AUTHORIZED
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES SCHEDULE PRICELIST
IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.

MULTIPLE AWARD SCHEDULE

Category Attachment Code: F
Title: INFORMATION TECHNOLOGY
F03. IT Services Subcategory
FSC/PSC Code: DA01

CONTRACT PERIOD: March 18, 2018 – March 17, 2023
Pricelist Current through Modification: PO-0017 effective December 20, 2021

CONTRACTOR: HealthCare Resolution Services, Inc. (HCRS)
8825 Stanford Blvd., Ste, 145, Columbia, MD 21045
Telephone Number: 301-497-1187
Internet Address/Web Site: www.hcrs-inc.com

BUSINESS SIZE: Small business Women Owned (WOSB); Women Owned (EDWOSB); SBA Certified Small Disadvantaged business

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

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).
   54151S Information Technology Professional Services
   54151HEAL Health Information Technology Services

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price.
   Not Applicable

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.
   Please see labor category rates and descriptions below.

2. MAXIMUM ORDER: SIN 54151S, 54151SRC, 54151SSTLOC - $500,000; 54151HEAL, 54151HEALRC, 54151HEALSTLOC - $500,000

3. MINIMUM ORDER: $100.00

4. GEOGRAPHIC COVERAGE: 48 contiguous states, Alaska, Hawaii, Washington D.C., PuertoRico, U.S. Territories, and to a port or consolidation point within the aforementioned locations for orders that are received from overseas activities.

5. Point(s) of production (city, county, and State or foreign country)
   8825 STANFORD BLVD STE 145 COUNTY: Howard Columbia, MD 21046-4769

6. DISCOUNT FROM LIST PRICES: GSA Price shown are ‘Net’ prices.

7. QUANTITY DISCOUNT(S): None

8. PROMPT PAYMENT TERMS: 0.5% -10 days from receipt of invoice or date of acceptance, whichever is later.
   Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractor agreement in exchange for other concessions.

9a. FOREIGN ITEMS: Not Applicable

10a. TIME OF DELIVERY: 30 DARO
10b. **EXPEDITED DELIVERY:** As Agreed upon between Healthcare Resolution Services, Inc. and agency.

10c. **OVERNIGHT AND 2-DAY DELIVERY:** TBD at task order level

10d. **URGENT REQUIREMENTS:** Agencies can contact Contractor’s representative to effect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerate delivery.

11. **FOB POINT(s):** Destination

12a. **ORDERING ADDRESS:** Healthcare Resolution Services, Inc.
     8825 STANFORD BLVD STE 145 Columbia, MD 21046-4769

12b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. **PAYMENT ADDRESS:** Healthcare Resolution Services, Inc.
     8825 STANFORD BLVD STE 145 Columbia, MD 21046-4769

14. **WARRANTY PROVISION:** Standard Commercial Warranty

15. **EXPORT PACKING CHARGES:** Not Applicable

16. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** Not Applicable

17. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** Not Applicable

18a. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** Not Applicable

18b. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** Not Applicable

19. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** Not Applicable

20. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** Not Applicable
21. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** Not Applicable

22a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.

