On-line access to contract ordering information, terms and conditions, 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.

Contract Number: GS-35F-433GA
Contract Period: May 10, 2017 through May 9, 2027

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contractor: TRI-COR Industries, Inc.
1818 Library Street, Suite 500
Reston, VA 20190

Schedule Title: Multiple Award Schedule
Federal Supply Group: Information Technology

Business Size: Small Business, Service-Disabled Veteran Owned Small Business

Telephone: 571-346-7535
Web Site: www.tricorind.com
E-mail: info@tricorind.com
Contract Administration: Lee Shabe

Price Current through Mod #0025 dated 02/07/2022.
CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

<table>
<thead>
<tr>
<th>SIN</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. See Pricing Page 5.

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. See Labor Category Descriptions Page 7.

2. Maximum Order: For SIN 54151S - $500,000.00  
For SIN OLM - $250,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic

5. Point(s) of production (city, county, and state or foreign country): Not Applicable

6. Discount from list prices or statement of net price: Government net prices (discounts already deducted).

7. Quantity discounts: None

8. Prompt payment terms: Net 30 days  
Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions

9. Foreign items (list items by country of origin): Not Applicable

10a. Time of Delivery (Contractor insert number of days): 30 days ARO or as negotiated on the Task Order Level

10b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: As negotiated on the Task Order Level

10c. 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: As negotiated on the Task Order Level
10d. 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 effect a faster delivery: As negotiated on the Task Order Level

11. F.O.B Points(s): Destination

12a. Ordering Address(es): TRI-COR INDUSTRIES, INC.
1818 Library Street, Suite 500
Reston, VA 20190

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address(es): TRI-COR INDUSTRIES, INC.
1818 Library Street, Suite 500
Reston, VA 20190
ATTN: Accounts Receivable


15. Export Packing Charges (if applicable): 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 applicable): 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. 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. contactor’s website or other location.) The EIT standards can be found at: www.Section508.gov/. Not Applicable

23. Unique Entity Identifier (UEI) Number: 146881875
24. **Notification regarding registration in System for Award Management (SAM) database:** Tri-Cor Industries, Inc. is registered in the System for Award Management.
GSA Awarded Pricing for SIN 54151S
The rates are inclusive of the Industrial Funding Fee (IFF) of 0.75%.

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA RATES Customer Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Program Manager</td>
<td>$143.81</td>
</tr>
<tr>
<td>2 Technical Director</td>
<td>$118.12</td>
</tr>
<tr>
<td>3 Project Manager</td>
<td>$106.50</td>
</tr>
<tr>
<td>4 Task Manager</td>
<td>$94.08</td>
</tr>
<tr>
<td>5 Facilities Manager</td>
<td>$111.48</td>
</tr>
<tr>
<td>6 Principal Analyst/Software Engineer</td>
<td>$119.24</td>
</tr>
<tr>
<td>7 Software Engineer II</td>
<td>$119.23</td>
</tr>
<tr>
<td>8 Software Engineer I</td>
<td>$102.83</td>
</tr>
<tr>
<td>9 Database Engineer/Analyst</td>
<td>$89.19</td>
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<tr>
<td>10 Database Management Specialist II</td>
<td>$93.77</td>
</tr>
<tr>
<td>11 Database Management Specialist I</td>
<td>$118.81</td>
</tr>
<tr>
<td>12 Software Test Specialist</td>
<td>$71.89</td>
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<tr>
<td>13 Network Engineer II</td>
<td>$95.43</td>
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<tr>
<td>14 Network Engineer I</td>
<td>$67.68</td>
</tr>
<tr>
<td>15 Network Manager</td>
<td>$90.34</td>
</tr>
<tr>
<td>16 Network Administrator</td>
<td>$83.33</td>
</tr>
<tr>
<td>17 Telecommunications Specialist III</td>
<td>$113.79</td>
</tr>
<tr>
<td>18 Telecommunications Specialist II</td>
<td>$65.33</td>
</tr>
<tr>
<td>19 Telecommunications Specialist I</td>
<td>$52.81</td>
</tr>
<tr>
<td>20 Principal Programmer Analyst</td>
<td>$124.24</td>
</tr>
<tr>
<td>21 Programmer Analyst III</td>
<td>$95.52</td>
</tr>
<tr>
<td>22 Programmer Analyst II</td>
<td>$82.40</td>
</tr>
<tr>
<td>23 Programmer Analyst I</td>
<td>$77.98</td>
</tr>
<tr>
<td>24 Junior Programmer Analyst</td>
<td>$71.85</td>
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<tr>
<td>25 Systems Analyst II</td>
<td>$106.68</td>
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<tr>
<td>26 Systems Analyst I</td>
<td>$54.92</td>
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<tr>
<td>27 Application Systems Analyst</td>
<td>$68.24</td>
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<tr>
<td>28 Computer Systems Analyst III</td>
<td>$92.82</td>
</tr>
<tr>
<td>29 Computer Systems Analyst II</td>
<td>$72.20</td>
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<tr>
<td>30 Computer Systems Analyst I</td>
<td>$49.03</td>
</tr>
<tr>
<td>31 Operating Systems Analyst/Programmer II</td>
<td>$73.29</td>
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<tr>
<td>32 Operating Systems Analyst/Programmer I</td>
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<tr>
<td>33 Systems Administrator II</td>
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<tr>
<td>34 Systems Administrator I</td>
<td>$76.91</td>
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<tr>
<td>35 Functional Analyst II</td>
<td>$71.38</td>
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<td></td>
<td>Job Title</td>
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<tr>
<td>36</td>
<td>Functional Analyst I</td>
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<tr>
<td>37</td>
<td>Technical Writer</td>
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<tr>
<td>38</td>
<td>Training Specialist II</td>
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<tr>
<td>39</td>
<td>Training Specialist I</td>
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<tr>
<td>40</td>
<td>Technical Records Management Specialist</td>
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<tr>
<td>41</td>
<td>Quality Assurance Specialist II</td>
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<tr>
<td>42</td>
<td>Quality Assurance Specialist I</td>
</tr>
<tr>
<td>43</td>
<td>Help Desk Supervisor</td>
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<tr>
<td>44</td>
<td>Help Desk Specialist II</td>
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<tr>
<td>45</td>
<td>Help Desk Specialist I</td>
</tr>
<tr>
<td>46</td>
<td>Principal Hardware Specialist</td>
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<tr>
<td>47</td>
<td>Hardware Specialist II</td>
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<tr>
<td>48</td>
<td>Hardware Specialist I</td>
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<tr>
<td>49</td>
<td>Computer Technician</td>
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<tr>
<td>50</td>
<td>Microcomputer Specialist</td>
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<tr>
<td>51</td>
<td>Computer Systems Supervisor</td>
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<tr>
<td>52</td>
<td>Computer Operator III</td>
</tr>
<tr>
<td>53</td>
<td>Computer Operator II</td>
</tr>
<tr>
<td>54</td>
<td>Data Entry Clerk II</td>
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<tr>
<td>55</td>
<td>Documentation Specialist</td>
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<tr>
<td>56</td>
<td>Administrative Specialist</td>
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<tr>
<td>57</td>
<td>Financial Analyst</td>
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<tr>
<td>58</td>
<td>Web Designer</td>
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<td>59</td>
<td>Web Software Developer</td>
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<td>60</td>
<td>Web Project Manager</td>
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<tr>
<td>61</td>
<td>Functional Area Expert I</td>
</tr>
<tr>
<td>62</td>
<td>Functional Area Expert II</td>
</tr>
<tr>
<td>63</td>
<td>Functional Area Expert III</td>
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<tr>
<td>64</td>
<td>Systems Security Specialist I</td>
</tr>
<tr>
<td>65</td>
<td>Systems Security Specialist II</td>
</tr>
<tr>
<td>66</td>
<td>Configuration Management Specialist</td>
</tr>
<tr>
<td>67</td>
<td>Graphics Specialist</td>
</tr>
</tbody>
</table>

