GENERAL SERVICES ADMINISTRATION
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Contract number: GS-35F-378AA
For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

General Purpose Commercial Information Technology Equipment, Software and Services
54151S Information Technology Professional Services
FSC/PSC Class D301 IT and Telecom-Facility Operation and Maintenance
FSC/PSC Class D302 IT and Telecom-Systems Development
FSC/PSC Class D306 IT and Telecom-Systems Analysis
FSC/PSC Class D307 IT and Telecom-IT Strategy and Architecture
FSC/PSC Class D308 IT and Telecom-Programming
FSC/PSC Class D310 IT and Telecom-Cyber Security and Data Backup
FSC/PSC Class D311 IT and Telecom-Data Conversion
FSC/PSC Class D316 IT and Telecom-Telecommunications Network Management
FSC/PSC Class D317 IT and Telecom-Web-Based Subscription
FSC/PSC Class D399 IT and Telecom-Other IT and Telecommunications

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Toll Free: (877) 733-6285
www.qednational.com
Business Size: Small
CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

See pricing and descriptions below.

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. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

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. If hourly rates are not applicable, indicate “Not applicable” for this item.

<table>
<thead>
<tr>
<th>Ref No.</th>
<th>Commercial Job Title</th>
<th>Maximum Hourly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Application Architect</td>
<td>$151.13</td>
</tr>
<tr>
<td>2</td>
<td>Application Developer/ Programmer Analyst</td>
<td>$68.01</td>
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<tr>
<td>3</td>
<td>Senior Application Developer / Senior Programmer Analyst</td>
<td>$86.15</td>
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<tr>
<td>4</td>
<td>Analyst / Business Analyst</td>
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<tr>
<td>5</td>
<td>Senior Analyst / Senior Business Analyst</td>
<td>$72.54</td>
</tr>
<tr>
<td>6</td>
<td>Business Process Modeler/Trainer</td>
<td>$151.13</td>
</tr>
<tr>
<td>7</td>
<td>Data Architect/Modeler</td>
<td>$109.96</td>
</tr>
<tr>
<td>8</td>
<td>Systems / Database Administrator/ Database Developer</td>
<td>$117.88</td>
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<td>9</td>
<td>Senior Systems/ Sr. Database Administrator / Sr. Database Developer</td>
<td>$158.82</td>
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<td>10</td>
<td>Help Desk Analyst / Help Desk Technician</td>
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<td>Help Desk Operator / Help Desk Agent</td>
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<td>12</td>
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<td>Senior Network Engineer</td>
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<td>System Operator / Computer Operator</td>
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<td>Project Manager</td>
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<td>Project Management / QA Oversight/ Governance</td>
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<tr>
<td>No.</td>
<td>Job Title</td>
<td>Pay Rate</td>
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<td>-----</td>
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<tr>
<td>21</td>
<td>Security Engineer</td>
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<tr>
<td>22</td>
<td>Systems Administrator Specialist</td>
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<td>Systems Analyst</td>
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<td>Senior Systems Analyst</td>
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<td>25</td>
<td>Systems Developer / Systems Programmer</td>
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<td>26</td>
<td>Senior Systems Developer / Senior Systems Programmer</td>
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<td>27</td>
<td>Storage System Specialist</td>
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<td>28</td>
<td>Technology / Network / Systems Architect</td>
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<tr>
<td>29</td>
<td>Technical Writer / Documentation Specialist</td>
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<tr>
<td>30</td>
<td>Technical Specialist</td>
<td>$151.13</td>
</tr>
</tbody>
</table>

**Labor Category Descriptions – Information Technology Professional Services**

1. **Commercial Job Title: Application Architect**

**Minimum / General Experience:** 8+ years of development experience with 5+ years in the design, execution, and oversight of large-scale technology projects.

**Functional Description:** Responsible for application design and development. Leads the design of complete enterprise-wide IT solutions, which incorporate technical infrastructure, hardware, and software. Identifies necessary interfaces between enterprise solution applications and legacy IT environments. Supports all program/project planning and milestone development. Supports business case analysis and identification of alternative solutions and resulting business impacts. Serves as a team leader in the integration of solutions, construction of applications, development of new business opportunities, and building relationships with clients.