23. **Unique Entity Identifier (UEI) number:** 081688934

24. **Notification regarding registration in System for Award Management database.**
Healthcare Resolution Services, Inc. (HCRS) is Registered
<table>
<thead>
<tr>
<th>Awarded Special Item Number (SIN)</th>
<th>Labor Category</th>
<th>GSA Rate w/IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151HEAL</td>
<td>Associate Computer Programmer/Scientist 1</td>
<td>$93.46</td>
</tr>
<tr>
<td>54151S</td>
<td>Administrative Specialist I</td>
<td>$27.19</td>
</tr>
<tr>
<td>54151S</td>
<td>Administrative Specialist II</td>
<td>$33.33</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Associate Survey Scientist 1</td>
<td>$71.49</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Associate Survey Scientist 2</td>
<td>$110.89</td>
</tr>
<tr>
<td>54151S</td>
<td>Computer Systems Analyst I</td>
<td>$50.27</td>
</tr>
<tr>
<td>54151S</td>
<td>Computer Systems Analyst II</td>
<td>$70.04</td>
</tr>
<tr>
<td>54151S</td>
<td>Data Entry Spec. I</td>
<td>$23.44</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Data Standardization Specialist</td>
<td>$115.76</td>
</tr>
<tr>
<td>54151S</td>
<td>Database Administrator</td>
<td>$71.72</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health Care Expert 1</td>
<td>$115.00</td>
</tr>
<tr>
<td>54151S</td>
<td>Helpdesk Coordinator I</td>
<td>$52.39</td>
</tr>
<tr>
<td>54151S</td>
<td>Helpdesk Manager</td>
<td>$64.21</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Machine Learning Survey Scientist 1</td>
<td>$99.47</td>
</tr>
<tr>
<td>54151S</td>
<td>Network Administrator I</td>
<td>$109.40</td>
</tr>
<tr>
<td>54151S</td>
<td>Operations Manager I</td>
<td>$68.22</td>
</tr>
<tr>
<td>54151S</td>
<td>Program Manager I</td>
<td>$118.80</td>
</tr>
<tr>
<td>54151S</td>
<td>Program/Project Control Spec I</td>
<td>$58.73</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager I</td>
<td>$82.60</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager II</td>
<td>$105.95</td>
</tr>
<tr>
<td>54151S</td>
<td>Quality Assurance Specialist I</td>
<td>$67.67</td>
</tr>
<tr>
<td>54151S</td>
<td>Quality Assurance Specialist II</td>
<td>$104.05</td>
</tr>
<tr>
<td>54151S</td>
<td>Subject Matter Spec I</td>
<td>$104.05</td>
</tr>
<tr>
<td>54151S</td>
<td>Subject Matter Expert II</td>
<td>$140.37</td>
</tr>
<tr>
<td>54151S</td>
<td>Technical Writer</td>
<td>$39.11</td>
</tr>
<tr>
<td>54151S</td>
<td>Training Spec I</td>
<td>$42.08</td>
</tr>
<tr>
<td>54151S</td>
<td>Training Spec II</td>
<td>$58.60</td>
</tr>
</tbody>
</table>
1. **Commercial Job Title: Associate Computer Programmer/Scientist I**

**Minimum/General Experience:** Must have a minimum of six years experience. **Functional Responsibility:** Assumes responsibility for the overall architecture of the systems required for projects and ensures the quality implementation of the systems, using current technologies and software. Has experience with a diverse set of languages and software applications. Utilizes structured system development life cycle processes for planning, managing and documenting project activities. May serve as project director (PD), or task leader (TL) on projects. **Minimum Education:** Must have a Masters degree. **Applicable training/certification requirements:** None **Substitution of Experience:** None

2. **Commercial Job Title: Administrative Specialist I**

**Minimum/General Experience:** Two years of experience providing administrative support, similar to that described under functional responsibility, and having knowledge and understanding of administrative concepts, regulations, policies, office automation and business practices. **Functional Responsibility:** Responsible for the preparation of correspondence and technical documents in final form using Information Technology equipment and software. Assists in the development of correspondence guidelines and procedures. Reviews office correspondence, staff actions and reports prepared for management’s signature for clarity, completeness, and grammatical and procedural correctness. Develops and maintains a standardized system for filing. Provides assistance in establishing and maintaining both centralized and decentralized office files, and management and record keeping systems including automated IT record management systems. **Minimum Education:** Associate’s Degree, or Administrative Support/Secretarial Certificate from a specialized business school. In lieu of education an additional two years of experience in administrative support is required. **Applicable training/certification requirements:** None **Substitution of Experience:** None

