

GSA

Schedule
Contract GS-35F-4596G

AUTHORIZED IT SCHEDULE

CONTRACT NUMBER GS-35F-4596G

**PERIOD OF PERFORMANCE:
SEPTEMBER 3, 2007 - SEPTEMBER 2, 2012**

**GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT
PROFESSIONAL INFORMATION TECHNOLOGY SERVICES**

**SPECIAL ITEM NO. 132-51
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES**

**To Order Call:
GSA Program Manager (915) 592-7047
Fax: (915) 595-0559**



PLEASE VISIT OUR HOME PAGE AT:
<http://www.ramincorp.com>

OR VISIT GSA ADVANTAGE! AT:
<http://www.gsa.gov>

**FEDERAL SUPPLY SERVICE
INFORMATION TECHNOLOGY SCHEDULE
AUTHORIZED ADP SCHEDULE PRICELIST**

**GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT
PROFESSIONAL INFORMATION TECHNOLOGY SERVICES**

This schedule includes the following services offered under SIN 132-51: IT Facility Operation and Maintenance; IT Systems Development Services; IT Systems Analysis Services; Automated Information Systems Design and Integration Services; Programming Services, to include Millennium Conversion Services; IT Backup and Security Services; IT Data Conversion Services; Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services; IT Network Management Services; and Other Information Technology Services, Not Elsewhere Classified.

Special Item No. 132-51 Information Technology Professional Services

SIN 132-51 - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES	<u>Category Code</u> S
FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services to include Millennium Conversion Services (Y2K)
FPDS Code D311	IT Data Conversion Services
FPDS Code D316	IT Network Management Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

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

**Research Analysis and Maintenance, Inc.
9440 Viscount Blvd., Suite 200
El Paso, Texas 79925-7047
915 592-7047
<http://www.ramincorp.com>**

Contract Number: GS-35F-4596G

Period Covered by Contract: September 3, 2007 - September 2, 2012

**General Services Administration
Federal Supply Service**

Products and ordering information in this Authorized ADP Schedule Pricelist are also available on the GSA Advantage! system. Agencies can browse GSA Advantage! by accessing GSA's Home Page via Internet at www.gsa.gov.

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INFORMATION FOR ORDERING OFFICES

SPECIAL NOTICE TO AGENCIES:

Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SEA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!TM on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!TM and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT

The geographic scope of this contract is the 48 contiguous states, the District of Columbia, Alaska, Hawaii, and the Commonwealth of Puerto Rico. For information regarding use of this contract in overseas locations, see Paragraph 19, *Overseas Activities*, below.

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION

Mailed orders should be forwarded to the following address:

Research Analysis and Maintenance, Inc.
9440 Viscount Boulevard, Suite 200
El Paso, Texas 79925-7054

Orders transmitted by facsimile should be directed to the following:

Program Manager: Richard L. Jones
Fax Number: (915) 592-7047

EDI Order Inquiries should be directed to:

Program Manager: Richard L. Jones
Research Analysis and Maintenance, Inc.
9440 Viscount Boulevard, Suite 200
El Paso, Texas 79925-7054

Phone: (915) 592-7047

Payment Address: Payment should be forwarded to the following address:

Research Analysis and Maintenance, Inc.
9440 Viscount Boulevard, Suite 200
El Paso, Texas 79925-7054

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. RAM will also accept Government purchase cards for payment for services provided above the micro purchase threshold as defined in Paragraph 12c below. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering agencies to obtain technical and/or ordering assistance:

(915) 592-7047

3. LIABILITY FOR INJURY OR DAMAGE. The Contractor shall not be liable for any injury to Government personnel or damage to Government property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 07-265-3348

Block 30: Type of Contractor: B

Block 31: Woman-Owned Small Business: No

Block 36: Contractor's Taxpayer Identification Number: 74-2237532

4a. CAGE Code: 6W080

5. FOB: Destination

6. DELIVERY SCHEDULE

a. **Time of Delivery.** The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER
132-51

DELIVERY TIME (Days ARO)
The establishment of a commencement date for the delivery of services will be by mutual agreement between the ordering activity and RAM

b. **Urgent Requirements.** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall replay 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 agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. DISCOUNTS

All prices shown in the Price List reflect net labor rates to the government, exclusive of travel and per diem.

8. TRADE AGREEMENTS ACT OF 1979, AS AMENDED

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING

Not applicable to services offering.

10. SMALL REQUIREMENTS

The minimum dollar value of orders to be issued is \$2500.00

11. MAXIMUM ORDER

(All dollar amounts are exclusive of any discount for prompt payment.)

Special Item Number 132-51 - Information Technology (IT) Professional Services

The maximum dollar value per order for all IT Professional services will be \$500,000; however, please refer to Paragraph 12c for the handling procedures for orders exceeding the stated amount.

12. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS

In accordance with FAR 8.404. Orders placed pursuant to a Multiple Award Schedule (MAS) , using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the Government's needs.

a. **Orders placed at or below the micro-purchase threshold.** Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

b. **Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold.** Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the agency's needs. In selecting the supply or service representing the best value, the ordering office may consider--

(1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;

(2) Trade-in considerations;

(3) Probable life of the item selected as compared with that of a comparable item;

(4) Warranty considerations;

(5) Maintenance availability;

(6) Past performance; and

(7) Environmental and energy efficiency considerations.

c. **Orders exceeding the maximum order threshold.** Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for

the ordering office to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering offices shall:

- (1) Review additional Schedule Contractors' catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;
- (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- (2) Offer the lowest price available under the contract; or
- (3) Decline the order (orders must be returned in accordance with FAR 52.216-19)

d. **Blanket purchase agreements (BPA).** The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

e. **Price reductions.** In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering office finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering office the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual agency for a specific order.

f. **Small business.** For orders exceeding the micro-purchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

g. **Documentation.** Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an agency requirement in excess of the micro-purchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering office shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the agency's needs.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS

Federal departments and agencies acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index).

Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering offices, shall be responded to promptly by the Contractor.

13.1 Federal Information Processing Standards Publications (FIPS Pubs). Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS) , 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both a: the above address, or telephone number (703) 487-4650.

13.2 Federal Telecommunication Standards (Fed-STDs). Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202) 619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301) 975-2833.

14. SECURITY REQUIREMENTS

In the event security requirements are necessary, the ordering activities may incorporate, in their delivery orders, a security clause in accordance with current laws, regulations, and individual agency policy; however, the burden of administering the security requirements shall be with the ordering agency. If any costs are incurred as a result of the inclusion of security requirements, such costs will not exceed ten percent (10%) or \$100,000, of the total dollar value of the order, whichever is lessor.

15. CONTRACT ADMINISTRATION FOR ORDERING OFFICES

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

16. GSA Advantage!

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

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

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

17. PURCHASE OF INCIDENTAL, NON-SCHEDULE ITEMS

For administrative convenience, open market (non-contract) items may be added to a Federal Supply Schedule Blanket Purchase Agreement (BPA) or an individual order, provided that the items are clearly labeled as such on the order, all applicable regulations have been followed, and price reasonableness has been determined by the ordering activity for the open market (non-contract) items.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

(1) Time of delivery/installation quotations for individual orders;

(2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

(3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

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

19. OVERSEAS ACTIVITIES. The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below: None.

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

20. YEAR 2000 WARRANTY - COMMERCIAL SUPPLY ITEMS (I-FSS-550-A) (AUG 1997)

"Year 2000 compliant," as used in this part, means, with respect to information technology that the information technology accurately processes date/time data, (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000 and leap year calculations, to the extent that other information technology, used in the combination with the information technology being acquired, properly exchanges date/time data with it.

(a) All currently awarded products that are not Year 2000 compliant must be deleted from this contract no later than December 31, 1999.

(b) Any contract modifications, adding new items under clause 552.243-72, Modifications (Multiple Award Schedule), must meet the warranty requirement in paragraph c, below.