**Service Contract Labor Standards:** The Service Contract Labor Standards (SCLS) are applicable to this contract as it applies to the entire Consolidated MAS Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and/or when the contractor adds SCLS labor categories/employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.
SIN 54151S Labor Category Descriptions

01 – Program Manager

Functional Responsibility: Leads multi-disciplinary teams for accomplishment of large, significant programs. Provides direction across broad areas of responsibility. Normally conceives, plans, and executes a wide variety of important projects requiring exploration of subject areas, definition of problems, development of cost-effective approaches for resolution, development of communication plans, quality assurance plans and risk management plans. Maintains contact with customer personnel related to project goals, performance, and strategies. Responsible for formulating and enforcing work standards; assigning Contractor schedules; reviewing work discrepancies; supervising Contractor personnel; and communicating policies, purposes, and goals of the organization to subordinates. Provides complete engineering project management from inception to deployment.

Minimum Education and Experience: Bachelor’s degree and 15 years related experience, and PMP certification.

02 – Technical Director

Functional Responsibility: Directs technical performance of assigned tasks. Oversees technical design, development, and implementation of large projects and/or major software products and systems. Supports complete engineering project development from inception to deployment. Provides guidance and direction in accomplishment of the project tasks. Plans, organizes, directs, and manages various functional areas of support services, including network operation, maintenance analysts, technicians, and engineers. Analyzes and communicates the corrective actions required to resolve operations problems. Performs on-site engineering when required. Provides technical guidance pertaining to engineering efforts, front-end devices, communications simulation, and queuing analysis.

Minimum Education and Experience: Bachelor’s degree and 8 years related experience.

03 – Project Manager

Functional Responsibility: Develops project goals, strategies, and work plans. Develops and approves work breakdown schedules, and project estimates. Commits company resources to ensure accomplishment. Conceives, plans, and executes a wide variety of important projects requiring exploration of subject areas, definition of problems, and development of cost-effective approaches for resolution. May lead project teams of multi-disciplinary skills or with skills focused in a specific area. Provides direction across broad areas of responsibility. Maintains contact with customer personnel related to project goals, performance, and strategies. Approves and releases preliminary and final reports. Exercises full responsibility for all project team personnel. Generally operates with wide latitude for un-reviewed actions or decisions, and is assigned to complex tasks involving multiple disciplines or tasks that are highly sensitive to the customer. Tasks normally involve competing and changing priorities and resource demands.

