net Developer	Bachelor	8	Per Hour	\$85.08
132-51	Senior .Net Developer	Bachelor	10	Per Hour	\$93.92
132-51	PowerBuilder Developer	Bachelor	10	Per Hour	\$101.65
132-51	Junior UX Developer/Designer	Bachelor	6	Per Hour	\$79.55
132-51	Senior UX Developer/Designer	Bachelor	8	Per Hour	\$88.39
132-51	K2 Developer	Bachelor	4	Per Hour	\$110.49
132-51	Technical Writer	Bachelor	6	Per Hour	\$72.92
132-51	Junior Business Analyst	Bachelor	6	Per Hour	\$66.29
132-51	Senior Business Analyst	Bachelor	10	Per Hour	\$93.92
132-51	Test Analyst/Automation Tester/Quality Assurance Engineer	Bachelor	6	Per Hour	\$71.82
132-51	Oracle Functional Analyst/Lead	Bachelor	15	Per Hour	\$132.59
132-51	Network Administrator	Bachelor	10	Per Hour	\$80.66
132-51	Operations/Technical Support Manager	Bachelor	10	Per Hour	\$68.50
132-51	Product Manager	Bachelor	10	Per Hour	\$93.92
132-51	Security Engineer	Bachelor	10	Per Hour	\$79.55
132-51	System Administrator	Bachelor	10	Per Hour	\$71.82
132-51	Usability Specialist	Bachelor	5	Per Hour	\$57.45
132-51	Data Scientist	Bachelor	10	Per Hour	\$108.28
132-51	COTS Application Developer	Bachelor	8	Per Hour	\$131.08
132-51	Principal COTS Application Developer	Bachelor	10	Per Hour	\$164.79
132-51	Systems Architect	Bachelor	4	Per Hour	\$120.16
132-51	Principal Systems Architect	Bachelor	6	Per Hour	\$164.36
132-51	Principal Database Administrator	Bachelor	7	Per Hour	\$119.09
132-51	Informatics Analyst	Bachelor	4	Per Hour	\$110.05
132-51	Program Director	Bachelor	7	Per Hour	\$135.08
132-51	Project Director	Bachelor	8	Per Hour	\$135.08
132-51	Chief Project Officer	Bachelor	10	Per Hour	\$157.30
132-51	Principal Systems Administrator	Bachelor	8	Per Hour	\$106.31
132-51	Principal Technical Writer	Bachelor	8	Per Hour	\$107.56
132-51	Business Process Analyst	Bachelor	7	Per Hour	\$127.91
132-51	Principal Business Process Architect	Bachelor	10	Per Hour	\$183.98
132-51	Quality Assurance Compliance Tester	Bachelor	10	Per Hour	\$115.69
132-51	Information Management Scientist	Bachelor	6	Per Hour	\$140.72
132-51	Principal Scientist Modeling and Informatics	Bachelor	8	Per Hour	\$184.89
132-51	Security Administrator	Bachelor	6	Per Hour	\$130.03
132-51	Security Architect	Bachelor	10	Per Hour	\$155.62
132-51	DevOps Specialist	Bachelor	6	Per Hour	\$115.94
132-51	DevOps Engineer	Bachelor	8	Per Hour	\$140.67
132-51	Subject Matter Expert	Bachelor	7	Per Hour	\$142.63
132-51	Subject Matter Domain Specialist	Bachelor	10	Per Hour	\$172.44
132-51	Subject Matter Expert Director	Bachelor	12	Per Hour	\$203.01

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM 132-56)**

Vendor suitability for offering services through the new Health IT SIN must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH).
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- National Institute of Standards and Technology (NIST)
- Federal Information Processing Standards (FIPS) and Special Publications
- Federal Information Security Management Act (FISMA) of 2002

SCOPE

- The labor categories, prices, terms and conditions stated under Special Item Number 132-56 Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.
- This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33, 132-8).
- This SIN provides ordering activities with access to Health IT services.
- Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.
- 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.

ORDER

- Agencies may use written orders, Electronic Data Interchange (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.
- 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.

PERFORMANCE OF SERVICES

- The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.
- The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- 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.

- Any Contractor travel required in the performance of Health 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. All travel will be agreed upon with the client prior to the Contractor's travel.