(c) The Contractor warrants that each hardware, software, and firmware product delivered under this contract shall be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, including leap year calculations, when used in accordance with the product documentation provided by the Contractor, provided that all listed or unlisted products (e.g., hardware, software, firmware) used in combination with such listed product properly exchange date data with it. If the contract requires that specific listed products must perform as a system in accordance with the foregoing warranty, then that warranty shall apply to those listed products as a system. The duration of this warranty and the remedies available to the Government for breach of this warranty shall be as defined in, and subject to, the terms and limitations of the Contractor's standard commercial warranty or warranties contained in this contract, provided that notwithstanding any provision to the contrary in such commercial warranty or warranties, the remedies available to the Government under this warranty shall include repair or replacement of any listed product whose non-compliance is discovered and made known to the Contractor in writing within ninety (90) days after acceptance. Nothing in this warranty shall be construed to limit any rights or remedies the Government may otherwise have under this contract with respect to defects other than Year 2000 performance.

21. BLANKET PURCHASE AGREEMENTS (BPAs)

Federal Acquisition Regulation (FAR) 13.201(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.202(c) (3), which reads, in part, as follows:

"BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract."

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

22. CONTRACTOR TEAM ARRANGEMENTS

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a customer agency requirements. The policy and procedures outlined in this part will provide more flexibility and allow innovative acquisition methods when using the Federal Supply Schedules. See the additional information regarding Contractor Team Arrangements in this Schedule Pricelist.

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

1. SCOPE

a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.

b. The Contractor shall provide services at the Contractor's facility and/or at the Government location, as agreed to by the Contractor and the ordering office.

2. ORDERING PROCEDURES

a. Procedures for IT professional services priced on GSA schedule at hourly rates.

(1) FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for IT professional services (SIN 132-51) that are priced on schedule at hourly rates. These special ordering procedures which are outlined herein take precedence over the procedures in FAR 8.404.

(2) The GSA has determined that the rates for IT professional services contained in this pricelist are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(3) When ordering IT professional services ordering offices shall:

(i) Prepare a Request for quotation:

(A) A performance-based statement of work that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.

(B) A request for quotation should be prepared which includes the performance-based statement of work and requests the contractors submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm fixed price shall be based on the hourly rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor hour and time and material orders.

(C) The request for quotation may request the contractors, if necessary or appropriate, submit a project plan for performing the task and information on the contractor's experience and/or past performance performing similar tasks.

(D) The request for quotation shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining

whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical acceptability of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (ii) (A) below, the request for quotations shall notify the contractors that will be the case.

(ii) Transmit the Request for quotation to Contractors:

(A) Based upon an initial evaluation of catalogs and pricelists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, hourly rates and other factors such as contractors' locations, as appropriate) When buying IT professional services under SIN 132-51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

(B) The request for quotation should be to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not to exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request for quotation should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractors' costs associated with responding to requests for proposals for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement.

(iii) Evaluate quotations and select the contractor to receive the order:

After responses have been evaluated against the factors identified in the request for quotation, the order should be placed with the schedule contractor that represents the best value and rests in the lowest overall cost alternative (considering price, special qualifications, administrative costs, etc.) to meet the Government's needs.

(4) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs ordering offices shall:

(i) Inform contractors in the request for quotation (based on the agency's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

(A) **Single BPA.** Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value and results in the lowest overall cost alternative to meet the agency's needs should be awarded the BPA.

(B) **Multiple BPAs.** When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedure in (3) (ii) (B) above, and then place the order with the schedule contractor that represents the best value and results in the lowest overall cost alternative to meet the agency's needs.

(ii) **Review BPAs periodically.** Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value (considering price, special qualifications, etc.) and results in the lowest overall cost alternative to meet the agency's needs.

(5) The ordering office should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

(6) When the ordering office's requirement involves both products as well as IT professional services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the greatest value in terms of meeting the agency's total needs.

(7) The ordering office, at a minimum, should document orders by identifying the contractor the services were purchased from, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of schedule contractors' proposals that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

b. Ordering Procedures for other services available on schedule at fixed prices for specifically defined services or tasks.

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the Government's needs.

(1) **Orders placed at or below the micro-purchase threshold.** Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

(2) **Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold.** Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the agency's needs. In selecting the service representing the best value, the ordering office may consider-

(i) Special features of the service that are required in effective program performance and that are not provided by a comparable service; and (ii) past performance.

(3) **Orders exceeding the maximum order threshold.** Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering office to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering offices shall:

(i) Review additional Schedule Contractors' catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;

(ii) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and

(iii) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

(A) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);

(B) Offer the lowest price available under the contract; or

(C) Decline the order (orders must be returned in accordance with FAR 52.216-19)

(4) **Blanket purchase agreements (BPAs).** The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

(5) **Price reductions.** In addition to the circumstances outlined in paragraph (3), above, there may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering office finds a schedule service elsewhere at a lower price or when a EPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering office the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual agency for a specific order.

(6) **Small business.** For orders exceeding the micro-purchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

(7) **Documentation.** Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an agency requirement in excess of the micro-purchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering office shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the agency's needs.

3. ORDER

a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering office.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering office.

c. The Agency should include the criteria for satisfactory completion for each task in the State of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. INSPECTION OF SERVICES

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

6. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

7. RESPONSIBILITIES OF THE GOVERNMENT

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

8. INDEPENDENT CONTRACTOR

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

9. ORGANIZATIONAL CONFLICTS OF INTEREST

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

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

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

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

10. INVOICES

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

11. PAYMENTS

a. For firm-fixed price orders the Government shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts (Alternate I (APR 1984)) at FAR 52.232-7 applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts (FEB 1997) (Alternate II (JAN 1986)) at FAR 52.232-7 applies to labor-hour orders placed under this contract.

b. Payment By Purchase Card.

(1) **Definitions.** "Government purchase card" means the uniquely numbered credit card issued to named individual Government employees or entities to pay for official Government purchases. "Oral delivery order" means an order placed orally either in person or by telephone, which is paid for by Government purchase card.

(2) RAM will accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery/task orders. RAM will also accept the Government purchase card for all order dollar amounts in excess of the threshold if otherwise agreeable between RAM and the customer. For purchases that exceed the micro-purchase threshold, RAM will process a transaction for payment through the credit card clearing house for the price of services performed and accepted on a monthly basis.

(3) RAM will provide the customer with a credit card receipt for all transactions for payment.

12. RESUMES

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

13. INCIDENTAL SUPPORT COSTS

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

14. APPROVAL OF SUBCONTRACTS

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

15. DESCRIPTION OF IT SERVICES AND PRICING

a. Research Analysis and Maintenance, Inc. shall provide to Ordering Agencies the full range of IT services to include: IT Facility Operation and Maintenance; IT Systems Development Services; IT Systems Analysis Services; Automated Information Systems Design and Integration Services; Programming Services, to include Millennium Conversion Services; IT Backup and Security Services; IT Data Conversion Services; Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services; IT Network Management Services; and other information technology services, not elsewhere classified. These services shall be provided through the use of labor classified within the labor categories described in Attachment I to this Schedule.

b. Pricing for all IT services shall be in accordance with at the hourly rates established in Attachment II to this Schedule.

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

Research Analysis and Maintenance, Inc. (RAM) provides commercial products and services to the Federal Government. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To ensure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in Federal Government contracts. To accelerate potential opportunities please contact:

Richard Jones, PM, GSA Contract
Voice: (915) 592-7047
Fax: (915) 595-0559
Email: jonesr@ramincorp.com

ATTACHMENT I

LABOR CATEGORY DESCRIPTIONS

I.1 Experiential Substitutions for Formal Education Requirements

For those labor categories that require either a Bachelor's or a Master's degree, experience and education may be substituted as follows:

A Master's degree may be substituted for two (2) years of general and specialized experience for those labor categories requiring a Bachelor's degree plus additional experience.

If the labor category description provides a minimum degree requirement, two years of experience may be substituted for each year of formal education.

Examples:

High School plus eight (8) years experience = Bachelor's Degree.

Bachelor's Degree plus four (4) years experience = Master's Degree.

Technical certifications by recognized institutions, such as the Microsoft Certified Systems Engineer (MCSE) certification, may also be substituted for formal education requirements with the agreement of the requiring organization.