**Minimum Education:** Bachelor’s degree in Computer Sciences, Engineering or related field or equivalent work experience.

2. **Commercial Job Title: Application Developer / Programmer Analyst**

**Minimum / General Experience:** 4+ years of experience in application design, development of specifications and/or prototypes, and the development, maintenance, and testing of computer programs.

**Functional Description:** Develops program specifications/detail design documents, codes, tests and debugs applications programs. Develops new programs to support specific customer needs. May participate in requirements gathering for applications, data modeling and project planning. Supports changes and enhancements from development through production; recommends and implements system enhancements and new releases. Meets with users to determine specific needs and feasibility of pending routine projects.

**Minimum Education:** Associates degree in Computer Sciences, Engineering or related field or equivalent work experience.

3. **Commercial Job Title: Senior Application Developer / Senior Programmer Analyst**

**Minimum / General Experience:** 8+ years of experience in application and systems design, developing specifications and/or prototypes, and the development, maintenance, and testing of programs and systems.

**Functional Description:** Leads requirements gathering for medium to large applications. Develops program specifications/detail design documents, codes, tests and debugs applications programs. Reviews and recommends vendor products, develops technical specifications and interfaces with other applications, and provides guidance to
and reviews the work of other team members. Assists users in testing, training, and preparation for operations. May function as a team leader. Develops and/or leads the development of prototypes. Has an understanding of object-oriented development tools and techniques, and has worked on multiple platforms and/or with multiple methodologies.

**Minimum Education:** Bachelor’s degree in Computer Sciences, Engineering or related field or equivalent work experience.

4. **Commercial Job Title: Analyst / Business Analyst**

**Minimum / General Experience:** 4+ years of experience in Systems Development and/or General Business Analysis and gathering and analyzing user requirements.

**Functional Description:** Analyzes the overall business and information needs of an organization in order to develop solutions to business and related technology problems. Identifies and supports changes and enhancements from development through production, recommending and implementing system enhancements. Provides daily support to assigned client base and serves as a liaison between clients and programmers. Analyzes and documents business requirements to recommend process flows and prepares specifications to support specific customer needs and system upgrades. Works with programmers and users to ensure accuracy of enhancements. Consults on development and updating of training materials and user manuals and prepares documentation for assigned products. Participates in conversions, mergers, and/or maintenance and development projects, including analysis and testing. Completes special projects, and performs systems testing and other assigned duties.

**Minimum Education:** Associates degree in Computer Sciences, Engineering or related field or equivalent work experience.

5. **Commercial Job Title: Senior Analyst / Senior Business Analyst**

**Minimum / General Experience:** 8+ years of experience in Systems Development and/or General Business and 5 years gathering and analyzing user requirements.

**Functional Description:** Performs all functions of a Business Analyst such as analyzing the overall business and information needs of an organization in order to develop solutions for business and related technology problems. Identifies and supports changes and enhancements from development through production, recommending and implementing system enhancements. Provides daily support to assigned client base and serves as a liaison between clients and programmers. Analyzes and documents business requirements to recommend process flows and prepares specifications to support specific customer needs and system upgrades. Works with programmers and users to ensure accuracy of enhancements. Consults on development and updating of training materials and user manuals and prepares documentation for assigned products. Participates in conversions, mergers, maintenance and/or development projects, including analysis and testing. Completes special projects, performs systems testing and other assigned duties. In addition, may perform feasibility analysis, scope project, project strategy, deliverable prioritization and recommend alternative solutions (such as to develop or buy software/hardware). May perform cost estimating, cost benefits analysis, and ROI (return on investments). Develops high-level implementation plans. Performs as a team leader when necessary. Can facilitate workshops, such as JAD, RAD and DRP sessions. May produce data and process models.

**Minimum Education:** Bachelor’s degree in Computer Sciences, Engineering or related field or equivalent work experience.

