



**Bay State Computers, Inc.**  
**General Services Administration Federal Supply Schedule**  
**Contract Number GS-35F-4633G**



GSA is the federal government's business manager, buyer, real estate developer, telecommunications manager, and IT solutions provider. The Federal Supply Schedules Program mirrors commercial buying practices more than any other procurement process in the Federal Government today. It provides customers with literally millions of state-of-the-art, high-quality commercial products and related services, and also offers the benefits of shorter lead times and lower administrative costs. Under the schedules program, GSA enters into contracts with commercial firms to provide supplies and services at stated prices for given periods of time. Orders are placed directly with the schedule contractor, and deliveries are made directly to the customer. Blanket Purchase Agreements (BPAs) are a simplified method of filling anticipated repetitive needs for services and products. In accordance with Federal Acquisition Regulation (FAR), ordering offices may establish BPAs under any GSA Schedule contract.

Bay State Computers, Inc. is a GSA Schedule Prime Contractor with corporate capabilities and experience in information technology (IT) operational support services. In addition, various OEM and Partner products and IT solutions are available through the Bay State GSA Schedule.



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Bowie, MD 20715  
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Facsimile: 301-352-6925  
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## **GSA SCHEDULE FACT SHEET:**

Vendor Information: Bay State Computers, Inc.  
16901 Melford Boulevard  
Suite 329  
Bowie, MD 20715

Federal Tax ID Number: 52-1603027  
DUNS Number: 36-257-4980  
CAGE Code: 09PP4

Vendor Status: Small Business  
Woman Owned Small Business

Ordering Information: GSA Schedule Sales ([sales@bayst.com](mailto:sales@bayst.com))  
(301) 352-7878  
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[www.bayst.com](http://www.bayst.com)

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### **PERIOD COVERED BY CONTRACT: APRIL 1, 2012 THROUGH APRIL 1, 2017**

General Services Administration, Federal Supply Service  
Pricelist current through modification # 148 effective February 22, 2017

Products and ordering information in the Authorized ADP Schedule Pricelist is also available on the GSA *Advantage!* system. Agencies can browse GSA *Advantage!* by accessing GSA's Home Page via the internet at [www.gsa.gov](http://www.gsa.gov).

#### **About Bay State Computers, Inc. and the GSA Schedule Contract:**

Bay State Computers, Inc. (Bay State) is a professional services information technology contractor that was founded and incorporated in October 1988 in the state of Maryland. The company maintains capabilities in the areas of systems integration, desktop support, web-based systems and software engineering, and LAN support services. Bay State is a qualified GSA Schedule Prime Contractor. Through its Federal Supply Schedule, federal agencies may directly contract with Bay State for IT services including LAN/Network Engineering and Administration, Help Desk/Desktop services, Web Services and e-Commerce, and other Operational Support services. In addition, various computer products and integrated solutions are available on GSA through Bay State from OEMs including Gateway, Sharp, Telelogic, and Iron Mountain. Bay State is a woman and minority-owned small business and all orders placed against its GSA Schedule contract qualify for Small Business credits.



AUTHORIZED ADP SCHEDULE PRICELIST  
FSC GROUP 70, PART I, SECTIONS B & C

GENERAL PURPOSE COMMERCIAL AUTOMATIC DATA PROCESSING EQUIPMENT,  
END USER COMPUTERS (NORMALLY MICROCOMPUTERS) AND EQUIPMENT  
USED PRIMARILY OFF-LINE, AND SOFTWARE

Special Item No. 132-51 Information Technology Services

BAY STATE COMPUTERS, INC.  
16901 MELFORD BOULEVARD  
SUITE 329  
BOWIE, MD 20715  
1-800-266-3783 and 301-352-7878

CONTRACT NUMBER: GS-35F-4633G  
PERIOD COVERED BY CONTRACT: APRIL 2, 2012 THROUGH APRIL 1, 2017

General Services Administration, Federal Supply Service  
Products and ordering information in the Authorized ADP Schedule Pricelist is also available on the GSA  
*Advantage!* system. Agencies can browse GSA *Advantage!* by accessing GSA's Home Page via the  
internet at [www.gsa.gov](http://www.gsa.gov).



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## CUSTOMER INFORMATION

**1a.** Table of awarded the special item number with appropriate cross-reference to item descriptions and awarded price.

*Special Item No. 132-51 Information Technology Services*

**1b.** Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. *See Price Sheet.*

**1c.** If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item. *Skill category descriptions begin on page 21.*

**2.** Maximum order for SIN132-51 is \$500,000

**3.** Minimum order. *\$100*

**4.** Geographic coverage. *The geographic scope of this contract is the 48 contiguous states, the District of Columbia, Alaska, Hawaii, the Commonwealth of Puerto Rico and all U.S. Government installations and/or agencies abroad.*

**5.** Point of production. *Same as company address.*

**6.** Discount from list prices or statement of net price. *Government prices are net.*

**7.** Quantity discounts. *None*

**8.** Prompt payment terms. *None; Net 30 ARO*

**9a.** The Government purchase Card will be accepted for payment on orders below the micro-purchase threshold.

**9b.** The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold.

**10.** Foreign items. *None*



**11a.** Time of delivery. Bay State shall deliver to destination 30calendar days after receipt of order (ARO). Offerors shall insert in the “time of delivery (days ARO)” column in the Schedule of Items a definite number of calendar days within which delivery will be made. In no case shall the offered delivery time exceed Bay State’s normal practice. Standard shipment of product is UPS Ground. Exclude non product SINS.