Minimum Education and Experience: Bachelor’s degree and 12 years related experience.
04 – Task Manager

**Functional Responsibility:** Serves as the technical lead and first-line supervisor for a team of professionals or specialists for accomplishment of a specific task, group of tasks, or small project. Normally responsible to a Project Manager or Program Manager; will closely monitor technical performance and quality of products. Prepares or provides input to management reports. Ensures assigned personnel fully understand their functions.

**Minimum Education and Experience:** Bachelor’s degree and 5 years related experience.

05 – Facilities Manager

**Functional Responsibility:** Manages and controls substantial (multi-system, multi-shift, and/or multi-function) computer operations and support. Functions may consist of user support, computer/network operations, network maintenance, data entry, specialized workstations, production control, operating system software analysis, and programming and support functions. Plans, directs, controls, schedules, coordinates, and organizes facilities utilization and management projects. This may include computer (hardware/software) and physical security; establishing charge-back rates; and monitoring hardware CPU usage and recommending methodology for more efficient utilization. Evaluates alternatives for more efficient and effective accomplishment of work. Establishes procedures, and develops documentation. Interfaces through written and oral communications with technical and contract personnel and customer agency representatives. Other duties may include planning for the augmentation of existing systems, and evaluation and operation of ADP equipment, data communication equipment, and data communications networks.

**Minimum Education and Experience:** Bachelor’s degree and 7 years related experience.

06 – Principal Analyst/Software Engineer

**Functional Responsibility:** Serves as a senior technical expert on complex and challenging information technology projects. May provide technical direction and leadership to large project teams of software engineers for design and development of computer software applications and/or database systems; evaluation of computer hardware and software; planning for communications and information requirements; system test; and system security. Provides leadership during early planning and conceptual stages of large, complex projects. May be called upon to participate in any phase of major projects from problem definition through problem resolution, and from feasibility analysis through project implementation. Ensures efforts comply with prescribed industry, customer and agency standards. Frequently supports several tasks concurrently.

**Minimum Education and Experience:** Bachelor’s degree and 10 years related experience.

07 – Software Engineer II

**Functional Responsibility:** Directs and supervises a project or task team for designing and developing computer software applications and/or database systems. Oversees testing and debugging components and modules. Participates in large systems and subsystem planning. Ensures adherence to product build schedules, release schedules, and project strategies. May lead development of technical documentation.
Often leads interdisciplinary teams with responsibility for project performance. Ensures efforts comply with prescribed industry, customer and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 8 years related experience.

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**08 – Software Engineer I**

**Functional Responsibility:** Serves as a team member for designing and developing computer software applications and/or database systems. Tests and debugs components and modules. Participates in system and subsystem planning. Adheres to product build schedules, release schedules, and project strategies. Develops technical documentation.

**Minimum Education and Experience:** Bachelor’s degree and 2 years related experience.

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**09 – Database Engineer/Analyst**

**Functional Responsibility:** Designs and develops database programs and applications consistent with client architecture and standards. Knowledgeable of current database management concepts, optimizing techniques, relational models, and structured query languages. May provide technical direction and leadership to large project teams of software engineers for design and development of database systems. Provides leadership during early planning and conceptual stages of large, complex projects. May be called upon to participate in any phase of major projects from problem definition through problem resolution, and from feasibility analysis through project implementation. Frequently supports several tasks concurrently.

**Minimum Education and Experience:** Bachelor’s degree and 10 years related experience.

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**10 – Database Management Specialist II**

**Functional Responsibility:** As a senior team member or leader of a small project team, may support database management, integration of database applications, and/or development of database programs. Knowledgeable of current database management concepts, optimizing techniques, relational models, and structured query languages.

**Minimum Education and Experience:** Bachelor’s degree and 4 years related experience.

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**11 – Database Management Specialist I**

**Functional Responsibility:** As a team member, may support database management, integration of database applications, and/or development of database programs. Knowledgeable of current database management concepts, optimizing techniques, relational models, and structured query languages.

**Minimum Education and Experience:** Bachelor’s degree and 2 years related experience.
12 – Software Test Specialist

**Functional Responsibility:** Analyzes and tests specific software applications. Works with software engineers to identify test requirements and develop routines that will properly test the software being developed or modified. Prepares test reports. Complies with customer and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 3 years related experience.

13 – Network Engineer II

**Functional Responsibility:** Performs engineering and/or analytical tasks and activities associated with network design, engineering, implementation, operations, and user support. Assigned as team leader on complex tasks that require significant interaction of various technical disciplines. May work alone, or as part of a team, with responsibility for analysis of problems requiring high levels of technical and engineering expertise. Ensures that the network complies with prescribed industry, customer, or agency standards. Evaluates problems of workflow, organization, and planning, and develops appropriate corrective actions. Ensures efforts comply with prescribed industry, customer and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 6 years related experience.

14 – Network Engineer I

**Functional Responsibility:** Performs engineering and/or analytical tasks and activities associated with network design, engineering, implementation, operations, and user support. May serve as team leader on network engineering tasks. May work alone, or as part of a team, with responsibility for analysis of problems requiring technical and engineering expertise. Ensures that the network complies with prescribed industry, customer, or agency standards. Evaluates problems of workflow, organization, and planning, and develops appropriate corrective actions. Ensures efforts comply with prescribed industry, customer and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 3 years related experience.