INSPECTION OF SERVICES

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

RESPONSIBILITIES OF THE CONTRACTOR

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

RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

INDEPENDENT CONTRACTOR

- All Health 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.

ORGANIZATIONAL CONFLICTS OF INTEREST

- 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.
- 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.

INVOICES

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

RESUMES

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

INCIDENTAL SUPPORT COSTS

Incidental support costs are not considered part of 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.

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.

DESCRIPTION OF HEALTH IT SERVICES AND PRICING

- The Contractor shall provide a description of each type of Health IT Service offered under Special Item Numbers 132-56 Health IT Services and it should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- Pricing for all Health IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING FOR SIN 132-56

58. HEALTH IT BUSINESS ANALYST

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 2

Position Details:

Health IT professional with experience conducting quantitative and qualitative analyses of business and clinical benefits achieved or missed through major IT acquisitions investments across an organization. Formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable Health IT business systems and industry requirements. Experience supporting the evaluation of Health IT solutions, and ability to determine opportunities for business process improvements and drafting modifications to technical requirements. Ability to measure different types of usage and related best practices of Health IT technologies; makes recommendations to improve and/or standardize workflows; and Identifying best practices. Devises or modifies procedures to solve complex Health IT problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of Health Domain business and user needs, documentation of requirements, and translation into proper system requirement specifications.

59. HEALTH IT CLINICAL BUSINESS ANALYST

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

10+ years' experience in collecting and managing clinical data and health data for research; working directly with patients to understand their concerns as it relates to sharing of data and participation in clinical research. Possesses extensive functional and technical knowledge of highly specialized Health IT applications and operational environments. Possesses experience in analyzing and solving complex problems that need extensive knowledge of Health subject matter for effective implementation. Experience with working with stakeholders to investigate ways to optimize the underlying business process for health and clinical data collection, sharing and analysis, and identify innovative Health IT solutions that help streamline how health professionals manage and shared data. Capable of providing expert advice as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and implementation phases of health and clinical data collection systems. Experience working closely with clinical staff - physicians, nurses and statisticians to enable collaboration and foster creative research discoveries, leverage pooled data from distributed information sources and communicate information more effectively through graphical and interactive means.

60. HEALTH IT DATA ANALYST

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 8

Position Details:

Expertise with health-data standards including, but not limited to, HL7 and other data exchanges. Translates business needs into long-term information architecture solutions for Health IT purpose. Defines, designs, and builds dimensional databases using existing Health IT data standards. Responsible for developing data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current health data for additional analyses. Conducts data cleaning to rid the system of old, unused, or duplicate data. Reviews object and data models and the metadata repository to structure health data for better management and quicker access. Experience in helping global health or research organizations adopt HL7 and data sharing standards; Experience with the latest health-data exchanges so that health-information / clinical research could be shared across health institutions, while protecting patient data; Experience with information sharing technologies that can be used to advance collaboration on research.

61. HEALTH IT ARCHITECT

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 8

Position Details:

Works independently designing and developing architecture for new Health IT software products or major enhancements to existing Health IT and clinical systems. May lead a large development team in the design of highly complex software systems that is automating clinical or health-delivery business processes, or processing of clinical / health data. Acts as highest level technical expert, addressing problems of systems integration, compatibility, and multiple platforms and supervises other healthcare architects and team members.

62. HEALTH IT CLINICAL INFORMATICS ANALYST

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 5

Position Details:

Functions as the clinical expert and researcher for Healthcare based information systems. Continually monitor and evaluate opportunities for technical innovations and enhancements for various Health IT applications, ensuring that the applications and systems utilized are consistent with professional standards of best clinical nursing practice.

63. HEALTH IT MTF SUPPORT ANALYST

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 5

Position Details:

Provide expertise in business process of the various Military Treatment Facilities (MTF). In addition, provide analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements. Provide organizational and strategic planning for a wide variety of technical and functional environments. Also assist in applying Health IT best practices to create conceptual business models and to identify relevant issues and considerations for Health IT software packages.

64. HEALTH IT SECURITY SPECIALIST

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 5

Position Details:

Analyze and defines security requirements in line with various PII and PHI mandates. Helps design, develop, engineer, and implement solutions to requirements. Performs security risk analyses which also includes risk assessment. Develop security standards in alignment with NIST mandates.