SENIOR PROGRAM MANAGER

Minimum Qualifications:

Education: Bachelor's Degree from an accredited college or university.

Experience: Eight years of management experience.

Functional Responsibilities May Include:

1. Provides technical direction and technical management for larger or more complex information technology projects.
2. Typically works as a member of a large project team or supports multiple projects simultaneously.
3. Develops work standards for assigned projects.
4. Provides technical guidance to the project's staff.
5. May also be assigned to provide senior-level technical management support as a member of a customer's project team or customer's management team.
6. Responsible for all activities relating to technical guidance for planning, directing and monitoring information systems operations.
7. Directs systems analysts, programmers, help desk technicians and other technical specialists.
8. Serves as the technical authority in matters concerning technology integration and new support requirements, evaluates and resolve technical problems.
9. May advise or consult on organizational, procedural, and workflow plans, methods and procedures analysis.

PROGRAM MANAGER

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: A minimum of five (5) years of management experience.

Functional Responsibilities May Include:

1. Provides technical direction and technical management for information technology projects.
2. Typically works as a member of a large project team.
3. Develops work standards for assigned projects.
4. Provides technical guidance to the project's staff.
5. May also be assigned to provide senior-level technical management support as a member of a customer's project team or customer's management team.
6. Responsible for all activities relating to technical guidance for planning, directing and monitoring information systems operations.
7. Directs systems analysts, programmers, help desk technicians and other technical specialists.
8. Serves as the technical authority in matters concerning technology integration and new support requirements, evaluates and resolve technical problems.
9. May advise or consult on organizational, procedural, and workflow plans, methods and procedures analysis.

SENIOR ADMINISTRATIVE SPECIALIST

Minimum Qualifications:

Education: An Associate's degree from an accredited college or university.

Experience: A minimum of eight (8) years of experience in the performance of office and administrative work.

Functional Responsibilities May Include:

1. Performs typing, filing, administrative, and clerical duties of both routine and complex natures; word-processing, and assembles technical and administrative documents from rough draft through final production.
2. Receives and distributes incoming correspondence and assists in preparing reports and other required documents.
3. Aids executive in staff capacity by coordinating office services, such as personnel, budget preparation and control, housekeeping, records control, and special management studies.
4. Analyzes unit operating practices, such as record keeping systems, forms control, office layout, suggestion systems, personnel and budgetary requirements, and performance standards to create new systems or revise established procedures, to improve workflow, to simplify reporting procedures, or implement cost reductions.
5. Coordinates collection and preparation of operating reports, such as time-and-attendance records, terminations, new hires, transfers, budget expenditures, and statistical records of performance data.
6. Prepares reports including conclusions and recommendations for solution of administrative problems. Issues and interprets operating policies.
7. Reviews and prepares draft response to routine correspondence.
8. May supervise one or more administrative specialists.

ADMINISTRATIVE SPECIALIST

Minimum Qualifications:

Education: High School Diploma or General Equivalency Diploma (GED).

Experience: A minimum of three (3) years of education/experience in the performance of office and administrative work; must be proficient in the use of personal computers, printers, and common office software applications such as word processing, spreadsheet, and database programs.

Functional Responsibilities May Include:

1. Performs typing, word-processing, filing, administrative, and clerical duties of both routine and complex natures.
2. Assembles technical and administrative documents from rough draft through final production.
3. Receives and distributes incoming correspondence and assists in preparing reports and other required documents.
4. Keeps official records and executes administrative policies
5. Assists in the preparation of memorandums outlining and explaining administrative procedures and policies.
6. Plans and coordinates conferences.
7. Acts as custodian of documents and records.

ASSISTANT ADMINISTRATIVE SPECIALIST

Minimum Qualifications:

Education: High School Diploma or General Equivalency Diploma (GED).

Experience: A minimum of one (1) year of experience in the performance of office and administrative work; must be proficient in the use of personal computers, printers, and common office software applications such as word processing, spreadsheet, and database programs.

Functional Responsibilities May Include:

1. Assists the technical staff in coordinating the preparation of technical documents and provides support in the implementation and operation of automated document production systems.
2. Under supervision, performs typing, word-processing, filing, administrative, and clerical duties of a routine nature.
3. Establishes and maintains logs, references, and other records to ensure tracking systems and continuity of workflow.
4. Assembles technical and administrative documents from rough draft through final production.
5. Proofreads final copy for format and quality standards.
6. Assists in preparing reports and other required documents.
7. Receives and distributes incoming correspondence.
8. Assists in preparing reports and other required documents.

TYPYST/DATA ENTRY OPERATOR

Minimum Qualifications:

Education: High School Diploma or General Equivalency Diploma (GED).

Experience: Two (2) years experience formatting and entering data into micro-, mini-, and/or mainframe computer systems.

Functional Responsibilities May Include:

1. Responsible for formatting and performing data entry into micro-, mini-, and/or mainframe computer systems.
2. Receives and sorts data; reviewing for accuracy, completeness and records data.
3. Compares data entered with source documents, or re-enters data in verification format on screen to detect errors.
4. May keep records of work completed.

COURSE DEVELOPER OPERATOR

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: Four (4) years of experience in the IT/computer science field.

Specialized Experience:

One (1) year of experience in IT curriculum and instruction. Experienced in the delivery and development of competency based learning modules in complex and specialized IT areas in classroom and/or computer based learning environments. Competent in the development of lesson plans and curricula for traditional classroom instruction, computer assisted instruction, interactive computer assisted instruction, and/or interactive video.

Functional Responsibilities May Include:

1. Prepares complex training and educational programs for information systems or user personnel.
2. May design and develop in-house programs. Curricula may include but are not limited to: traditional classroom instruction, computer-assisted instruction, interactive computer assisted instruction, and interactive video.
3. Coordinates activities of instructors engaged in training employees or customers of industrial or commercial establishment
4. Confers with managers, instructors, or customer's representative to determine training needs.
5. Performs or assigns instructors to conduct training.
6. Schedules classes, based on availability of classrooms, equipment, and instructors.
7. Evaluates lesson plans and training packages, including outline, text, and handouts written by instructors.

INSTRUCTOR

Minimum Qualifications:

Education: A Bachelor's degree from an accredited college or university.

Experience: Three (3) years of experience in the IT/computer science field.

Specialized Experience:

Two (2) years of experience in the provision of classroom or computer aided instruction to IT users.

Functional Responsibilities May Include:

1. Organizes and conducts moderately complex training and educational programs for information systems or user personnel.
2. Maintains records of training activities, student progress and program effectiveness.
3. Assigns instructors to in-service or out-service training classes to learn new skills as needed.
4. Monitors budget to ensure training costs do not exceed allocated funds.
5. May prepare budget report listing training costs, such as instructors' wages and equipment costs, to justify expenditures.
6. Attends meetings and seminars to obtain information useful to training staff and to inform management of training programs and goals.
7. May develop and conduct training programs for employees or customers of industrial or commercial establishment.

TECHNICAL WRITER/EDITOR

Minimum Qualifications:

Education: BA degree in English, Journalism, or Communications from an accredited four-year college or university, or the equivalent.

Experience: A minimum of five (5) years of experience as a technical writer and/or editor.

Functional Responsibilities May Include:

1. Responsible for developing, outlining, writing, editing, maintaining, and revising all necessary documentation in support of task orders. Documents may include, but are not limited to: procedure manuals, technical manuals, users' manuals, bulletins, newsletters, meeting reports, and memoranda for file.
2. Develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance:
3. May observe production, developmental, and experimental activities to determine operating procedure and detail. Interviews production and engineering personnel and reads journals, reports, and other material to become familiar with product technologies and production methods.
4. Organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology.
5. Reviews published materials and recommends revisions or changes in scope, format, content, and methods of reproduction and binding.
6. May maintain records and files of work and revisions.
7. May select photographs, drawings, sketches, diagrams, and charts to illustrate material. May assist in laying out material for publication.

HARDWARE ENGINEER

Minimum Qualifications:

Education: A Bachelor's degree from an accredited college or university.