6. **Commercial Job Title: Business Process Modeler/Trainer**

**Minimum / General Experience:** 8+ years of total experience and 5 years of experience gathering and analyzing user requirements and processes and/or 5 years of training.

**Functional Description:** Responsibilities may include: performing business analysis methodologies to elicit requirements from business users; assessing and documenting existing business processes, identifying unnecessary steps and incorporating value-added steps; documenting business cases, fit-gap analysis documents, and functional specification; writing specifications, process flows, and process mapping; business process re-engineering analysis and design; performing SWOT analysis; documenting, communicating, and validating requirements throughout the system, process, or product/service development lifecycle; developing test scenarios, scripts, and data; and reviewing test results and/or assessing the implementation of appropriate solutions to ensure they perform to the
required specifications and are capable of achieving the design capabilities. Training may include classroom training or computer-based training and curriculum development.

**Minimum Education:** Bachelor’s degree in Computer Sciences, Engineering or related field or equivalent work experience.

**7. Commercial Job Title: Data Architect/Data Modeler**

**Minimum / General Experience:** 5+ years of experience in Database Administration with 3 years of Data Architecture / Data Modeling experience.

**Functional Description:** Designs and builds relational databases. Develops logical and physical data models. Creates, enhances and maintains the data models. Develops policies and procedures for translating logical data model into executable physical data models in support of initiatives. Conducts/attends requirement definition meetings with end users and documents system requirements. Analyzes system requirements and assesses data model impact. Enhances or creates system’s logical data model to meet requirements. Applies Data Modeling Standards and the logical Data Naming Conventions and applies the same enhancements in the physical data model, using the Data Modeling Standards and the physical Data Naming Conventions appropriate for the specific back-end database. Documents definitions for all new data model constructs. Documents the data model enhancements in a standard document. Must possess the ability to communicate the details of the logical model to both technical and non-technical staff. The Data Architect develops strategies or data acquisitions, archive recovery, and implementation of a database. Cleans and maintains the database by removing and deleting old data. Must be able to design, develop, and manipulate databases, data warehouses, and multidimensional databases. May lead and direct the work of others.

**Minimum Education:** Bachelor’s degree in Computer Sciences, Engineering or related field or equivalent work experience.

**8. Commercial Job Title: Systems / Database Administrator / Database Developer**

**Minimum / General Experience:** 4+ years of general IT experience with at least 2 years as a Systems/Database Administrator/Database Developer.

**Functional Description:** Provides technical expertise, designs, develops, implements, operates, and maintains the systems/database. Evaluates systems to improve system performance and functionality. Installs, supports, and maintains new server hardware and software infrastructure, which may include database, email, anti-spam and virus protection. Sets up user accounts, permissions, and passwords. Monitors utilization, ensuring the most cost effective and efficient use of server environment. Suggests and provides IT solutions to business and management problems. Performs maintenance tasks on existing test and production environments that include modifying system/database and migrating changes through various environments. Monitors the global view, access to, and assures the safekeeping of the systems/databases. Assumes overall responsibility for the management of assigned system/database with 24-hour emergency technical support. Designs, tests, and implements back-up, recovery and restart procedures; monitors and performs problem resolution. Defines required system/database administration policies, procedures, standards, and guidelines.

**Minimum Education:** Associates degree in Computer Sciences, Engineering or related field or equivalent work experience.

**9. Commercial Job Title: Senior Systems/ Sr. Database Administrator / Sr. Database Developer**

**Minimum / General Experience:** 8+ years of general IT experience with at least 4 years as a database administrator.

**Functional Description:** Performs the functions of Systems/Database Administrator/Database Developer such as provides technical expertise, designs, develops, implements, operates, and maintains the system/database. Evaluates system to improve system performance and functionality. Installs, supports and maintains new server hardware and software infrastructure, which may include database, email, anti-spam and virus protection. Sets up user accounts, permissions and passwords. Monitors utilization ensuring the most cost-effective and efficient use of server environment. Suggests and provides IT solutions to business and management problems. Performs maintenance tasks on existing test and production environments that include modifying database sizes and migrating changes.
through various environments. Monitors the global view, access to, and assures the safekeeping of the systems/databases. Assumes overall responsibility for the management of assigned system/database products with 24-hour emergency technical support. Designs, tests, and implements back-up, recovery and restart procedures. Defines required system/database administration policies, procedures, standards, and guidelines. In addition, supervises all changes and additions to system/database/server requested by application development teams.