3. **Commercial Job Title: Administrative Specialist II**

**Minimum/General Experience:** Minimum of four years of office and/or clerical work experience. Experience required includes: performing diversified clerical, administrative, and general office duties of a highly responsible and confidential nature to manager(s) and staff. This position requires knowledge of applicable policies, organization, and a high level of technical skills using
automation tools including word processing, graphics and records management. **Alternate Experience Requirements**: A Master’s degree (in the fields described below) requires one year applicable work experience. A Ph.D. (in the fields described below) requires one year applicable work experience. An Associate’s degree (in the fields described below) requires one year specialized experience and one year of general experience. A degree is not required with two years of specialized experience and two years of general experience.

**Functional Responsibility**: Communicates and/or coordinates instructions with various individuals and/or departments. Furnishes and obtains information from multiple sources. Organizes and maintains files of correspondence and records including automated records management systems. Follows up on pending matters. Acts as a receptionist, screens telephone calls, letters, and/or visitors, answers routine questions and furnishes information. Schedules appointments and coordinates arrangements for meetings and conferences, transcribes dictation, often of a technical and/or confidential nature. Composes and types routine letters and memorandum. Routes or answers routine correspondence not requiring manager’s attention. Prepares special reports, gathering and summarizing data. Organizes and expedites flow of work through manager’s office. Initiates follow-up action. May provide supervision, training and guidance to lower level administrative assistants. May use automated IT systems for communications, document preparation, and data storage and retrieval. May identify requirements for office automation. **Minimum Education**: High School Diploma or equivalent.

**Applicable training/certification requirements**: None

**Substitution of Experience**: None

4. **Commercial Job Title: Associate Survey Scientist 1**

**Minimum/General Experience**: Must have a minimum of five years experience. **Functional Responsibility**: Directs the design, development, implementation and maintenance of software applications and systems for projects, using current technologies and software. Has experience with a diverse set of languages and software applications. Assumes increasing levels of responsibility for larger work groups on projects of greater complexity. Assumes overall responsibility for the quality of the applications and systems. Utilizes structured system development life cycle processes for planning, managing and documenting project activities. Provides project with technical expertise gained through formal education and diverse IT project experience. May serve as project director (PD), or task leader on projects. **Minimum Education**: Must have a Bachelor’s degree.

**Applicable training/certification requirements**: None

**Substitution of Experience**: None

5. **Commercial Job Title: Associate Survey Scientist 2**

**Minimum/General Experience**: Must have a minimum of ten years experience. **Functional Responsibility**: Leads and directs large teams with diverse functional and technical disciplines to include enterprise architects, systems engineers, business analysts, and network engineers. Provides guidance on the design, development, implementation and maintenance of software applications and systems for projects, using current technologies and software. Has experience
with a diverse set of languages and software applications. Utilizes structured system development life cycle processes for planning, managing and documenting project activities. Provides project with technical expertise gained through formal education and diverse IT project experience. May serve as senior technical advisor, project director (PD), or task leader on projects. **Minimum Education:** Must have a Bachelor’s degree. **Applicable training/certification requirements:** None **Substitution of Experience:** None

6. **Commercial Job Title: Computer Sys Analyst I**

**Minimum/General Experience:** This position is for recent college graduates and requires no experience. A minimum of a Bachelor’s degree (in the fields described below) is required for this category. A Master’s Degree or Ph.D. can be substituted for the Bachelor’s Degree requirement. **Functional Responsibility:** Works under general direction on computer systems that are moderately complex to analyze, plan, program, and operate. Assists in the analysis and development of computer software possessing a wide range of capabilities, including those in engineering, business, and records management. Develops plans for ADP systems from project inception to conclusion. Analyzes the problem and the information to be processed. Works with senior analysts to define the problem, and develop system requirements and program specifications, from which programmers prepare systems documentation, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Confers with functional proponents to determine application requirements and recommend system alternative solutions. **Minimum Education:** Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. **Applicable training/certification requirements:** None **Substitution of Experience:** None