15 – Network Manager

**Functional Responsibility:** Responsible for managerial and technical administration of a LAN/WAN, including security, communications, software applications, e-mail, print services, outside communication links, UPS service, calendaring/scheduling services, license administration, file services, NOS service, backup services, and any other initial troubleshooting. Performs all phases of LAN/WAN projects to provide maintenance and upgrading of networks and their related components. Analyzes vendor products for recommendation of those that best meet user needs. Installs network software. Maintains LAN/WAN management records and assists users. Performs routine diagnostic testing and optimization of all elements of the network facilities, including power, software, communications machinery, lines, modems, and terminals. Repairs and/or replaces network hardware components. Performs component server and workstation connection, configuration, integration, and testing. Performs preventive maintenance for hardware and software, such as equipment cleaning and vacuuming, cable/connection inspection, software virus protection, and configuration integrity. Monitors and controls the performance, security, and status of network resources. Identifies and diagnoses problems and factors
affecting network performance. Other duties may include the design and installation of cabling changes; maintenance of system files; operation of FIP and data communications equipment; and upgrading of system components. Ensures efforts comply with prescribed industry, customer and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 4 years related experience.

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### 16 – Network Administrator

**Functional Responsibility:** Administers the LAN or WAN in accordance with approved policies and procedures, in compliance with prescribed industry, customer and agency standards. Provides continuous quality improvement in the reliability, responsiveness, and effectiveness of LAN/WAN support. Serves as technical expert on LAN/WAN operations, and may perform as team leader or member of support staff. Initiates, maintains, and deletes LAN/WAN user accounts. Maintains accurate documentation and provides required audit trails in accordance with established procedures. Designs, documents, and executes LAN/WAN file backup and recovery procedures, including recommendations for off-site storage of mission-critical files and disaster recovery plans. Monitors LAN/WAN performance. Recommends, designs, documents, and implements network element improvements. May work with staff from other contracts, through designated customer staff, to maintain the required level of LAN/WAN performance and reliability. Ensures that implementation of proposed configuration results in minimal disruption to LAN/WAN operations. Identifies, isolates, and corrects LAN/WAN failures. Recommends improvements to prevent recurrences and enhance availability. Works with industry vendors and staff from other contracts to solve problems and return the users to production operation as quickly as possible. Maintains problem logs for management review and analysis.

**Minimum Education and Experience:** Bachelor’s degree and 4 years related experience.

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### 17 – Telecommunications Specialist III

**Functional Responsibility:** Provides installation and operational support of voice and data communications hardware and software systems. Designs, develops, implements, tests, debugs, and maintains communications systems. Performs configuration of operating system and security patches for host and distributed systems, and implements incident response procedures during incidents of a network or host security breach. May provide leadership and direction to a team of specialists for these functions. Reviews customer requirements and makes recommendations for changes to existing technical architecture. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 6 years related experience.

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### 18 – Telecommunications Specialist II

**Functional Responsibility:** Provides installation and operational support of voice and data communications hardware and software systems. Designs, develops, implements, tests, debugs, and maintains communications systems. Performs configuration of operating system and security patches for host and distributed systems, and implements incident response procedures during incidents of a network or host security breach. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 4 years related experience.
19 – Telecommunications Specialist I

**Functional Responsibility:** Assists in providing installation and operational support of voice and data communications hardware and software systems. Participates in design, development, implementation, test, debugging, and maintaining communications systems. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Associate’s degree and 2 years related experience.

20 – Principal Programmer Analyst

**Functional Responsibility:** Serves as a senior technical expert on complex and challenging information technology projects. May provide technical direction and leadership to project teams of programmers and/or systems analysts for design and development of applications; evaluation of computer hardware and software; planning for communications and information requirements; system test; and system security. Provides leadership during early planning and conceptual stages of large, complex projects. May be called upon to participate in any phase of major projects from problem definition through problem resolution, and from feasibility analysis through project implementation. Frequently supports several tasks concurrently. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 10 years related experience.

21 – Programmer Analyst III

**Functional Responsibility:** Provides technical direction and leadership to a project team of programmers and/or systems analysts, supporting design and development of applications; evaluation of computer hardware and software; planning for communications and information requirements; system test; and system security. May install, generate, maintain, test, and debug software applications. May develop instructions for use of software, and modify and maintain software packages via releases and utilities from manufacturers. May have specialized skills in sophisticated file maintenance routines, networks, computer aided design (CAD) software, geographic information system (GIS) software, or mathematical/scientific software packages. Provides leadership for developing software documentation and many other tasks related to system design and development. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 7 years related experience.

22 – Programmer Analyst II

**Functional Responsibility:** As an experienced member of a project team of programmers and/or systems analysts, supports design and development of applications; evaluation of computer hardware and software; planning for communications and information requirements; system test; and system security. May serve as lead programmer/analyst for small tasks or subtasks. May install, generate, maintain, test, and debug software applications. May develop instructions for use of software, and modify and maintain software packages via releases and utilities from manufacturers. May have specialized skills in sophisticated file maintenance routines, networks, computer aided design (CAD)
software, geographic information system (GIS) software, or mathematical/scientific software packages. Prepares and edits software documentation incorporating information provided by user, analyst, programmer, and operations personnel. Interprets technical documentation standards and preparation of documentation according to supplied standards. Other duties may include writing, editing, and/or graphic presentation of technical information for both technical and non-technical personnel. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 5 years related experience.