**Minimum Education:** Bachelor’s degree in Computer Sciences, Engineering or related field or equivalent experience.

10. Commercial Job Title: Help Desk Analyst / Help Desk Technician

**Minimum / General Experience:** 2+ years of experience in a Help Desk Function.

**Functional Description:** Provides support to end users for personal computer systems on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Tracks and monitors the problem to ensure a timely resolution.

**Minimum Education:** Associates degree in Computer Sciences, Engineering or related field or equivalent work experience.

11. Commercial Job Title: Help Desk Operator / Help Desk Agent

**Minimum / General Experience:** 6 months to 1 year of experience in a Help Desk Function.

**Functional Description:** Provides support to end users for personal computer systems on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Tracks and monitors the problem to ensure a timely resolution.

**Minimum Education:** Associates degree in Computer Sciences, Engineering or related field or equivalent work experience.

12. Commercial Job Title: Network Administrator

**Minimum / General Experience:** 4+ years of experience in network support, maintenance and break/fix, moves, adds, installs, and changes.

**Functional Description:** Supports, monitors, tests, and troubleshoots routine to moderately complex hardware and software problems pertaining to the network. Recommends and schedules repairs. Provides end-user support. Installs and configures workstations. Completes special projects and performs other duties as assigned.

**Minimum Education:** Specialized training in Server / LAN / WAN Technology.

13. Commercial Job Title: Senior Network Administrator

**Minimum / General Experience:** 8+ years of experience in network support, maintenance and management and break/fix, moves, adds, installs, and changes.

**Functional Description:** Supports, monitors, tests, and troubleshoots complex hardware and software problems pertaining to the network. Recommends and schedules repairs. Provides end-user support. Installs and configures workstations. Provides client consulting services on distributed systems products. Coordinates LAN / WAN server service activities. Provides remote and on-site LAN / WAN server operational support, maintenance, problem solving, configuration, and installation. Serves as a liaison between clients and vendors and other technical groups to resolve complex distributed system problems. Plans, designs, installs, manages, coordinates, and maintains overall integration of the network. Performs concurrent project management to all aspects of distributed system implementation.

**Minimum Education:** Technical/Trade/Business School certificate, CAN or Microsoft Professional preferred.
14. Commercial Job Title: Network Engineer

Minimum / General Experience: Minimum 4+ years of experience in the design and implementations of LAN/WAN, and knowledge of all aspects of networking.

Functional Description: Installs, maintains, and supports computer communication networks to ensure the smooth operation of communication networks in order to provide maximum performance and availability for their users, such as staff, clients, customers, and suppliers. Ensures that all equipment complies with industry standards. Analyzes and resolves faults. Undertakes routine preventative measures and implements, maintains, and monitors network security. Provides training and technical support for users with varying levels of IT knowledge. Supervises other staff where necessary, such as help-desk technicians, works closely with other departments/organizations, and collaborates with other IT staff. Plans and implements future IT developments and undertakes project work. Manages the website and keeps internal networks running. Monitors the use of the web by employees.

Minimum Education: Associates degree in Computer Sciences, Engineering or related field or equivalent work experience.

15. Commercial Job Title: Senior Network Engineer

Minimum / General Experience: Minimum 8+ years of experience in the design and implementations of LAN/WAN, comprehensive knowledge of all aspects of networking, network performance monitoring, capacity planning tools and techniques, and the internet.

Functional Description: Performs functions of Network Engineer and leads, plans, organizes, directs, and develops all aspects of assigned major complex projects. Analyzes and recommends vendor products, develops technical specifications, and interfaces with applications and other vendor products. Mentors and reviews the work of other team members. Investigates ways to improve existing processes and implements those improvements. Responsibilities include interfacing with application developers and systems architects to ensure that infrastructure requirements of applications are clearly understood and documented well in advance of deployment. Interfaces with server designers to ensure that proposed network solutions are integrated with the server infrastructure. Provides expert direction for level 1 and level 2 support personnel in the resolution of complex problems.