7. **Commercial Job Title: Computer Sys Analyst II**

**Minimum/General Experience:** Minimum of six years experience, of which at least four years must be specialized. Specialized experience required includes: the analysis and design of business applications on complex, large-scale systems, including three years experience in data base management concepts. Knowledge of state-of-the-art storage and retrieval methods is required, as well as the ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer software, plus one year of systems analysis experience designing technical applications on computer systems. General experience required includes: increasing responsibilities in information systems design and management, and demonstrated work on requirements that are moderately complex to analyze, plan, program, and implement. **Alternate Experience Requirements:** A Master’s degree (in the fields described below) requires three years specialized experience and four years of general experience. A Ph.D. (in the fields described below) requires two years specialized experience and three years of general experience. An Associate’s degree (in the fields described below) requires five years specialized experience and nine years of general experience. A degree is not required with eight
years of specialized experience and ten years of general experience. **Functional Responsibility:** Works independently or under general direction on computer systems that are moderately complex to analyze, plan, program, and operate. Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management. Develops plans for ADP systems from project inception to conclusion. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare systems documentation, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Confers with functional proponents to determine application requirements and recommend system alternative solutions. **Minimum Education:** Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. **Applicable training/certification requirements:** None **Substitution of Experience:** None

8. **Commercial Job Title:** Data Entry Spec. I

**Minimum/General Experience:** Two years of experience providing data entry-related support, similar to that described under functional responsibility, and having knowledge and understanding of applicable technical concepts and practices. **Functional Responsibility:** Performs keying of data and information into information systems and databases using keyboard, workstation, and related information systems interface equipment. **Minimum Education:** A High School Diploma. **Applicable training/certification requirements:** None **Substitution of Experience:** None

9. **Commercial Job Title:** Data Standardization Specialist

**Minimum/General Experience:** Must have a minimum of two years experience. **Functional Responsibility:** Performs technical information services by analyzing, summarizing, and coding the intellectual content of scientific, medical, technological, or other specialized information. Provides required support for project administration and deliverables, including but not limited to contract management, logistics management, data processing, document publishing and budgets. Works under direction of Project Director, Project Manager or Task Leader. **Minimum Education:** Must have a Associates degree. **Applicable training/certification requirements:** None **Substitution of Experience:** None

10. **Commercial Job Title:** Database Administrator I

**Minimum/General Experience:** Two years of experience providing database and associated database systems administration support, similar to that described under functional responsibility, and having knowledge and understanding of applicable technical concepts and
practices. **Functional Responsibility:** Provides operational support of computer hardware, system software, applications software, and system and user data files as configured within the associated database system. Provides maintenance for the integrity of all user/system data files, data verification following system restoration/recovery procedures, and data format conversion procedures during the import and/or export of data. Provides database reporting/printout support. Supports development of operating procedures and user technical manuals. Support is provided to a variety of database systems (e.g., Oracle, Sybase, and/or Informix). **Minimum Education:** Associate’s Degree, or a related Technical Certificate from a Technical School or recognized Vocational Program. In lieu of education an additional two years of experience is required.

**Applicable training/certification requirements:** None

**Substitution of Experience:** None

11. Commercial Job Title: Health Care Expert 1

**Minimum/General Experience:** Must have a minimum of five years experience. **Functional Responsibility:** Provides technical advice and counsel to other professionals, on the most complex tasks related to electronic health records, health information exchanges, health analytics, data collection of personal health information management, innovative Health IT solutions, health informatics. Has advanced-level knowledge of broad scope of scientific research and ability to create and apply new and unique methods and procedures to address project needs. **Minimum Education:** Must have a Bachelor’s degree. **Certification Required:** State board license and or certification within the respective discipline i.e. Medical physician, Registered Nurse, Pharmacist, Epidemiologist, etc.