Experience: Must at least have five (5) years of engineering-related experience.

Functional Responsibilities May Include:

1. Provides direction, oversight, and assistance with scheduling for maintenance, installation/de-installation, relocation, testing, and reconfiguration of all maintained systems
2. Performs reliability and maintainability (R&M), availability analyses
3. Prepares recommendations for alternative maintenance for ADP Equipment.
4. Monitors and responds to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques.
5. Provides primary interface with vendor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance.
6. Includes preparation of appropriate reports, studies, and documentation necessary to effectively implement recommended programs.
7. May function as task lead providing guidance and training for less experienced technicians.

SOFTWARE APPLICATIONS SPECIALIST

Minimum Qualifications:

Education: Associate's degree from an accredited college or university.

Experience: Three (3) years experience in the troubleshooting of hardware/software and printer problems in a help desk or other applications support environment. Experience also includes information system development and other work in the client server area.

Functional Responsibilities May Include:

1. Provides phone and in-person support to users in the area of e-mail, directories, standard Windows desktop applications, and applications developed under this or predecessor contracts.
2. Serves as initial point of contact for troubleshooting software, PC, and printer problems.
3. Enters program codes into computer system. Inputs test data into computer. Observes computer monitor screen to interpret program operating codes. Reads computer printouts or observes display screen to detect syntax or logic errors during program test, or uses diagnostic software to detect errors. Corrects program errors, using methods such as modifying program or altering sequence of program steps.
4. May install and test program at user site. May monitor performance of program after implementation.
5. Recreates steps taken by user to locate source of problem and rewrites program to correct errors. Analyzes, reviews, and rewrites programs to increase operating efficiency or to adapt program to new requirements.
6. Compiles and writes documentation of program development and subsequent revisions. Writes instructions to guide operating personnel during production runs. Writes manual for users to describe installation and operating procedures.
7. Assists users to solve operating problems.
8. May train workers to use program.

COMPUTER OPERATOR I / TECHNICIAN

Minimum Qualifications:

Education: Must have a High School diploma or General Equivalency Diploma.

Experience: Must possess one year of experience in the operation of data processing equipment in a multi-platform environment.

Functional Responsibilities May Include:

1. Monitors and controls a computer by operating the central console or on-line terminals.
2. Provides computer operations and associated services for operation of ADP hardware, software, telecommunications, access, backup and restoration, and other on-line and batch data processing activities, including job scheduling and production control.
3. May operate auxiliary equipment directly associated with the computer.
4. May maintain records regarding output units and supply inventories.
5. May assist in manipulating controls to rearrange sequence of job steps to continue operations when individual units of the system malfunction.
6. Prepares and monitors both production and test jobs using IBM System/36 or Data General minicomputers, MVS, and other environments, and computer platforms and associated peripherals currently in use or placed into use by INS in the future.
7. Monitors job completion, prepares and disseminates output, performs backups and restorations, accomplishes routine preventive maintenance on equipment and ensures proper storage of tapes and other media.

LEAD COMPUTER OPERATOR

Minimum Qualifications:

Education: Must have a High School diploma or General Equivalency Diploma.

Experience: Must have at least three (3) years of experience related to the operation of data processing equipment in a multi-platform environment.

Functional Responsibilities May Include:

1. Under general direction, monitors and controls one or more mini or mainframe computers by operating the central console or on-line terminals.
2. Observes the operation of the console panel, storage devices, printers, and the action of the console printer to monitor the system and determine the point of equipment or program failure.
3. Manipulates controls in accordance with standard procedures to rearrange sequence of job steps to continue operations when individual units of the system malfunction.
4. Maintains operating records such as machine performance and production reports.
5. Operates keyboard or other data entry device to enter data into computer or onto magnetic tape or disk for subsequent entry.
6. Compares data entered with source documents, or re-enters data in verification format on screen to detect errors.
7. Compiles, sorts, and verifies accuracy of data to be entered.
8. May keep record of work completed.
9. Observes machine to detect faulty feeding, positioning, ejecting, duplicating, skipping, punching, or other mechanical malfunctions and notifies supervisor.
10. May provide supervision of computer operations and associated services for operation of ADP hardware, software, telecommunications, access, backup and restoration, and other on-line and batch data processing activities, including job scheduling and production control.
11. May prepare and monitor both production and test jobs using IBM System/36 or Data General minicomputers, MVS, and other environments and computer platforms and associated peripherals.
12. Oversees job completion, and dissemination of output; Supervises backups and restorations; and ensures proper storage of tapes and other media; Oversees and verifies routine preventive maintenance conducted on equipment.

QUALITY ASSURANCE (QA) SPECIALIST

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: Three (3) years of experience in QA (i.e., technical inspections, technical reviews, validations).

Functional Responsibilities May Include:

1. Inspects each worksite as required to ensure compliance with the requirements of task orders issued under this schedule via technical inspections, reviews, validations, etc., and reports directly to the Program Manager.
2. Evaluates and tests new or modified software programs and software development procedures used to verify that programs function according to user requirements and conform to establishment guidelines
3. Writes, revises, and verifies quality standards and test procedures for program design and product evaluation to economically and efficiently attain quality of software.
4. Reviews new or modified program, including documentation, diagram, and flow chart, to determine if program will perform according to user request and conform to guidelines. Recommends program improvements or corrections to programmers.
5. Test programs for validity of results, accuracy, reliability, and conformance to establishment standards.
6. Identifies differences between establishment standards and user applications and suggests modifications to conform to standards.
7. May monitors program performance after implementation to prevent reoccurrence of program operating problems and ensure efficiency of operation.
8. May develop utility program to test, track, and verify defects in software program.

COMPUTER SYSTEMS TECHNICIAN

Minimum Qualifications:

Education: A graduate of an accredited technical trade, professional, or technical training institution or possess a diploma/certificate from a program in Computer Science, Information Technology or related curriculum(s).

Experience: A minimum of two (2) years experience working in a large scale, multi-platform data processing environment.

Functional Responsibilities May Include:

1. Provides general technical support in the conduct of equipment site surveys, equipment inventory, installation/de-installation/re-installation of equipment and network components, and software support in the form of installation and configuration on network components such as PCs and related peripherals.
2. Installs microcomputers, software, and peripheral equipment, following procedures and using hand tools
3. Investigates and resolves computer user software and hardware problems of users:
4. May test software and hardware to evaluate ease of use and whether product will aid user in performing work.
5. May write software and hardware evaluation and recommendation for management review. May write or revise user training manuals and procedures.
6. May develop training materials, such as exercises and visual displays. May train users on software and hardware on-site or in classroom, or recommend outside contractors to provide training.

COMPUTER SYSTEMS SPECIALIST

Minimum Qualifications:

Education: A graduate of an accredited technical trade, professional, or technical training institution or possess a diploma/certificate from a program in Computer Science, Information Technology or related curriculum(s).

Experience: Five (5) years experience in any of the following areas: the supervision of network installation technicians; analysis, design, and installation of local and wide area networks; and analysis and installation of communication systems.

Functional Responsibilities May Include:

1. Organizes and directs network installations on site surveys.
2. Assesses and documents current site network configuration and user requirements.
3. Designs and optimizes network topologies.
4. Directs and leads preparation of engineering plans and site installation technical design packages.
5. Develops installation schedules, coordinates network troubleshooting at a moderately complex level, directs and leads preparation of drawings documenting configuration changes,
6. Prepares site installation and test reports, coordinates operational maintenance.

LAN INTEGRATOR/LAN TECHNICIAN

Minimum Qualifications:

Education: High school graduate.

Experience: Two (2) years experience in component server, peripheral, and workstation connection, configuration, integration, and testing.

Functional Responsibilities May Include:

1. Responsible for on-site component server, peripheral, and workstation connection, configuration, integration, and testing. This shall include custom applications software configurations loaded on the above equipment.
2. Manages LAN security and network performance.
3. Assists in presenting to management recommendations related to purchasing and installing hardware, software and telecommunication equipment. Acquires, installs, and maintains local area network.
4. Establishes and implements LAN policies, procedures, and standards and ensures their conformance with information systems and objectives.
5. Develops and writes procedures for installation, use, and solving problems of communications hardware and software. Instructs users in use of equipment.
6. May perform minor equipment repairs.