65. HEALTH IT PROGRAM MANAGER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 10

Position Details:

Serve as the program manager typically responsible for organizing, directing, and managing all aspects of contract operational support functions involving multiple complex and inter-related Health IT project tasks that often require managing teams of contractor personnel at multiple locations. Provide overall direction of Health IT program activities as well as establish and maintain technical and financial reports to show progress of projects to management and customers.

66. HEALTH IT PROJECT MANAGER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 5

Position Details:

Typically oversee all aspects of the Health IT project, leading a team on or a significant segment of large and complex projects such as enterprise Electronic Health Records implementation. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project.

67. HEALTH IT QA ANALYST

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 3

Position Details:

Analyzes quality assurance and compliance data and assists in preparing reports. May assist designing solutions to quality management issues. May assist in the implementation of quality improvement processes. Typically reports to a supervisor. Works on projects/matters of limited complexity in a support role. Work is closely managed.

68. HEALTH IT BUSINESS INTELLIGENCE PROGRAMMER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 3

Position Details:

Develops various dashboards utilizing data extracts from multiple Health IT applications. Create visualizations and dashboards using other 3rd party Data Management, Information Management and Business Intelligence-related technologies and products via various analytical approaches and develop assessment documents. Has experience working with various Healthcare providers to create analytic files using administrative health care data (e.g., commercial claims, hospital claims, Medicare or Medicaid data) and healthcare informatics.

69. HEALTH IT BUSINESS INTELLIGENCE ENGINEER

Education Required: MS or BS in Computer Science or Engineering

Years of Experience: 5

Position Details:

Develops various dashboards utilizing data extracts from multiple Health IT applications. Create visualizations and dashboards using other 3rd party Data Management, Information Management and Business Intelligence-related technologies and products via various analytical approaches and develop assessment documents. In addition, conducts database management by processing documentation, as well performing code review. Has experience working with various Healthcare providers to create analytic files using administrative health care data (e.g., commercial claims, hospital claims, Medicare or Medicaid data) and healthcare informatics. Experience programming with R and/or Python (or other programming languages) would be required for advanced analytics.

Synaptein Price List (SIN 132-56)

Service: Health Information Technology

Labor Category	GSA Rates Per Hour (W/IFF)
Health IT Business Analyst	\$100.78
Health IT Clinical Business Analyst	\$199.08
Health IT Data Analyst	\$144.29
Health IT Architect	\$148.86
Health IT Clinical Informatics Analyst	\$119.42
Health IT MTF Support Analyst	\$92.05
Health IT Security Specialist	\$127.80
Health IT Program Manager	\$162.92
Health IT Project Manager	\$147.60
Health IT QA Analyst	\$97.90
Health IT Business Intelligence Programmer	\$128.45
Health IT Business Intelligence Engineer	\$156.67

The Service Contract Act (SCA) is applicable to this contract. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and/or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable wage determination number. Failure to do so may result in cancellation of the contract.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
SPECIAL ITEM NUMBER 132-100 ANCILLARY SUPPLIES
(SPECIAL ITEM 132-100)**

Vendor suitability for offering services through the new ANCILLARY SUPPLIES must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

SCOPE

- The labor categories, prices, terms and conditions stated under Special Item Number 132-100 Ancillary Supplies Services apply exclusively to Ancillary Services within the scope of this Information Technology Schedule.
- This SIN is limited to Ancillary Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33, 132-8).
- This SIN provides ordering activities with access to Ancillary Supplies services.
- Ancillary Supplies Services provided under this SIN shall comply with all industry standards as applicable at the task order level.
- 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.

ORDER

- Agencies may use written orders, Electronic Data Interchange (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.
- 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.

PERFORMANCE OF SERVICES

- The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.
- The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- 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.
- Any Contractor travel required in the performance of Ancillary Supplies 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. All travel will be agreed upon with the client prior to the Contractor's travel.

INSPECTION OF SERVICES

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

RESPONSIBILITIES OF THE CONTRACTOR

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

RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

INDEPENDENT CONTRACTOR

- All Ancillary Supplies 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.

ORGANIZATIONAL CONFLICTS OF INTEREST

- 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.
- 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.