**Applicable training/certification requirements:** State board license and or certification within the respective discipline i.e. Medical physician, Registered Nurse, Pharmacist, Epidemiologist, etc.

**Substitution of Experience:** None

12. Commercial Job Title: Help Desk Coordinator

**Minimum/General Experience:** Two years of experience providing network and information systems help desk support, similar to that described under functional responsibility, and having knowledge and understanding of applicable technical concepts and practices. **Functional Responsibility:** Provides phone and in-person technical and operational support to information systems and network users in the areas of electronic mail, directories, pass words, account security, standard desktop applications, network hook-ups, problem logging, and corrective maintenance support. Serves as the initial point of contact for troubleshooting hardware, software, workstation, network, and peripheral problems. Maintains status reports and records of maintenance. **Minimum Education:** Associate’s Degree, or a related Technical Certificate from a Technical School or recognized Vocational Program. In lieu of education an additional two years of experience is required

**Applicable training/certification requirements:** None

**Substitution of Experience:** None
13. Commercial Job Title: Help Desk Manager

**Minimum/General Experience:** This position requires a minimum of seven years experience, of which at least five years must be specialized. Specialized experience includes: management of help desks in a multi-server environment, comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude. Alternate Experience Requirements: A Master’s degree (in the fields described below) requires three years specialized experience and five years of general experience. A Ph.D. (in the fields described below) requires three years specialized experience and five years of general experience. An Associate’s degree (in the fields described below) requires five years specialized experience and nine years of general experience. A degree is not required with eight years of specialized experience and ten years of general experience. **Functional Responsibility:** Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed, deployed or supported under this schedule. These personnel serve as the first point of contact for troubleshooting hardware/software PC, and printer problems. **Minimum Education:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. **Applicable training/certification requirements:** None **Substitution of Experience:** None

14. Commercial Job Title: Machine Learning Survey Scientist I

**Minimum/General Experience:** Must have a minimum of six years experience. **Functional Responsibility:** Performs tasks of significant technical complexity, applying established theories, concepts, and techniques. Provides high-level expertise in information modeling, requirement analysis and facilitation using methodologies such as Integrated DEFinition (IDEF) or related techniques. Assumes increasing levels of responsibility in different size work groups and complexity of projects. Uses innovative approaches and/or complex statistical analyses; directs the development of innovative and creative technical solutions to problems, questions, and issues, using state-of-the-art methods and technology; directs development of timely project reports that are organized, clear, and in an appropriate format. Work is performed with minimal supervision and guidance. **Minimum Education:** Must have a Masters degree. **Applicable training/certification requirements:** None **Substitution of Experience:** None

15. Commercial Job Title: Network Administrator I
**Minimum/General Experience:** No Experience Required  **Functional Responsibility:** Plan, design, and maintain data networks and servers; provide technical support to users; administer day-to-day operation of networks and servers; implement LAN/WAN maintenance and management procedures; communicate effectively in both oral and written form; explain technical concepts in non-technical terms to clients and staff; read, interpret and apply technical instructions; keep current by reading, interpreting, and applying information on technological changes and updates; prepare clear and concise written communications; research technical manuals and guides to respond to user questions; prioritize requests, organize, schedule, and coordinate a variety of activities and projects; ability to learn new software and hardware packages; adapt to changes in technology; work independently and as a team member; establish and maintain cooperative working relationships with all those contacted during the course of work.  **Minimum Education:** Any combination of education and training equivalent to possession of a bachelor's degree in computer science, information engineering or other related areas; such education should be at a level which demonstrates the ability to perform duties comparable to those listed herein. Possession of a Network Administration Certificate is preferred.  **Applicable training/certification requirements:** None  

**Substitution of Experience:** None

16. **Commercial Job Title:** Operations Manager I  

**Minimum/General Experience:** Minimum of seven years experience is required, of which five years must be specialized. Specialized experience required includes: supervisory and operations experience on a large-scale computer system is required, along with knowledge of hardware, software, operating systems, and associated network or telecommunications systems. General experience required includes: operations experience on a large-scale computer system or a multi-server local area network.  