### 23 – Programmer Analyst I

**Functional Responsibility:** As a member of a project team of programmers and/or systems analysts, supports design and development of applications; evaluation of computer hardware and software; planning for communications and information requirements; system test; and system security. May install, generate, maintain, test, and debug software applications. May develop instructions for use of software, and modify and maintain software packages via releases and utilities from manufacturers. Prepares and edits software documentation incorporating information provided by user, analyst, programmer, and operations personnel. Prepares technical documentation according to supplied standards. Other duties may include writing, editing, and/or graphic presentation of technical information for both technical and non-technical personnel. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 3 years related experience.

### 24 – Junior Programmer Analyst

**Functional Responsibility:** As a member of a project team of programmers and/or systems analysts, assists in design and development of applications; evaluation of computer hardware and software; planning for communications and information requirements; system test; and system security. May assist in installing, generating, maintaining, testing, and debugging software applications. Other duties may include writing, editing, and/or graphic presentation of technical information for both technical and non-technical personnel. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 1 year related experience.

### 25 – Systems Analyst II

**Functional Responsibility:** Provides technical direction and leadership to project teams of programmers and/or systems analysts for design and development of applications; evaluation of computer hardware and software; planning for communications and information requirements; system test; and system security. Provides leadership to project teams for major projects from problem definition through problem resolution, and from feasibility analysis through project implementation. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 8 years related experience.
26 – Systems Analyst I

**Functional Responsibility:** Serves as a technical expert on information technology projects. Performs services in one or more of the following areas: information systems, networks, and generalized software systems for mainframe, minicomputer, microcomputer, and LAN applications; IT systems hardware and software evaluation; communications planning, engineering, and associated services; office applications analysis and recommendations; IT systems security, planning, evaluation, and review. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 5 years related experience.

27 – Application Systems Analyst

**Functional Responsibility:** As an experienced member of a project team of programmers and/or systems analysts, supports integration and tailoring of applications to meet unique requirements; evaluation of computer software; planning for communications and information requirements; system test; and system security. May serve as lead analyst for project tasks or subtasks. May install, generate, maintain, test, and debug software applications. May develop instructions for use of software, and modify and maintain software packages via releases and utilities from manufacturers. May have specialized skills in sophisticated file maintenance routines, networks, computer aided design (CAD) software, geographic information system (GIS) software, or mathematical/scientific software packages. Prepares and edits software documentation incorporating information provided by user, analyst, programmer, and operations personnel. Interprets technical documentation standards and preparation of documentation according to supplied standards. Other duties may include writing, editing, and/or graphic presentation of technical information for both technical and non-technical personnel. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 6 years related experience.

28 – Computer Systems Analyst III

**Functional Responsibility:** Provides technical direction and leadership for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the project lead to ensure problem solution and user satisfaction. Makes recommendations for approval of major system installations. Prepares milestone status reports, deliveries, and presentations on the system concept to others. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 6 years related experience.

29 – Computer Systems Analyst II

**Functional Responsibility:** Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyses user interfaces, downtimes workload and computer usage, and proposed systems modifications, upgrades and new off-the-shelf systems. Performs tuning of hardware, software, and interfaces with outside systems. Analyzes
problems and information to be processed. Defines problems and develops system requirements and program specifications. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 3 years related experience.

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### 30 – Computer Systems Analyst I

**Functional Responsibility:** Analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, planning, and development of appropriate corrective actions. Helps develop plans for automated information systems from project inception to conclusion. Defines the problem, and develops system requirements and program specifications from which programmers prepare detailed flow charts, programs, and tests. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 1 year related experience.

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### 31 – Operating Systems Analyst/Programmer II

**Functional Responsibility:** Installs, generates, maintains, tests, and debugs highly complex system software programs. Develops instructions for use of complex operating system software. Modifies/maintains system software packages via releases and utilities from manufacturers/distributors. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, networks, CAD or GIS software, or mathematical/scientific software packages. Prepares and edits FIP documentation incorporating information provided by other personnel. Interprets technical documentation standards and preparation of documentation according to supplied standards. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 6 years related experience.

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### 32 – Operating Systems Analyst/Programmer I

**Functional Responsibility:** Installs, generates, maintains, tests, and debugs moderately complex system software programs. Assists in development of instructions for use of operating system software. Modifies/maintains system software packages via releases and utilities from manufacturer/distributors. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, networks, CAD or GIS software, or mathematical/scientific software packages. Prepares and edits FIP documentation incorporating information provided by other personnel. Interprets technical documentation standards and preparation of documentation according to supplied standards. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 4 years related experience.

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### 33 – Systems Administrator II

**Functional Responsibility:** Configures and operates mainframe, minicomputer, and/or client/server-based applications. Optimizes system operation and resource utilization. Performs systems capacity
analysis and planning. Provides assistance to system users in accessing and using applications. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 6 years related experience.