INVOICES

- The Contractor, upon completion of the work ordered, shall submit invoices for Ancillary Supplies 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.

RESUMES

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

INCIDENTAL SUPPORT COSTS

Incidental support costs are not considered part of 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.

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.

DESCRIPTION OF ANCILLARY SUPPLIES SERVICES AND PRICING

- The Contractor shall provide a description of each type of Ancillary Supplies Service offered under Special Item Numbers 132-100 Ancillary Supplies Services and it should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- Pricing for all Ancillary Supplies Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING FOR SIN 132-56

70. ADMINISTRATIVE SPECIALIST II

Education Required: High School Diploma

Years of Experience: 3

Position Details:

Functional Responsibility: The Administrative Specialist provides administrative support such as technical writing, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, and preparation of graphical and narrative presentation material. Provides assistance with maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. Supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents.

Responsible for integrating the graphics generated with automated tools and the deliverable documents. Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefings /presentations. Performs analysis, development and review of program or functional areas, as required. Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports. May assist with compiling and developing the annual budget.

Certifications: Candidate should be able to obtain up to TS/SCI clearance.

71. ADMINISTRATIVE SPECIALIST III

Education Required: High school diploma

Years of Experience: 6

Position Details:

Functional Responsibility: The Senior Administrative Specialist will support administrative functions of large scale programs and projects; provides administrative support such as technical writing, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, and preparation of graphical and narrative presentation material.

Provides assistance with maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. Supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. The candidate will maintain accurate, detailed and comprehensive records to support the production of statistical data. Responsible for integrating the graphics generated with automated tools and the deliverable documents. Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefings /presentations. Performs analysis, development and review of program or functional areas, as required. Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports. May assist with compiling and developing the annual budget. The candidate will develop and maintain a control system for all documents to ensure prompt preparation, distribution and return in time for effective utilization.

Certifications: Relevant commercial certifications are desired

72. CUSTOMER SERVICE SPECIALIST I

Education Required: HS Diploma

Years of Experience: 1

Position Details:

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

73. CUSTOMER SERVICE SPECIALIST II

Education Required: HS Diploma

Years of Experience: 4

Position Details:

Functional Responsibility: Directs or participates in a help desk workgroup that provides customer service support activities. Interacts with clients via telephone and e-mail to resolve problems beyond the scope of entry staff members. Receives customer incidents and documents in trouble ticket management system. Provide technical support in support of customer incidents resolving, to the maximum extent, incidents on first contact.

Assists Help Desk supervisor in documentation of Help Desk processes, scripts, escalation procedures etc. Coordinates support for escalation with Tier 2 personnel and other elements to resolve customer incidents to complex for Tier 1 resolution.

Provides ticket management ensuring timely action by help desk personnel and support technicians. Responds to client queries regarding network operation, registration, and security. Documents, tracks, and monitors problems to ensure resolution in a timely manner. Supports research, provides ticket metrics, and assist with production of weekly metrics reports. Performs ad hoc database queries and updates. Can function as task leader or support staff, and provides technical guidance and training to junior staff member. Provides functional guidance, supervision, technical support, training and quality assurance/quality control to Level I personnel.

74. HELP DESK MANAGER

Education Required: Associates Degree

Years of Experience: 8

Position Details:

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

75. HELP DESK SPECIALIST I

Education Required: High School Diploma

Years of Experience: 1

Position Details:

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

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

76. HELP DESK SPECIALIST II

Education Required: High School Diploma

Years of Experience: 4

Position Details:

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

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

77. IMPLEMENTATION COORDINATOR I

Education Required: HS Diploma

Years of Experience: 1

Position Details:

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

Synaptein Price List (SIN 132-100)

Service: Ancillary Supplies Services

Labor Category	GSA Rates Per Hour (W/IFF)
Administrative Specialist II	\$40.63
Administrative Specialist III	\$72.92
Customer Service Specialist I	\$55.41
Customer Service Specialist II	\$63.86
Help Desk Manager	\$75.33
Help Desk Specialist I	\$34.39
Help Desk Specialist II	\$46.71
Implementation Coordinator I	\$78.23

The Service Contract Act (SCA) is applicable to this contract. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and/or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable wage determination number. Failure to do so may result in cancellation of the contract.