**Alternate Experience Requirements:** A Master's degree (in the fields described below) requires four years specialized experience and five years of general experience. A Ph.D. (in the fields described below) requires four years specialized experience and five years of general experience. An Associate's degree (in the fields described below) requires five years specialized experience and nine years of general experience. A degree is not required with eight years of specialized experience and ten years of general experience.  

**Functional Responsibility:** Manages and coordinates the operational support activities associated with integrated computer systems including both data processing and telecommunications. Coordinates the installation, operation, and maintenance of hardware, software, operating systems, and supporting telecommunications. Ensures that installation projects meet user requirements, established time schedules, and committed costs. Investigates and resolves operational problems in conjunction with other engineering and technical personnel. Designs systems, modules, and/or approaches, and required enhancements. Participates in the development of test strategies, tools, and systems.  

**Minimum Education:** Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business or other related discipline.  

**Applicable training/certification requirements:** None  

**Substitution of Experience:** None
17. Commercial Job Title: Program Manager I

Minimum/General Experience: Minimum of ten years experience is required, of which six years must be specialized. Specialized experience required includes: complete engineering project development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas and including the use of different technologies. Proven expertise in the management and control of funds and resources, demonstrated capability in managing complex multi-task contracts. General experience required includes: increasing responsibilities in information systems design and management. Alternate Experience Requirements: A Master’s degree (in the fields described below) requires five years specialized experience and eight years of general experience. A Ph.D. (in the fields described below) requires four years specialized experience and seven years of general experience. A minimum of a Bachelor’s degree (in the fields described below) is required for this category.

Functional Responsibility: Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of contractual items. Operates within client guidance, contractual limitations, and Company business and policy directives. Serves as focal point of contact with client on program activities. Ensures that all required resources including manpower, production standards, computer time, and facilities are available for program implementation. Manages program consisting of multiple projects including project identification, design, development and delivery. Confers with project manager to provide technical advice and to assist with problem resolution. Participates in contract negotiations.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

Applicable training/certification requirements: None

Substitution of Experience: None

18. Commercial Job Title: Program/Project Control Spec I

Minimum/General Experience: Minimum of six years experience is required, of which three years must be specialized. Specialized experience required includes: the preparation and analysis of financial statements. General experience required includes: progressively more responsible experience in general accounting or management activities. Alternate Experience Requirements: A Master’s degree (in the fields described below) requires two years specialized experience and four years of general experience. A Ph.D. (in the fields described below) requires two years specialized experience and four years of general experience. An Associate’s degree (in the fields described below) requires five years specialized experience and nine years of general experience. A degree is not required with eight years of specialized experience and ten years of general experience. Functional Responsibility: Maintains current project documentation and record of changes including status reports. Assists in establishing budgets and monitoring performance. Directs all or most activities related to financial and administrative functions, such as budgeting, manpower and resource planning, and financial reporting. May research, report on, and recommend solutions to contractual issues. Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Business, or other related discipline.

Applicable training/certification requirements: None
Substitution of Experience: None

19. Commercial Job Title: Project Manager I

Minimum/General Experience: Minimum of six years experience is required, of which four years must be specialized. Specialized experience required includes: complete engineering project development from inception to deployment; proven expertise in the management and control of funds and resources, demonstrated capability in managing multi-task contracts. General experience required includes: increasing responsibilities in information systems design and management. **Alternate Experience Requirements:** A Master’s degree (in the fields described below) requires three years specialized experience and four years of general experience. A Ph.D. (in the fields described below) requires two years specialized experience and three years of general experience. An Associate’s degree (in the fields described below) requires five years specialized experience and nine years of general experience. A degree is not required with eight years of specialized experience and ten years of general experience.