GRAPHIC ARTIST

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: Three (3) years of experience in providing computer graphics support.

Responsibilities May Include:

1. Responsible for graphics design and use, operation and setup of computer graphic systems for business communications.
2. Analyzes graphic needs, including recommendation of graphic presentation styles
3. Executes graphic projects and assists in coordination of all graphic production scheduling; coordinates production support with outside vendors, as needed.
4. Performs design services including web page design using HTML and JAVA
5. Operates computer graphics equipment, data plotting equipment, and/or typesetting equipment to produce output required by each task order.
6. May create graphic material and lettering to be used for title, background, screen advertising, commercial logo, and other visual layouts for Internet web sites, printed materials, motion picture production, television, or other media.
7. Determines style, technique, and medium best suited to produce desired effects and conform with reproduction requirements, or receives specific instructions regarding these variables.
8. Formulates concept and renders illustration and detail from models, sketches, memory, and imagination.

MASTER SYSTEMS ENGINEER

Minimum Qualifications:

Education: Master's degree from an accredited college or university.

Experience: Ten (10) or more years experience in systems engineering or software and network applications.

Specialized Experience:

Experienced in direction and performance of difficult and highly complex engineering activities related to the design and modification of existing systems.

Functional Responsibilities May Include:

1. Applications generally affect the overall operating system, such as sophisticated file maintenance routines, advanced scientific software, large telecommunications networks and computer accounting.
2. Develops standards for all software system applications and provides technical guidance to the information systems staff.
3. Directs the interface of software systems with the hardware configuration and the applications systems.
4. Applies system engineering principles and practices to a broad range of areas related to information technologies. Conducts systems analyses using appropriate analysis models and analytic tools, hardware and software components associated with LAN/MAN/WAN architectures.
5. Develops technical documentation to include, but not limited to, functional descriptions, requirement specifications, and systems specifications.
6. Conducts vendor surveys and trade-off analysis as required.
7. Determines an allocation of hardware and software resources that best satisfy customer requirements while maximizing technical capabilities.
8. Incorporates human factors considerations into proposed system designs.
9. Ensures that all applicable standards (Military, Commercial, International) and technical protocols are reflected in new designs or modifications to existing systems.
10. Develops test plans and formulate concepts for complete life cycle support.
11. Provides recommendations regarding the maintenance and upgrade of networks and their related components.
12. Provides support for system fault management, system performance management, and system configuration management.
13. Additional areas of responsibility may include: configuration/capacity planning, software products evaluation, systems performance analysis and optimization.

SYSTEMS ENGINEER

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: Must have two (2) years developing engineering solutions using an interdisciplinary approach.

Functional Responsibilities May Include:

1. Applies of system engineering principles and practices to a broad range of areas related to information technologies.
2. Conducts systems analyses using appropriate analysis models and analytic tools
3. Develops technical documentation to include, but not limited to, functional descriptions, requirements specifications, systems specifications, technical reports, studies, briefing materials and other technical documentation as required.
4. Conducts vendor surveys and trade-off analysis as required.
5. Determines an allocation of hardware and software resources that best satisfy customer requirements while maximizing technical capabilities.
6. Incorporates human factors considerations into proposed system designs.
7. Ensures that all applicable standards (Military, Commercial, International) and technical protocols are reflected in new designs or modifications to existing systems.
8. Develops test plans and formulate concepts for complete life cycle support.
9. May plan layout and installation of data communications equipment. May demonstrate use of equipment.
10. Identifies areas of operation which need upgraded equipment, such as modems, fiber optic cables, and telephone wires.
10. Provides recommendations regarding the maintenance and upgrade of networks and their related components.

JUNIOR ENGINEER

Minimum Qualifications:

Education: A graduate from an accredited four year college or university.

Experience: Shall have a minimum of two (2) years of engineering or IT experience.

Functional Responsibilities May Include:

1. Provides support in overall administration of the LAN/WAN systems. May serve as Systems Administrator.
2. Performs general maintenance tasks, troubleshoots and repairs computer systems and peripheral equipment located throughout the organization.
3. Maintains an adequate spare parts inventory of systems, subsystems, and component parts used in repair work.
4. Supports the technical administration of the LAN/WAN to include security, communications, software applications, electronic mail, outside communication links, UPS service, license administration, file services, backup services, and initial troubleshooting at the system level.
5. Installs and repairs data communications lines and equipment using hand tools and test instruments.
6. Processes work orders to move, change, install, repair, or remove data communications equipment, such as modems, cables, and wires.
7. Connects microcomputer or terminal to data communication lines, using handtools and following diagrams and manuals. Disassembles equipment and inspects and tests wiring to locate and repair problem. Modifies equipment in accordance with user request.

ENGINEER (ENTRY LEVEL)

Minimum Qualifications:

Education: A Bachelor's degree from an accredited college or university.

Experience: A minimum of six (6) months of engineering or IT experience.

Functional Responsibilities May Include:

1. Under the supervision of a Junior Engineer or other more experienced technical personnel, shall provide support in overall administration of the LAN/WAN systems.
2. Assists in initial troubleshooting at the system level.
3. Supports the technical administration of the LAN/WAN to include security, communications, software applications, electronic mail, outside communication links, UPS service, license administration, file services, backup services.
4. Performs general maintenance tasks, troubleshoots and repairs computer systems and peripheral equipment located throughout the organization.
5. Measures, cuts, and installs wires and cables. Splices wires or cables, using hand tools or soldering iron.
6. Connects microcomputer or terminal to data communication lines, using handtools and following diagrams and manuals.

TELECOMMUNICATION SPECIALIST/LAN MANAGER

Minimum Qualifications:

Education: A Bachelor's degree from an accredited college or university.

Experience: Seven (7) years experience in the provision of LAN/MAN/WAN in the management of complex large-scale computer integrated networks. Supervision of communication network systems, which may be mainframe, mini, or client/server, based.

Functional Responsibilities May Include:

1. Establishes and implements LAN policies, procedures, and standards and ensures their conformance with information systems and customer objectives.
2. Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN and other network related problems
3. Provides the technical expertise for performance enhancement and network configuration.
4. Performs general LAN/MAN/WAN administration, provides technical leadership in the administration, integration, and test of complex large-scale integrated computer networks.
5. Schedules conversions, cutovers, and oversees the operation of the network control center and its staff.
6. Assists in presenting to management recommendations related to purchasing and installing hardware, software and telecommunication equipment.
7. Develops and writes procedures for installation, use, and solving problems of communications hardware and software.
8. Instructs users in use of equipment.
9. May be responsible for directing and monitoring the work of team members.

WIDE AREA NETWORK ADMINISTRATOR

Minimum Qualifications:

Education: Coursework from an accredited technical trade, professional, or technical training institution or possesses a diploma/certificate from a program in Computer Science, Information Technology or related curriculum(s).

Experience: Five (5) years of technical experience in networks and network administration

Functional Responsibilities May Include:

1. Implementation, troubleshooting and maintenance of WAN.
2. Assist in designing and managing the WAN infrastructure and any processes related to the WAN.
3. Provide Production Support of the Network, including: day-to-day operations, monitoring and problem resolution for all of the client Networks during assigned work hours.
4. Provide second level problem identification, diagnosis and resolution of problems.
5. Provide support for the dispatch of circuit and hardware vendors involved in the resolution process.
6. Provide support for the escalation and communication of status to agency management and internal customers.

NETWORK SPECIALIST

Minimum Qualifications:

Education: A graduate of an accredited technical trade, professional, or technical training institution or possesses a diploma/certificate from a program in Computer Science, Information Technology or related curriculum(s).

Experience: Six (6) years of experience in any of the following areas: communications software, communications hardware, and computer networks.