Minimum Education: Bachelor’s degree in Computer Sciences, Engineering or related field or equivalent work experience.

16. Commercial Job Title: System Operator / Computer Operator

Minimum / General Experience: 2+ years of experience as a computer operator.

Functional Description: Operates and monitors computer equipment. Performs routine tasks to maintain computer equipment and their peripherals. Loads peripheral equipment such as tapes and printer paper for operating runs. Observes peripheral equipment and error messages displayed on monitor of terminal to detect faulty output or machine stoppage.

Minimum Education: Associates degree in Computer Sciences, Engineering or related field or its equivalent work experience.

17. Commercial Job Title: Project Manager

Minimum / General Experience: 4+ years of experience in managing all phases of systems development from concept through installation and maintenance. Excellent verbal and communication skills.

Functional Description: Overall responsibility for establishing project scope, performing the detailed planning, and managing project execution for the completion of small to medium sized projects. Defines the project deliverables, tracks milestones and incurred expenses versus planned expenses, schedules roles and resources, evaluates risks, and recommends contingency plans. This individual manages the development of the technical strategy. Assigns resources and tasks, manages quality assurance, resolution of issues, status reviews and reporting, development of standards, change control, customer support, and compliance with all policies and procedures. Facilitates workshops
such as JAD, RAD and DRP sessions.

**Minimum Education:** Bachelor’s degree in Computer Sciences, Engineering or related field or equivalent work experience.

**18. Commercial Job Title: Senior Project Manager**

**Minimum / General Experience:** 8+ years of experience with expertise in managing all phases of systems development from concept through installation and maintenance. Excellent verbal and communication skills.

**Functional Description:** Overall responsibility for establishing project scope, performing the detailed planning, and managing project execution for the completion of medium or large sized projects. Defines the phase deliverables, tracks milestones and incurred expenses versus planned expenses, schedules roles and resources, evaluates risks and recommends contingency plans. This individual manages the development of the technical strategy. Assigns resources and tasks and manages quality assurance, resolution of issues, status reviews and reporting, development of standards, change control, customer support, and compliance with all policies and procedures. Facilitates workshops such as JAD, RAD and DRP sessions.

**Minimum Education:** Bachelor’s degree in Computer Sciences, Engineering or related field or equivalent work experience.

**19. Commercial Job Title: Project Management / QA Oversight / Governance**

**Minimum / General Experience:** 10+ years of experience with Project Management, PM/QA-related projects, and/or GRC (Governance, Risk and Compliance).

**Functional Description:** The Project Management/Quality Assessment (PM/QA) consultants advise customers in ways to enhance the organization’s ability to deliver the full scope of projects on time and on budget. Responsibilities may include review of project plans and reports in detail, identification of issues and obstacles, and recommendation of changes or adjustments to project plans including the adequacy of project team organization, communications, processes, reporting, financial planning, and reliance on in-house versus outside expertise. Assists in the design and implementation of project monitoring tools and methodologies. Reviews to-be process narratives, process flows, and procedures. Reviews communications, training, and organizational readiness deliverables, providing guidance on ways to improve process and content. Provides recommendations to client to ensure that the planned efforts are completed on time and within budget. Advises customer on the appropriate tools for documentation, versioning, and change management are employed. Advises client of accepted standards and best practices as they relate to quality assurance and controls. Develops project and executive level risk reports and status reports. Reviews project task orders, statements of work, change orders, and related project scope documentation for completeness, consistency and clarity, and advises management on reasonableness as requested. Performs audits to ensure consistency with contractual/business requirements and delivered product(s).