Functional Responsibility: Leads the project or multiple tasks and retains overall responsibility for performance including cost, schedule, deliverables and contractual compliance. Provides the interface to the customer and other project leaders. May work under a Program Manager for multiple projects. Identifies, acquires, and utilizes company resources to achieve project technical objectives. Establishes priorities, task assignment and completion. Ensures quality and productivity standards are maintained while meeting project/client deadlines and budget constraints. Serves as the client liaison on all project matters. Performs a quality assurance role and ensures timely delivery of all specified deliverables. Identifies all task responsibilities and reports any changes or suggestions accordingly to a senior Project Manager or Program Manager. Supervises the training of new personnel under the project to assure compliance with government regulations, codes, and Company policy and procedures. Participates in contract negotiations. **Minimum Education:** Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

Applicable training/certification requirements: None

Substitution of Experience: None

20. Commercial Job Title: Project Manager II

Minimum/General Experience: Minimum of twelve years experience is required, of which nine years must be specialized. Specialized experience required includes: complete engineering project development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas and including the use of different technologies; proven expertise in the management and control of funds and resources, demonstrated capability in managing multi-task contracts. General experience required includes: increasing responsibilities in information systems design and management. **Alternate Experience Requirements:** A Master’s degree (in the fields described below) requires eight years specialized experience and ten years of general experience. A Ph.D. (in the fields described below) requires seven years specialized experience and nine years of general experience. An Associate’s degree (in the fields described below) requires ten years specialized experience and fourteen years of general experience. A degree is not required with twelve years of specialized experience.
experience and fifteen years of general experience. **Functional Responsibility:** Leads the project or multiple tasks and retains overall responsibility for performance including cost, schedule, deliverables and contractual compliance. Provides the interface to the customer and other project leaders. May work under a Program Manager for multiple projects. Identifies, acquires, and utilizes company resources to achieve project technical objectives. Establishes priorities, task assignment and completion. Ensures quality and productivity standards are maintained while meeting project/client deadlines and budget constraints. Serves as the client liaison on all project matters. Performs a quality assurance role and ensures timely delivery of all specified deliverables. Identifies all task responsibilities and reports any changes or suggestions accordingly to a senior Project Manager or Program Manager. Supervises the training of new personnel under the project to assure compliance with government regulations, codes, and Company policy and procedures. Participates in contract negotiations. **Minimum Education:** Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. **Applicable training/certification requirements:** None **Substitution of Experience:** None

21. Commercial Job Title: Quality Assurance Specialist I

**Minimum/General Experience:** Minimum of six years experience is required, of which three years must be specialized. Specialized experience required includes: software testing and integration, plus knowledge of system and project life cycles. General experience required includes: working with quality control methods and tools. **Alternate Experience Requirements:** A Master’s degree (in the fields described below) requires three years specialized experience and six years of general experience. A Ph.D. (in the fields described below) requires three years specialized experience and six years of general experience. An Associate’s degree (in the fields described below) requires five years specialized experience and nine years of general experience. A degree is not required with eight years of specialized experience and ten years of general experience. **Functional Responsibility:** Assists in the evaluation of software and associated documentation. Participates in formal and informal reviews to determine quality. **Minimum Education:** Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. **Applicable training/certification requirements:** None **Substitution of Experience:** None

22. Commercial Job Title: Quality Assurance Specialist II

**Minimum/General Experience:** Minimum of eight years experience is required, of which five years must be specialized. Specialized experience required includes: Configuration Management, verification and validation, and software testing and integration, plus experience with software metrics and their application to software quality assessment. General experience required includes: increasing responsibilities in quality assurance, quality control, and team leader responsibilities. **Alternate Experience Requirements:** A Master’s degree (in the fields described below) requires four years specialized experience and six years of general experience. A Ph.D. (in
the fields described below) requires three years specialized experience and five years of general experience. An Associate’s degree (in the fields described below) requires seven years specialized experience and eleven years of general experience. A degree is not required with nine years of specialized experience and twelve years of general experience. **Functional Responsibility:** Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Reviews and verifies the preparation of quality assurance documentation and procedures. Conducts formal and informal reviews at predetermined points throughout the development life cycle. Interfaces with clients for quality assurance audits, resolution of discrepancies and other QA matters. **Minimum Education:** Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