Functional Responsibilities May Include:

1. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, throughput) and recommends procurement, and modification to network components.
2. Designs and optimizes network topologies and site configurations.
3. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers.
4. Reviews work orders to move, change, install, repair, or remove data communications equipment, such as modems, cables, and wires.
5. Disassembles equipment and inspects and tests wiring to locate and repair problem. Modifies equipment in accordance with user request.
6. Tests communication lines to ensure that specifications are met, using testing instruments such as voltmeter and data scope.
7. May plan layout and installation of data communications equipment.
8. May demonstrate use of equipment.

TELECOMMUNICATION ENGINEER

Minimum Qualifications:

Education: Master's degree from an accredited college or university.

Experience: Ten (10) years of experience in any of the following areas: communications software, communications hardware, and computer networks.

Functional Responsibilities May Include:

1. Tests, installs, implements, and maintains computer networks; uses and implements network standards, particularly those of the International Organization for Standardization (ISO).
2. Optimizes network costs and performance and implements network accounting and charge-back systems.
3. Supervises telecommunications professionals.
4. Analyzes complex network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, throughput) and recommend procurement, and modification to network components.
5. Designs and optimizes network topologies and site configurations.
6. Plans installations, transitions, and cutovers of network components and capabilities.
7. Coordinates requirements with users and suppliers.
8. Disassembles equipment and inspects and tests wiring to locate and repair problem. Modifies equipment in accordance with user request.
9. Tests communication lines to ensure that specifications are met, using testing instruments such as voltmeter and data scope.
10. May plan layout and installation of data communications equipment.

LOCAL AREA NETWORK ADMINISTRATOR

Minimum Qualifications:

Education: Coursework from an accredited technical trade, professional, or technical training institution or possesses a diploma/certificate from a program in Computer Science, Information Technology or related curriculum(s).

Experience: Three (3) years of technical experience in network administration

Functional Responsibilities May Include:

1. Provide design, installation, configuration, and support of an agency's LAN system.
2. Provide support in maintaining network hardware and software, analyzing problems, and monitoring the network to ensure availability to system users.
3. Provide support in the planning, coordination, and implementation of network security measures.
4. Establish and maintain network, email and internet/intranet access.
5. Troubleshoot all system problems.
6. Provide user training.
7. Participate in migrations and upgrades.

DRAFTSPERSON

Minimum Qualifications:

Education: Associate's degree or certificate in CAD.

Experience: Three (3) years of general experience in the operation of Computer Aided Design and Computer Graphics software such as AutoCad, etc. for the purpose of producing technical illustrations and graphic designs.

Functional Responsibilities May Include:

1. Produces technical illustrations from rough sketches or completed designs as required.
2. Designs complex detailed drawings, sketches, and profiles used in the planning or construction of various physical projects or products
3. Conceives or creates form and design variations for consideration.
4. Draws preliminary sketches of proposed product or project.
5. Assists with the drafting of final drawings.

SENIOR SYSTEMS PROGRAMMER

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: Five (5) years of experience in operating systems and applications programming or analysis.

Functional Responsibilities May Include:

1. Installs, generates, maintains, tests and debugs system software and programs.
2. Develops instructions for use of operating system software and programs, modify/maintain system and applications derived software programs via manufacturer releases and the skillful application of appropriate utilities.
3. Responsible for applications dealing with the overall operating system such as complex on-line interactive networks.
4. Prepares and edits FIP documentation incorporating information provided by user, specialist, analyst, programmer, and operations personnel.
5. Interprets technical documentation standards and preparation of documentation according to supplied standards.
6. May supervise activities of all software systems programming personnel for a major project, several smaller projects, or a small department.
7. Controls revenues and/or expenses within operating unit and responsible for meeting budget goals and objectives.
8. Other duties may include writing, editing, and/or graphic presentation of technical information for both technical and non-technical personnel.

SENIOR APPLICATIONS PROGRAMMER

Minimum Qualifications:

Education: Master's degree from an accredited college or university.

Experience: Five (5) years of experience in applications programming or analysis.

Functional Responsibilities May Include:

1. Installs, generates, maintains, tests and debugs applications programs, develops instructions for use of applications programs, modify/maintain system and applications derived software programs via manufacturer releases and the skillful application of appropriate utilities.
2. Responsible for complex application programs such as CAD or GIS software, mathematical /scientific software packages.
3. Prepares and edits FIP documentation incorporating information provide by user, specialist, analyst, programmer, and operations personnel.
4. Designs information system to provide management or clients with specific data from computer storage, utilizing knowledge of electronic data processing principles, mathematics, and computer capabilities:
5. Develops and designs methods and procedures for collecting, organizing, interpreting, and classifying information for input into computer and retrieval of specific information from computer, utilizing knowledge of symbolic language and optical or pattern recognition principles.
6. May have responsibility for the evaluation of new and existing software products.
7. May work with SYSTEMS ANALYST to obtain and analyze project specifications and flow charts.
8. Formulates plan- outlining steps required to develop program, using structured analysis and design. Submits plans to user for approval. Designs computer terminal screen displays to accomplish goals of user request.
9. Converts project specifications, using flowcharts and diagrams, into sequence of detailed instructions and logical steps and codes language processable by computer, applying knowledge of computer programming techniques and computer languages.
10. May install and test program at user site. May monitor performance of program after implementation. Recreates steps taken by user to locate source of problem and rewrites program to correct errors.
11. Other duties may include writing, editing, and/or graphic presentation of technical information for both technical and non-technical personnel.

SYSTEMS PROGRAMMER

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: Four (4) years of experience in operating systems and applications programming or analysis.

Functional Responsibilities May Include:

1. Installs, generates, maintains, tests and debugs system software and programs
2. Develops instructions for use of operating system software and programs, modify/maintain system and applications derived software programs via manufacturer releases and the skillful application of appropriate utilities.
3. Responsible for applications dealing with the overall operating system such as complex on-line interactive networks.
4. Prepares detailed specifications from which programs will be written.
5. Designs, codes, tests, debugs, documents and maintains those programs. Installs, generates, maintains, tests and debugs system software and programs
6. Prepares and edits FIP documentation incorporating information provided by user, specialist, analyst, programmer, and operations personnel.
7. Develops instructions for use of operating system software and programs, modify/maintain system and applications derived software programs via manufacturer releases and the skillful application of appropriate utilities.
9. Responsible for applications dealing with the overall operating system such as complex on-line interactive networks.

APPLICATIONS PROGRAMMER

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: Three (3) years of experience in applications programming or analysis.

Functional Responsibilities May Include:

1. Installs, generates, maintains, tests and debug system software and programs,
2. Develops instructions for use of operating system software and programs, modify/maintain applications derived software programs via manufacturer releases and the skillful application of appropriate utilities.
3. Prepares and edits FIP documentation incorporating information provided by user, specialist, analyst, programmer, and operations personnel.
4. Interprets technical documentation standards and preparation of documentation according to supplied standards.
5. Converts data from project specifications and statement of problem and procedures to create or modify computer programs applying knowledge of programming techniques and computer systems:
6. May work with SYSTEMS ANALYST to obtain and analyze project specifications and flow charts. Formulates plan-outlining steps required to develop program, using structured analysis and design. Submits plans to user for approval. Designs computer terminal screen displays to accomplish goals of user request.
7. Converts project specifications, using flowcharts and diagrams, into sequence of detailed instructions and logical steps and codes language processable by computer, applying knowledge of computer programming techniques and computer languages.
8. Interprets test results to detect syntax or logic errors during program test, or uses diagnostic software to detect errors. Corrects program errors, using methods such as modifying program or altering sequence of program steps.
9. May install and test program at user site. May monitor performance of program after implementation. Recreates steps taken by user to locate source of problem and rewrites program to correct errors. Analyzes, reviews, and rewrites programs to increase operating efficiency or to adapt program to new requirements. Compiles and writes documentation of program development and subsequent revisions.

JUNIOR PROGRAMMER

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: One (1) year of experience in operating systems and applications programming or analysis.