The Governance, Risk and Compliance (GRC) consultants advise customers in ways which organizations conduct and document their activities, how they recognize and manage risk, and how they act to comply with standards and legislation. Other responsibilities may include advising customers on the overall development of GRC programs; definition, review and revision of policies, charters, processes and procedures. Provides guidance on the cultural integration of GRC within the organization, including development of communications and training strategies. Supports risk identification/assessment programs. Develops quantitative analyses and techniques, including the use of analytic modeling tools for risk evaluation. Develops quantitative and qualitative Key Risk Indicators. Supports in the definition and setting of and risk tolerances/thresholds, development of risk mitigation and corrective Action Plans. Advises customers on the continuous improvement processes of GRC capabilities.

**Minimum Education:** Must have a Bachelor’s Degree from an accredited college or university.

**20. Commercial Job Title: Quality Assurance / Test Engineer / Software Tester**

**Minimum / General Experience:** 3+ years of engineering and/or system analysis or programming experience, including 2 years of quality assurance experience. Must have working knowledge of quality assurance methodologies.
**Functional Description:** Develops, publishes, and implements test plans and test cases. Writes and maintains test automation. Develops quality assurance standards. Ensures all documentation is complete, accurate, and correct. Witnesses and documents the test and integration phases. Certifies that deliverables have met established quality requirements.

**Minimum Education:** Bachelor’s degree in Computer Sciences, Engineering or related field or equivalent work experience.

**21. Commercial Job Title: Security Engineer**

**Minimum / General Experience:** 4+ years of IT experience, including a minimum of 2 years of specialized experience in security

**Functional Description:** Responsibilities may include but not limited to the following: Analysis criteria for access controls, storage, reproduction, transmission, and destruction of data maintained by automated systems requiring security. Performs security assessments and evaluations of systems. Plans and conducts formal on-site program evaluations of complex information processing systems. Plans and conducts quantitative and qualitative security risk analyses, security evaluations, and audits of information processing systems. Determines security compliance. Analyzes criteria for access controls, storage, reproduction, transmission, and destruction of data maintained by automated systems requiring security. Performs security assessments and evaluations of systems. More senior security positions develop, maintain, and publish corporate information security standards, procedures, and guidelines. Provides technical guidance and training to information "owners,” corporate security officers, and IT associates. Designs and implements programs for user awareness, compliance monitoring, and security compliance. Responsible for disaster recovery and business continuation planning. Implements upgrades, repairs, modifications, and replacements of information security devices or software. Ensures appropriate security controls are in existence and in force throughout the enterprise. Works with executive management to determine acceptable levels of risk for the enterprise. Plans and develops security measures to safeguard all network security systems against accidental or unauthorized modification or destruction. Confers with management, application staff, risk assessment staff, auditors, and facilities/security departments to identify and plan security for network management systems (telecommunications and hardware/peripheral installations, network authentication practices). Implements and enforces network security policies. Advises resource owners on formation of appropriate network security policies.

**Minimum Education:** Bachelor’s degree in Computer Sciences, Engineering or related field or equivalent work experience.

**22. Commercial Job Title: Systems Administrator Specialist**

**Minimum / General Experience:** 2+ years of experience in the installation, monitoring, and troubleshooting of specific hardware and software technologies.

**Functional Description:** Performs network (LAN/WAN) and systems administration functions including installation, management, and maintenance of hardware (i.e. servers, bridges, and routers) and software components (i.e. gateways, LAN Manager, and network operating systems), and maintains overall integration of the network. Configures and builds servers. Performs concurrent project management to all aspects of distributed system implementation. Works under the direction of a team leader, project manager, or senior technical person (i.e. network architect).

**Minimum Education:** Specialized training in Server / LAN / WAN Technology.

**23. Commercial Job Title: Systems Analyst**

**Minimum / General Experience:** 4+ years of programming experience.

**Functional Description:** Identifies and supports changes and enhancements from development through production, recommending and implementing system enhancements. Develops and modifies complex systems and develops subsystems to enhance the overall operational system. Exercises analytical techniques when gathering information from users, defining work problems, designing programs, and developing procedures to resolve the problems. Develops complete specifications to enable programmers to prepare programs. Independently works on routine assignments. Receives guidance from Senior Systems Analyst on complex assignments.
**Minimum Education:** Associates degree in Computer Sciences, Engineering or related field or equivalent work experience.