### 34 – Systems Administrator I

**Functional Responsibility:** Assists with configuring and operating mainframe, minicomputer, and/or client/server-based applications. Assists with optimization of system operation and resource utilization. Performs systems capacity analysis and planning. Provides assistance to system users in accessing and using business systems. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 4 years related experience.

### 35 – Functional Analyst II

**Functional Responsibility:** Provides subject matter expertise to support large-scale IT projects. Assists in defining system specifications, developing test requirements, and performing functional tests. Participates in requirements gathering, requirements analysis and planning stages for system design. Areas of expertise are typically outside of the normal requirements for the information technologies, but required for the functions being addressed for the project at hand.

**Minimum Education and Experience:** Bachelor’s degree and 10 years related experience.

### 36 – Functional Analyst I

**Functional Responsibility:** Provides subject matter expertise to support IT projects. Assists in defining system specifications, developing test requirements, and performing functional tests. Participates in requirements gathering, requirements analysis and planning stages for system design. Areas of expertise are typically outside of the normal requirements for the information technologies, but required for the functions being addressed for the project at hand.

**Minimum Education and Experience:** Bachelor’s degree and 3 years related experience.

### 37 – Technical Writer

**Functional Responsibility:** Plans, develops, maintains, rewrites, and produces information technology-related documentation, meeting minutes, agenda and presentation materials. Tailors style and readability to user requirements.

**Minimum Education and Experience:** Bachelor’s degree or 3 years related experience.

### 38 – Training Specialist II

**Functional Responsibility:** Organizes, prepares, and conducts moderately complex training and educational programs for information systems or user personnel, including multimedia and web based
assets and technologies. May design and develop in-house programs. Maintains records of training activities, trainee progress, and program effectiveness. Develops, maintains, and enhances training curriculum. Provides scheduled formal and/or informal training classes to system users to increase user competence and minimize user problems. Operates ADP training facilities and equipment. May provide additional classes for special needs or additional support. May be responsible for reviewing or developing new documentation, quick reference guides, training manuals, lesson plans, and other training materials. May be responsible for preparing and conducting scheduled informational user meetings to provide input into the training process.

**Minimum Education and Experience:** Bachelor’s degree and 5 years related experience.

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### 39 – Training Specialist I

**Functional Responsibility:** Organizes and conducts training and educational programs for information systems or user personnel. Maintains records of training activities, trainee progress, and program effectiveness. Provides scheduled formal and/or informal training classes to system users to increase user competence and minimize user problems. Operates ADP training facilities and equipment. May review or develop new documentation, quick reference guides, training manuals, lesson plans, and other training materials. May prepare and conduct scheduled informational user meetings to provide input into the training process.

**Minimum Education and Experience:** Bachelor’s degree and 3 years related experience.

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### 40 – Technical Records Management Specialist

**Functional Responsibility:** Responsible for operation of computer-based records management programs, records, centers, dockets, clearinghouses and other records information services and functions consistent with customer and agency standards. Develops management procedures and plans for program development; analyses records management problems; designs strategies and procedures to meet records management needs.

**Minimum Education and Experience:** Bachelor’s degree and 5 years related experience.

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### 41 – Quality Assurance Specialist II

**Functional Responsibility:** Assures the level of quality throughout the software development life cycle customer and agency standards. Establishes and monitors a process for evaluating software and associated documentation. Assists in developing Quality Assurance Plans. Conducts formal and informal reviews at pre-determined stages throughout the development life cycle. Participates in software reviews and testing. Initiates corrective action for procedural or process deficiencies.

**Minimum Education and Experience:** Bachelor’s degree and 6 years related experience.

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### 42 – Quality Assurance Specialist I

**Functional Responsibility:** Assists in assuring the level of quality throughout the software development life cycle customer and agency standards. Implements the process for evaluating software and associated
documentation. Assists in developing Quality Assurance Plans. Participates in formal and informal reviews at pre-determined stages throughout the development life cycle. Participates in software reviews and testing.

**Minimum Education and Experience:** Bachelor’s degree and 2 years related experience.

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### 43 – Help Desk Supervisor

**Functional Responsibility:** Provides direction and supervision to staff who are responsible for telephone, online, and in-person support to users in the areas of e-mail, directories, standard desktop applications, and customized applications. These personnel serve as the initial points of contact for troubleshooting problems for computer hardware, software, printers, network, and connectivity. Reviews help desk records to identify problem areas. May provide recommendations for hardware and software changes to solve observed problems.

**Minimum Education and Experience:** Bachelor’s degree and 7 years related experience.

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### 44 – Help Desk Specialist II

**Functional Responsibility:** Provides telephone, online, and in-person support to users in the areas of e-mail, directories, standard desktop applications, customized applications, network, and connectivity. Serves as the initial point of contact for troubleshooting problems for PC hardware, software, and printers. Maintains help desk records of all problem calls.

**Minimum Education and Experience:** Bachelor’s degree and 3 years related experience.

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### 45 – Help Desk Specialist I

**Functional Responsibility:** Provides telephone, online, and in-person support to users in the areas of e-mail, directories, standard desktop applications, and customized applications. Serves as the point of contact for troubleshooting minor problems for PC hardware, software, and printers. Maintains help desk records of all problem calls.