Functional Responsibilities May Include:

1. Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Modifies applications programs from detailed specifications. Note: This position does not perform systems analysis functions.
2. Assists in the preparation of detailed specifications from which programs will be written.
3. Codes, tests, debugs, documents and maintains programs. Installs, generates, maintains, tests and debugs software.
4. Develops instructions for use of operating system software and programs, modify/maintain system and applications software programs via manufacturer releases and application of appropriate utilities.
5. Prepares and edits FIP documentation incorporating information provided by user, specialist, analyst, programmer, and operations personnel.
6. Interprets technical documentation standards and preparation of documentation according to supplied standards.

MASTER SYSTEMS ANALYST

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: At least ten (10) years experience working in multi-platform data processing environments.

Functional Responsibilities May Include:

1. Analyzes IT related functional requirements and determines courses of action for application of data processing techniques.
2. Provides guidance in formulating responses to complex technical tasks, including capacity planning and contingency planning, recommends optimum approaches/solutions, and oversees completion of complex technical support projects.
3. Monitors assigned tasks at the project level to determine their status and recommends/implements actions to ensure timely and accurate completion.
4. May supervise activities of all applications systems analysis and programming personnel for a major project, several smaller projects, or a small department.
5. May be responsible for directing and monitoring the work of team members.

SENIOR SYSTEMS ANALYST

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: At least eight (8) years experience working in multi-platform data processing environments.

Functional Responsibilities May Include:

1. Analyzes IT related functional requirements and determines courses of action for applications of data processing techniques.
2. Serves in such capacities as Lead Analyst or Senior Help Desk Technician, providing supervision, guidance, and direction to other Systems Analysts or Help Desk Technicians.
3. Provides guidance in formulating responses to complex technical tasks, including capacity planning and contingency planning, recommends optimum approaches/solutions, and oversees completion of complex technical support projects.
4. Monitors assigned tasks to determine their status and recommend/implement actions to ensure timely and accurate completion.
5. Manages preparation of systems analyses. Consults with managerial and systems analysis personnel to clarify program intent, identify problems, suggest changes, and determine extent of programming and coding required. Assigns, coordinates, and reviews work of programming personnel.
6. Develops programs from workflow charts or diagrams, considering factors such as computer storage capacity and speed, extent of peripheral equipment, and intended use of output data.
7. Analyzes test runs on computer to correct or direct correction of coded program and input data. Revises or directs revision of existing programs to increase operating efficiency or adapt to new requirements.
8. Trains subordinates in programming and program coding.
9. Prescribes standards for terms and symbols used to simplify interpretation of programs.
10. May be responsible for directing and monitoring the work of team members.

SYSTEMS ANALYST

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: At least six (6) years experience working in multi-platform data processing environments.

Functional Responsibilities May Include:

1. Analyzes IT related functional requirements and determines courses of action for applications of data processing techniques.
2. Manages moderately complex system analysis and integration projects requiring dedicated systems analysis teams providing coordination, supervision, guidance, and direction to other Junior Analysts and IT professionals.
3. Provides guidance in formulating responses to complex technical tasks, including capacity planning and contingency planning, recommends optimum approaches/solutions, and oversees completion of complex technical support projects.
4. Monitors assigned tasks at the project level to determine their status and recommend/implement actions to ensure timely and accurate completion.
5. Formulates/defines system scope and objectives for assigned projects.
6. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results.
7. Prepares detailed specifications from which programs will be written.
8. May instruct, direct and check the work of other systems analysis and programming personnel.

JUNIOR ANALYST

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: Three (3) years experience working in multi-platform data processing environments.

Functional Responsibilities May Include:

1. Assists the Systems Analyst in formulating responses to complex technical tasks, including capacity planning and contingency planning, recommend optimum approaches/solutions, and oversee completion of complex technical support projects.
2. Monitors assigned tasks to determine their status and recommend/implement actions to ensure timely and accurate completion.
3. Develops programs from workflow charts or diagrams, considering factors, such as computer storage capacity and speed, extent of peripheral equipment, and intended use of output data.
4. Analyzes test runs on computer to identify and/or recommend correction of coded program and input data.
5. Revises or directs revision of existing programs to increase operating efficiency or adapt to new requirements.

FUNCTIONAL INFORMATION ENGINEERING EXPERT

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: Five (5) years of experience in information technology. All experience must have been gained within the last ten years.

Specialized Experience:

Five (5) years of experience developing information systems in an Integrated Development Environment

Functional Responsibilities May Include:

1. Analyzes user needs to determine functional requirements.
2. Performs functional allocation to identify required tasks and their interrelationships.
3. Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise.
4. Develops analytical and computational techniques and methodology for problem solutions.
5. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools.

SUBJECT MATTER EXPERT

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: Ten (10) years experience in the field of interest.

Functional Responsibilities May Include:

1. Applies the specialized knowledge of interest to an Information Technology product, application or process: May provide the expertise to effect the desired performance of the integration.
2. Coordinates activities of instructors engaged in training employees or customers of industrial or commercial establishment
3. Confers with managers, instructors, or customer's representative to determine training needs.
4. Assigns instructors to conduct training.
5. Schedules classes, based on availability of classrooms, equipment, and instructors.
6. Evaluates training packages, including outline, text, and handouts written by instructors.
7. Monitors budget to ensure training costs do not exceed allocated funds.
8. Attends meetings and seminars to obtain information useful to training staff and to inform management of training programs and goals.
9. Coordinates with the developers of tactical systems and developers of simulations to ensure an efficient tactical/simulation interface unit is developed.
10. Serves as a technical liaison and as a user representative.

PRINCIPAL INFORMATION ENGINEER

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: Two (2) years of experience in information technology. All experience must have been gained within the last ten years.

Specialized Experience:

Two (2) years of experience developing information systems in an Integrated Development Environment.

Functional Responsibilities May Include:

1. Applies information engineering disciplines for the design and development of information systems on an enterprise-wide basis or across a major sector of the enterprise using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools..
2. Provides technical guidance in software engineering techniques and automated support tools.

DATABASE DESIGNER

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: Five (5) years demonstrated experience in the use of current database technology and database application design.

Functional Responsibilities May Include:

1. Consults with and advises users of the various databases.
2. Designs, implements, and maintains moderately complex databases. Establishes physical data base parameters.
3. Codes data base descriptions and specifies identifiers to data base management system or directs others in coding data base descriptions.
4. Calculates optimum values for data base parameters such as amount of computer memory to be used by database.
5. Evaluates and recommends available database products to support validated user requirements.
6. Defines file organization, indexing methodology, and security procedures for specific user applications.
7. Calculates optimum values for data base parameters, such as amount of computer memory to be used by database, following manuals and using calculator.

DATABASE ADMINISTRATOR

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university.

Experience: Eight (8) years experience in areas related to the administration, planning, and development of computerized databases.

Functional Responsibilities May Include:

1. Responsible for all activities related to the administration of computerized databases.
2. Assigns personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports.
3. Consults with and advises users of the various databases.
4. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function.
5. Prepares activity and progress reports regarding database management function. Formulates and recommends policies and procedures for database management, security, maintenance and utilization.
6. Counsels users concerning procedure, technical problems, and methodologies.
7. Coordinates physical changes to computer databases and codes, tests, and implements physical data base, applying knowledge of data base management system:
8. Designs logical and physical data bases or reviews description of changes to data base design to understand how changes to be made affect physical data base (how data is stored in terms of physical characteristics, such as location, amount of space, and access method).
9. Establishes physical data base parameters.
10. Codes data base descriptions and specifies identifiers of database to data base management system or directs others in coding data base descriptions.
11. Calculates optimum values for data base parameters, such as amount of computer memory to be used by database, following manuals and using calculator.
12. Specifies user access level for each segment of one or more data items, such as insert, replace, retrieve, or delete data. Specifies which users can access databases and what data can be accessed by user. Tests and corrects errors, and refines changes to database. Enters codes to create production database. Selects and enters codes of utility program to monitor data base performance, such as distribution of records and amount of available memory.
13. Directs programmers and analysts to make changes to data base management system. Reviews and corrects programs.
14. Modifies data base programs to increase processing performance, referred to as performance tuning.
15. May train users.