**24. Commercial Job Title:** Senior Systems Analyst

**Minimum / General Experience:** 8+ years of IT experience.

**Functional Description:** Identifies and supports changes and enhancements from development through production, recommending and implementing system enhancements. Analyzes software to determine current capabilities and system functions. Develops plans for systems throughout the entire software development life cycle. Analyzes methodology, reviews task proposal requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications for programs, resolves processing problems, coordinates work with programmers, and orients users to new systems. May serve as a lead analyst, providing supervision and technical guidance to others.

**Minimum Education:** Bachelor’s degree in Computer Sciences, Engineering or related field or equivalent work experience.

**25. Commercial Job Title:** Systems Developer / Systems Programmer

**Minimum / General Experience:** 4+ years of systems programming experience and good troubleshooting skills.

**Functional Description:** Provides daily production support to assigned system(s) to identify production problems and develops solutions. Develops and modifies programs for the operating system. Designs, codes, tests, and implements system related routine modifications. Installs and maintains software on the system. Analyzes and fixes problems associated with the software packages and forwards them to the appropriate vendor for problem resolution. Supports changes and enhancements from development through production, recommending and implementing system enhancements. Monitors system and corrects any efforts or inconsistencies.

**Minimum Education:** Associates degree in Computer Sciences, Engineering or related field or equivalent work experience.

**26. Commercial Job Title:** Senior Systems Developer / Senior Systems Programmer

**Minimum / General Experience:** 8+ years of systems development or systems programming experience.

**Functional Description:** Monitors and provides daily production support to assigned system(s) to identify production problems and resolves systems problems. Leads major complex projects; plans, organizes, directs and develops all aspects of assigned projects, both technical and business. Responsible for systems programming functions dealing with the overall operating system or complex subsystems of the operating system. Develops specifications for complex systems programming activities. Works at the highest technical level on all phases of system programming, controls the operating system, and is able to make decisions on the techniques to be used. Prepares recommendations for system improvement, management, and user consideration. Provides expertise to the technical staff and user community.

**Minimum Education:** Bachelor’s degree in Computer Sciences, Engineering or related field or equivalent work experience.

**27. Commercial Job Title:** Storage Systems Specialist

**Minimum / General Experience:** 5+ years of experience in the field or in a related area, such as network engineering.

**Functional Description:** Designs, plans, and implements storage systems and procedures. Maintains efficient and reliable backup and recovery procedures. Troubleshoots and supports the organizations storage systems. Creates and reviews reports on storage usage. The storage specialist has experience with operating systems and Storage Networks and backup and recovery solutions. The storage specialist can perform the following tasks without assistance: fundamental technical knowledge of high-volume storage products, gathers customer requirements and architects a high-volume storage solution, identifies and engages correct resources, identifies competitors, has knowledge of the
various storage products and vendors, and correctly positions recommendations based on customer requirements. Present the recommended storage solution to the customer, articulate features and benefits of storage products and maintenance, has a fundamental knowledge of cabling requirements and disk replication. In addition, the Storage Specialist can perform the following tasks with assistance: identify the correct subject matter expert to assist with the technical sales process, identify the correct subject matter expert to provide deep technical knowledge of the product or solution, fundamental knowledge of post-installation support, and conduct a Technical Delivery Assessment.

**Minimum Education:** Bachelor's degree in Computer Sciences, Engineering or related field or equivalent work experience.

28. **Commercial Job Title: Technology/Network/Systems Architect**

**Minimum / General Experience:** 8+ years of experience in multiple system environments, including mainframe, client/server web, and distributed computing architectures, with 5+ years of experience designing, developing, and oversight of large-scale technology projects.

**Functional Description:** Combines multiple technologies to provide alternative solutions. Leads efforts to analyze, plan, and conduct the current computing environment and architecture. This individual understands the various types of tools and technologies on the market and their appropriate usage and can design an entire system configuration including hardware, software, and communications. May be responsible for tool evaluation effort, including the definition of the evaluation criteria, identification of tools to be evaluated, and the actual evaluation. Can define a disaster recovery plan and present the client with various options. This individual can work with and manage multiple suppliers. The candidate may perform as a team leader when required. Identifies design options and middleware choices and develops implementation plans. Responsible for database design and administration, application build process, and foundation code.