**Minimum Education and Experience:** High school graduate and 2 years related experience.

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### 46 – Principal Hardware Specialist

**Functional Responsibility:** Provides senior-level hardware support. May provide direction and supervision of a team of hardware specialists. Performs hardware installation, configuration, testing, troubleshooting, problem resolution, and/or maintenance. May provide hardware maintenance of computer components, such as board or CPU replacement, cable switching, communications assistance, installation of monitors, and printers. May perform preventive maintenance for hardware, such as equipment cleaning and vacuuming, cable/connection inspection, and configuration integrity. Duties may include evaluating requirements, and planning for and implementing the installation of new or enhanced computer hardware. Complies with prescribed customer, industry and agency standards and architectures.

**Minimum Education and Experience:** High school graduate and 10 years related experience.
47 – Hardware Specialist II

**Functional Responsibility:** Provides senior-level hardware support. Performs hardware installation, configuration, testing, troubleshooting, problem resolution, and/or maintenance. May provide hardware maintenance of computer components, such as board or CPU replacement, cable switching, communications assistance, installation of monitors, and printers. May perform preventive maintenance for hardware, such as equipment cleaning and vacuuming, cable/connection inspection, and configuration integrity. Duties may include evaluating requirements, and planning for and implementing the installation of new or enhanced computer hardware. Complies with prescribed customer, industry and agency standards and architectures.

**Minimum Education and Experience:** High school graduate and 8 years related experience.

48 – Hardware Specialist I

**Functional Responsibility:** Assists with hardware installation, configuration, testing, troubleshooting, problem resolution, and/or maintenance. May provide hardware maintenance of computer components, such as board or CPU replacement, cable switching, communications assistance, installation of monitors, and printers. May perform preventive maintenance for hardware, such as equipment cleaning and vacuuming, cable/connection inspection, and configuration integrity.

**Minimum Education and Experience:** High school graduate and 1 year related experience.

49 – Computer Technician

**Functional Responsibility:** Performs hardware installation, configuration, testing, troubleshooting, problem resolution, and/or maintenance. Assists users with technical requirements. May provide hardware maintenance of computer components, such as board or CPU replacement, cable switching, communications assistance, installation of monitors, and printers. May perform preventive maintenance for hardware, such as equipment cleaning and vacuuming, cable/connection inspection, and configuration integrity. Duties may include evaluating requirements, and planning for and implementing the installation of new or enhanced computer hardware.

**Minimum Education and Experience:** High school graduate and 5 years related experience.

50 – Microcomputer Specialist

**Functional Responsibility:** Performs hardware installation, configuration, testing, troubleshooting, problem resolution, and/or maintenance. Assists users with technical requirements. May provide hardware maintenance of computer components, such as board or CPU replacement, cable switching, communications assistance, installation of monitors, and printers. May perform preventive maintenance for hardware, such as equipment cleaning and vacuuming, cable/connection inspection, and configuration integrity.

**Minimum Education and Experience:** High school graduate and 2 years related experience.
**51 – Computer Systems Supervisor**

**Functional Responsibility:** Supervises personnel engaged in operation and support of computer systems and peripheral equipment in large-scale or multi-shift operations. May also supervise additional functions such as network operations, systems software support, production support activities, data entry, or tape library activities. Identifies processing requirements and schedules job streams for computer runs. Responsible for the security and routing of input and output data, problem isolation, and restart/recovery. Interprets technical documentation standards and prepares documentation according to prescribed standards. Interfaces with Contractor employees and government personnel. In the event of a malfunction, confers with technical personnel (e.g., equipment/software vendor) and directs subordinate personnel in appropriate course of action. Additional duties may include writing, editing, and/or graphical presentation of technical information for both technical and non-technical personnel.

**Minimum Education and Experience:** High school graduate and 3 years related experience.

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**52 – Computer Operator III**

**Functional Responsibility:** May perform as shift leader for a large computer center or as supervisor for a small computer center. Instructs, directs, and checks the work of other computer operators. Monitors and controls a computer by operating the central console or on-line terminals. Studies program operating instruction sheets to determine equipment setup and run operations. Continuously monitors the system by observing the operation of the console panel, storage devices, printers, and the action of the console printer. Determines the point of equipment or program failure. In accordance with standard procedures, reboots and reschedules computer operations because of malfunctions. Assists in operations scheduling.

**Minimum Education and Experience:** High school graduate and 7 years related experience.

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**53 – Computer Operator II**

**Functional Responsibility:** May perform as shift leader for a small computer center. Operates computer systems and peripheral equipment according to site-specific operating procedures. Monitors and controls a computer by operating the central console or on-line terminal in accordance with established routines. Assists in determining equipment settings and operating instructions. Continuously observes the operation of the equipment, reporting any deviations from standard. May assist in manipulating controls to rearrange sequence of job steps to continue operations when individual units of the system malfunction. Performs all normal operating procedures.

**Minimum Education and Experience:** High school graduate and 3 years related experience.

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**54 – Data Entry Clerk II**

**Functional Responsibility:** Operates computer systems and peripheral equipment in conformance to site-specific operating procedures. Monitors and controls a computer by operating the central console or on-line terminal in accordance with established routines. Continuously observes the operation of the equipment, reporting any deviations from standard. Performs all normal operating procedures. Performs routine data preparation and distribution when incidental to data entry tasks.
**Minimum Education and Experience:** High school graduate and 1 year related experience.