ATTACHMENT II
FSS IT SCHEDULE PRICE LIST

Job Categories Total Solutions	FY 2008		FY 2009		FY 2010		FY 2011		FY 2012	
	On-Site	Off-Site								
PROJECT MANAGEMENT										
Senior Program Manager-IS	\$101.99	\$106.71	\$105.05	\$109.91	\$108.20	\$113.21	\$111.45	\$116.60	\$114.79	\$120.10
Program Manager-IS	\$81.96	\$83.91	\$84.42	\$86.43	\$86.95	\$89.02	\$89.56	\$91.70	\$92.24	\$94.45
Senior Administrative Specialist-IS	\$47.83	\$51.17	\$49.27	\$52.71	\$50.75	\$54.29	\$52.27	\$55.92	\$53.84	\$57.59
Administrative Specialist-IS	\$29.77	\$31.06	\$30.66	\$32.00	\$31.58	\$32.96	\$32.53	\$33.95	\$33.50	\$34.96
Assistant Administrative Specialist-IS	\$25.07	\$26.15	\$25.82	\$26.94	\$26.60	\$27.74	\$27.39	\$28.58	\$28.22	\$29.43
Typist/Data Entry Operator-IS	\$19.78	\$20.61	\$20.37	\$21.23	\$20.98	\$21.87	\$21.61	\$22.52	\$22.26	\$23.20
Course Developer-IS	\$43.80	\$47.56	\$45.11	\$48.98	\$46.46	\$50.45	\$47.86	\$51.96	\$49.29	\$53.52
Instructor-IS	\$34.43	\$35.66	\$35.47	\$36.73	\$36.53	\$37.83	\$37.63	\$38.97	\$38.75	\$40.13
Technical Writer/Editor-IS	\$33.29	\$36.89	\$34.29	\$38.00	\$35.32	\$39.14	\$36.38	\$40.32	\$37.47	\$41.53
RESOURCES AND FACILITIES MANAGEMENT										
Hardware Engineer-IS	\$69.45	\$73.88	\$71.54	\$76.10	\$73.68	\$78.38	\$75.89	\$80.73	\$78.17	\$83.15
Software Applications Specialist -IS	\$36.44	\$38.06	\$37.53	\$39.20	\$38.66	\$40.38	\$39.82	\$41.59	\$41.02	\$42.84
Computer Operator I/Technician-IS	\$28.15	\$29.37	\$28.99	\$30.25	\$29.86	\$31.15	\$30.76	\$32.09	\$31.68	\$33.05
Lead Computer Operator-IS	\$39.61	\$41.40	\$40.80	\$42.64	\$42.03	\$43.92	\$43.29	\$45.23	\$44.59	\$46.59
NETWORK SERVICES										
Quality Assurance (QA) Specialist-IS	\$50.07	\$53.83	\$51.57	\$55.44	\$53.12	\$57.11	\$54.71	\$58.82	\$56.35	\$60.58
Computer Systems Technician-IS	\$41.02	\$45.06	\$42.26	\$46.41	\$43.52	\$47.81	\$44.83	\$49.24	\$46.17	\$50.72
Computer Systems Specialist-IS	\$47.83	\$51.17	\$49.27	\$52.71	\$50.75	\$54.29	\$52.27	\$55.92	\$53.84	\$57.59
LAN Integrator/LAN Technician-IS	\$30.66	\$32.84	\$31.58	\$33.82	\$32.53	\$34.84	\$33.51	\$35.88	\$34.51	\$36.96
Graphic Artist-IS	\$26.58	\$38.94	\$27.38	\$40.11	\$28.20	\$41.32	\$29.05	\$42.56	\$29.92	\$43.83
Master Systems Engineer-IS	\$89.89	\$93.66	\$92.58	\$96.47	\$95.36	\$99.36	\$98.22	\$102.34	\$101.17	\$105.41
Systems Engineer-IS	\$72.85	\$76.21	\$75.04	\$78.50	\$77.29	\$80.85	\$79.61	\$83.28	\$82.00	\$85.77
Junior Engineer-IS	\$53.51	\$55.93	\$55.11	\$57.61	\$56.77	\$59.34	\$58.47	\$61.12	\$60.22	\$62.95
Engineer (Entry Level)-IS	\$42.16	\$44.04	\$43.42	\$45.36	\$44.73	\$46.73	\$46.07	\$48.13	\$47.45	\$49.57
Telecommunications Specialist/LAN Manager-IS	\$50.56	\$52.84	\$52.08	\$54.42	\$53.64	\$56.06	\$55.25	\$57.74	\$56.91	\$59.47
Wide Area Network Administrator-IS	\$79.00	\$84.46	\$81.37	\$86.99	\$83.81	\$89.60	\$86.33	\$92.29	\$88.92	\$95.06
Network Specialist-IS	\$60.88	\$63.66	\$62.71	\$65.57	\$64.59	\$67.54	\$66.53	\$69.57	\$68.52	\$71.65
Telecommunication Engineer-IS	\$70.66	\$80.46	\$72.78	\$82.88	\$74.96	\$85.36	\$77.21	\$87.92	\$79.53	\$90.56
Local Area Network Administrator-IS	\$60.92	\$65.05	\$62.75	\$67.01	\$64.63	\$69.02	\$66.57	\$71.09	\$68.57	\$73.22
Draftsperson-IS	\$30.79	\$32.84	\$31.71	\$33.82	\$32.66	\$34.84	\$33.64	\$35.88	\$34.65	\$36.96
PROGRAMMING										
Senior Systems Programmer-IS	\$66.44	\$69.48	\$68.43	\$71.57	\$70.48	\$73.72	\$72.60	\$75.93	\$74.77	\$78.20
Senior Applications Programmer-IS	\$70.43	\$73.68	\$72.54	\$75.89	\$74.72	\$78.16	\$76.96	\$80.51	\$79.27	\$82.92
Systems Programmer-IS	\$54.25	\$63.04	\$55.88	\$64.93	\$57.55	\$66.87	\$59.28	\$68.88	\$61.06	\$70.95
Applications Programmer-IS	\$44.03	\$55.68	\$45.35	\$57.35	\$46.71	\$59.07	\$48.12	\$60.85	\$49.56	\$62.67
Junior Programmer-IS	\$34.63	\$38.41	\$35.67	\$39.56	\$36.74	\$40.75	\$37.84	\$41.97	\$38.97	\$43.23
SYSTEMS ANALYSIS AND DESIGN										
Master Systems Analyst-IS	\$91.16	\$101.31	\$93.89	\$104.35	\$96.71	\$107.48	\$99.61	\$110.71	\$102.60	\$114.03
Senior Systems Analyst-IS	\$70.33	\$78.09	\$72.44	\$80.44	\$74.61	\$82.85	\$76.85	\$85.34	\$79.16	\$87.90
Systems Analyst-IS	\$60.44	\$67.08	\$62.25	\$69.10	\$64.12	\$71.17	\$66.04	\$73.30	\$68.03	\$75.50
Junior Analyst-IS	\$49.72	\$50.48	\$51.21	\$51.99	\$52.75	\$53.55	\$54.33	\$55.16	\$55.96	\$56.82
Functional Information Engineering Expert-IS	\$135.22	\$144.81	\$139.27	\$149.15	\$143.45	\$153.63	\$147.76	\$158.24	\$152.19	\$162.98
Subject Matter Expert-IS	\$112.40	\$117.63	\$115.78	\$121.15	\$119.25	\$124.79	\$122.83	\$128.53	\$126.51	\$132.39
Principal Information Engineer-IS	\$105.99	\$113.43	\$109.17	\$116.84	\$112.44	\$120.34	\$115.81	\$123.95	\$119.29	\$127.67
DATABASE PLANNING AND DESIGN										
DataBase Designer-IS	\$59.33	\$64.82	\$61.11	\$66.76	\$62.94	\$68.77	\$64.83	\$70.83	\$66.77	\$72.95
DataBase Administrator-IS	\$43.17	\$46.94	\$44.46	\$48.35	\$45.80	\$49.80	\$47.17	\$51.29	\$48.59	\$52.83

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Schedule

Contract GS-35F-4596G



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