**Applicable training/certification requirements:** None

**Substitution of Experience:** None

23. **Commercial Job Title:** Subject Expert I

**Minimum/General Experience:** Seven years of experience providing technical expertise within a specific subject-area or discipline, similar to that described under functional responsibility, and having knowledge and understanding of applicable technical concepts and practices. **Functional Responsibility:** Provides unique and/or in-depth technical or business analyses and technical/business report development support within subject-matter areas requiring leading-edge or state-of-the-art technical and business expertise. May support a wide variety of technical and business assignments based on the specific needs of the task’s requirements. **Minimum Education:** Master’s Degree in subject-related technical or business area; or a Bachelor Degree and an additional four years of related experience is required.

**Applicable training/certification requirements:** None

**Substitution of Experience:** None

24. **Commercial Job Title:** Subject Matter Spec I

**Minimum/General Experience:** Ten years of experience providing technical expertise within a specific subject area or discipline, similar to that described under functional responsibility, and having knowledge and understanding of applicable technical concepts and practices. **Functional Responsibility:** Provides unique and/or in-depth technical or business analyses and technical/business report development support within subject-matter areas requiring leading-edge or state-of-the-art technical and business expertise. May support a wide variety of technical and business assignments based on the specific needs of the task’s requirements. **Minimum Education:** Master’s Degree in subject-related technical or business area, or a Bachelor Degree and an additional four years of related experience is required.

**Applicable training/certification requirements:** None

**Substitution of Experience:** None

25. **Commercial Job Title:** Technical Writer
Minimum/General Experience: Minimum of three years specialized experience. Specialized experience required includes: writing or editing technical documents in applicable Government and/or industry standards. Alternate Experience Requirements: A Master’s degree (in the fields described below) requires three years specialized experience and three years of general experience. A Ph.D. (in the fields described below) requires three years specialized experience and three years of general experience. An Associate’s degree (in the fields described below) requires three years specialized experience and six years of general experience. A degree is not required with five years of specialized experience and seven years of general experience.

Functional Responsibility: Collects and analyzes applicable technical documentation. Organizes material and writes descriptive copy according to establish standards regarding order, clarity, conciseness, style, and terminology. Reviews published materials and recommends revisions or changes in scope, format, content, and methods of reproduction and binding. May select photographs, drawings, sketches, diagrams, and charts to illustrate material. May assist in laying out material for publication. Uses automated tools, including computer terminal and word processing or desktop publishing software in performing assigned duties. May coordinate the production and distribution of material. Minimum Education: Bachelor’s Degree in English, Literature, Computer Science, Information Systems, Business or other related discipline.

Applicable training/certification requirements: None
Substitution of Experience: None

26. Commercial Job Title: Training Spec I

Minimum/General Experience: Two years of business and/or technical course development and stand-up instruction experience. Functional Responsibility: Develops and provides lesson plans, course outlines, and classroom materials to support presentations and/or instruction on business and technical subject matter. Provides stand-up course instruction as well as develops supporting curriculum.
Minimum Education: Bachelor’s Degree or an additional four years of related experience.
Applicable training/certification requirements: None
Substitution of Experience: None

27. Commercial Job Title: Training Spec II

Minimum/General Experience: Five years of business and/or technical course development and stand-up instruction experience. Functional Responsibility: Develops and provides lesson plans, course outlines, and classroom materials to support presentations and/or instruction on business and technical subject matter. Provides stand-up course instruction as well as develops supporting curriculum materials. Minimum Education: Bachelor’s Degree or an additional four years of related experience.
Applicable training/certification requirements: None
Substitution of Experience: None