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**55 – Documentation Specialist**

**Functional Responsibility:** Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Associate’s degree and 3 years related experience.

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**56 – Administrative Specialist**

**Functional Responsibility:** Provides a wide variety of administrative and staff support services to an organizational unit. Assists in budget preparation and control activities. Assists in the preparation and control of records, statistics, and reports regarding operations, personnel changes, etc. Administers programs, projects, and/or processes specific to the operating unit served. Serves as liaison within and outside the company for administrative issues, including purchasing, personnel, facilities, and operations. Screens and interviews job applications and orients new employees.

**Minimum Education and Experience:** Associate’s degree and 3 years related experience.

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**57 – Financial Analyst**

**Functional Responsibility:** Develops rate structures, devises and implements record systems, and performs analysis of financial activity.

**Minimum Education and Experience:** Bachelor’s degree and 3 years related experience.

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**58 – Web Designer**

**Functional Responsibility:** Designs and builds web pages and applications using a variety of graphics software applications, techniques and tools. Designs and develops user interface feature, site animation and special effects elements. Contributes to the design group’s efforts to enhance the look and feel of the organizations online offerings. Designs the website to support the organization’s strategies and goals relative to external communication. Requires understanding of web-based technologies and through knowledge of HTML, PhotoShop, Illustrator, and/or other design-related applications. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 1 year related experience.

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**59 – Web Software Developer**

**Functional Responsibility:** Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases.
Deploys large web-based transaction systems using application servers. Researchers, tests, builds and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 1 year related experience.

### 60 – Web Project Manager

**Functional Responsibility:** Serves as project manager of a development team responsible for planning, developing, and deploying web sites including preparation of text, graphics, audio, and video for web pages. Works directly with partners and clients to determine project scope and specifications. Coordinates the work of design and development teams to implement online designs. Reviews progress, manages resources, and ensures overall quality of completed web site. Ensures efforts comply with prescribed industry, customer and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 1 year related experience.

### 61 – Functional Area Expert Level I

**Functional Responsibility:** Provides task unique functional expertise necessary to interpret requirements, ensure responsiveness and achieve successful performance. May include subject matter and unique technical knowledge. Assists Information Technology consultants with the analysis, evaluation and implementation of systems and other information technology tasks.

**Minimum Education and Experience:** Bachelor’s degree and 1 year of experience.

### 62 – Functional Area Expert Level II

**Functional Responsibility:** Provides task-unique functional expertise necessary to interpret requirements, ensure responsiveness and achieve successful performance. May include subject matter and unique technical knowledge. Assists Information Technology consultants with the analysis, evaluation and implementation of systems and other information technology tasks.

**Minimum Education and Experience:** Bachelor’s degree and 3 years of experience.

### 63 – Functional Area Expert Level III

**Functional Responsibility:** Provides task unique functional expertise necessary to interpret requirements, ensure responsiveness and achieve successful performance. May include subject matter and unique technical knowledge. Assists Information Technology consultants with the analysis, evaluation and implementation of systems and other information technology tasks.

**Minimum Education and Experience:** Bachelor’s degree and 5 years of experience.
64 – Systems Security Specialist Level I

**Functional Responsibility:** Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers and implements solutions to MLS requirements in compliance with prescribed customer, industry and agency standards. Gathers and organizes technical information about an organization’s mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also include risk assessment.

**Minimum Education and Experience:** Bachelor’s degree and 1 year of experience.

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65 – Systems Security Specialist Level II

**Functional Responsibility:** Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers and implements solutions to MLS requirements in compliance with prescribed customer, industry and agency standards. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization’s mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also include risk assessment.

**Minimum Education and Experience:** Bachelor’s degree and 5 years of experience.

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66 – Configuration Management Specialist

**Functional Responsibility:** Conducts configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting and configuration audits. Responsible for configuration planning. Identifies and maintains the original configuration of requirements documentation, design documentation, software, and related documentation. Responsible for configuration change control. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Responsible for configuration status accounting. Tracks all problems and changes in product documents and software and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements of all baselines have been met by the as-built software. Supports software quality assurance process audits. Complies with prescribed customer, industry and agency standards.

**Minimum Education and Experience:** Bachelor’s degree and 2 years related experience.

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67 – Graphics Specialist

**Functional Responsibility:** Assists in the preparation of presentation graphics and 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.

**Minimum Education and Experience:** Associate’s degree and 2 years related experience.
### Experience & Degree Substitution Equivalencies

TRI-COR has established standards for experience and education equivalents, where appropriate, in the Labor Categories under this Schedule. As specified by the applicable Labor Category description, the following equivalents apply:

<table>
<thead>
<tr>
<th>Degree Specified</th>
<th>Experience Substitution for Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate’s</td>
<td>No degree and two years additional related experience</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>Associate’s degree and two years additional related experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s degree and two years additional related experience</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Experience Specified</th>
<th>Education Substitution for Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>For each year of experience</td>
<td>Equivalent of nine months of study in an accredited degree program (Associates, Bachelors, Masters, or Doctorate)</td>
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</table>