**Minimum Education:** Bachelor's degree in Computer Sciences, Engineering or related field or equivalent work experience.

29. **Commercial Job Title: Technical Writer/Documentation Specialist**

**Minimum / General Experience:** 4+ years of general writing including 2 years of experience in technical writing in one or more of the following areas: user manuals, documenting systems or programs, training manuals, operational run books, installation guides, methods and procedures manuals, and/or articles about technical subject matter, such as products, systems, facilities, for technical newsletters or magazines. Must have excellent writing and verbal communication skills.

**Functional Description:** Prepares manuals, user guides, and other technical documentation of systems or programs. Interfaces with users, developers, trainers or trainees to update/revise documentation to reflect the most effective and concise terminology, the best methods and practices, and new software features. Hands-on experience with the application that is being documented.

**Minimum Education:** Bachelor's degree in Computer Sciences, Engineering or related field or equivalent work experience.

30. **Commercial Job Title: Technical Specialist**

**Minimum / General Experience:** 8+ years of experience in all aspects of systems development.

**Functional Description:** Individual contributors with little or no management responsibilities who focus on technical analysis and design issues, and who are acknowledged in-house experts. The individual has experience in a particular technical and/or business application, which is beyond the requirements addressed in other areas.

**Minimum Education:** Bachelor's degree in Computer Sciences, Engineering or related field or equivalent work experience.

2. **Maximum order:**

$500,000
3. Minimum order.

$100

4. Geographic coverage (delivery area).

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

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

Offerors are requested to check one of the following boxes:

- Contractor will provide domestic and overseas delivery.
- Contractor will provide overseas delivery only.
- Contractor will provide domestic delivery only.

5. Point(s) of production (city, county, and State or foreign country).

QED National
350 Seventh Avenue, 10th Floor
New York, New York, 10001

6. Discount from list prices or statement of net price.

The prices presented are discounted from the lowest market prices offered by QED National for this supply schedule. All pricing is on an hourly basis.

7. Quantity discounts.

None.

8. Prompt payment terms.

None.

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.

Payment via Government purchase card is accepted for purchases equal to or less than the micro-purchase threshold for oral or written delivery orders.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.

Government purchase cards will not be accepted for payment above the micro-purchase threshold for oral or written delivery orders.

10. Foreign items (list items by country of origin).

None.

11a. Time of delivery. (Contractor insert number of days.)

As agreed upon by Contractor and ordering activity on a Task Order basis.

11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are
Items available for expedited delivery are noted in this pricelist.

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.

Not available.

11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to affect a faster delivery.

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

12. F.O.B. point(s).

Destination.

13a. Ordering address(es).

QED National
350 Seventh Avenue, 10th Floor
New York, New York 10001

13b. 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.

14. Payment address(es).

QED National
350 Seventh Avenue, 10th Floor
New York, New York 10001

15. Warranty provision.

Not applicable.

16. Export packing charges, if applicable.

Not applicable.

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micropurchase level).

As per statement 9b., Government purchase cards will not be accepted for payments above the micro-purchase level.

18. Terms and conditions of rental, maintenance, and repair (if applicable).

Not applicable.
19. Terms and conditions of installation (if applicable).

Not applicable.

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).

Not applicable.

20a. Terms and conditions for any other services (if applicable).

Not applicable.

21. List of service and distribution points (if applicable).

Not applicable.

22. List of participating dealers (if applicable).

Not applicable.

23. Preventive maintenance (if applicable).

Not applicable.

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).

None.

24b. 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/.

The EIT standards can be found at: www.Section508.gov/.

25. Data Universal Number System (DUNS) number.

867225435

26. Notification regarding registration in Central Contractor Registration (CCR) database.

CCR has been merged with ORCA to become “SAM” and no longer exists as a standalone database. This statement is to serve as notification that QED National is registered in “SAM” for the same purposes it was previously registered in CCR.