*Special Item No. 132-51: 30 Days ARO.*

**11b.** Expedited Delivery. Bay State will provide expedited delivery, *overnight and 2 day delivery*, for in stock products, at commercially available times and rates. If customer requires overnight or 2-day shipment of equipment, customer’s account number must be stated on the purchase order. The account will be billed accordingly, or freight charges will be shown on invoice as a separate line item.

**11c.** Overnight and 2-day delivery. Schedule customers may require overnight or 2-day delivery. The offeror is requested to annotate in its pricelist or by separate attachment the items that can be delivered overnight or within 2 days. Contractors offering such delivery service will be required to state in the FSS pricelist details concerning this service. *See Above*

**11d.** 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.

**12.** F.O.B. point. *Not Applicable*

**13a.** Ordering address. *Same as company address.*

Contractor’s Service Area: *All Government locations within the scope of the contract.*

**13b.** Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3. For supplies and services, the ordering procedures, and information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

**14.** Payment address. *Same as company address.*

**15.** Warranty provision. *Not Applicable*

**16.** Export packing charges, if applicable. *Not Applicable*

**17.** Terms and conditions of Government purchase card acceptance. *None*

**18.** Terms and conditions of rental, maintenance, and repair. *Not Applicable*



- 19.** Terms and conditions of installation. *Not Applicable*
- 20.** Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices. *Not Applicable*
- 20a.** Terms and conditions for any other services. *Not Applicable*
- 21.** List of service and distribution points. *Not Applicable*
- 22.** List of participating dealers. *Not Applicable*
- 23.** Preventive maintenance. *Not Applicable*
- 24a.** Special attributes such as environmental attributes. *Not Applicable*
- 24b.** If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at:  
[www.Section508.gov/](http://www.Section508.gov/).  
<http://www.bayst.com>
- 25.** Data Universal Number System (DUNS) number. *362574980*
- 26.** Notification regarding registration in SAM.gov database. *CAGE Code: 09PP4*



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

### **1. SCOPE**

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

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

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

### **3. ORDER**

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

### **4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.



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

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

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either:
  - (1) Cancel the stop-work order; or
  - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if:
  - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
  - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

**6. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--  
COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price  
orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS

☐COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I ☐☐OCT 2008) (DEVIATION  
I – FEB 2007)

applies to Time-and-Materials and Labor-Hour Contracts orders placed under this  
contract.

**7. RESPONSIBILITIES OF THE CONTRACTOR**

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

**8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

**9. INDEPENDENT CONTRACTOR**

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

**10. ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

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

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

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

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



**11. INVOICES**

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

**12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

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

**13. RESUMES**

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

**14. INCIDENTAL SUPPORT COSTS**

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

**15. APPROVAL OF SUBCONTRACTS**

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



## BAY STATE COMPUTERS, INC. GSA SCHEDULE CONTRACT PRICE LIST

### SIN 132-51- Price List

| DESCRIPTION<br>(GSA Schedule)    | UNIT | GSA RATE w/<br>IFF |
|----------------------------------|------|--------------------|
| Program Manager                  | Hour | \$115.26           |
| Project Manager                  | Hour | \$99.54            |
| Help Desk Manager                | Hour | \$78.58            |
| Network Engineer – Senior        | Hour | \$89.07            |
| Network Engineer – Mid Level     | Hour | \$73.35            |
| Network Engineer – Junior        | Hour | \$68.11            |
| Help Desk Technician – Senior    | Hour | \$60.78            |
| Help Desk Technician – Mid Level | Hour | \$46.10            |
| Help Desk Technician – Junior    | Hour | \$41.91            |
| Help Desk Operator               | Hour | \$37.72            |
| Applications Developer – Senior  | Hour | \$78.58            |
| Applications Developer – Junior  | Hour | \$68.11            |
| Web Developer                    | Hour | \$75.44            |
| Technical Writer                 | Hour | \$60.78            |
| Certified Training Specialist    | Hour | \$78.58            |
| Subject Matter Expert            | Hour | \$85.92            |
| Subject Matter Expert-Senior I   | Hour | \$157.18           |
| Computer Operator – Senior       | Hour | \$44.01            |
| Computer Operator – Mid          | Hour | \$37.72            |
| Computer Operator – Junior       | Hour | \$27.25            |



## **LABOR CATEGORIES – JOB DESCRIPTIONS**

### **Program Manager**

**Minimum/General Experience:** Fifteen years experience, of which at least ten years must be specialized. Specialized experience includes: project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

**Functional Responsibility:** Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract performance and shall not serve in any other capacity under this contract.

**Minimum Education:** BS/BA degree in Computer Science, Information Systems, Engineering, Business, or other related discipline or equivalent experience in a technical or business discipline.



## **Project Manager**

**Minimum/General Experience:** Twelve years experience, of which at least nine years must be specialized. Specialized experience includes: project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

**Functional Responsibility:** Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

**Minimum Education:** BS/BA degree in Computer Science, Information Systems, Engineering, Business, or other related discipline or equivalent experience in a technical or business discipline.

## **Help Desk Manager**

**Minimum/General Experience:** Six years customer support experience, with one year supervisory experience.

**Functional Responsibility:** Apply advanced computer skills. Apply demonstrated high level of technical expertise with product or system to be supported. Apply demonstrated ability to learn and teach technical and professional information. Apply demonstrated competence in defining and implementing processes and projects. Apply strong project management skills. Display a positive attitude. Provide overall project leadership. Lead and interact with Support Room personnel. Provide assistance and technical direction to all Support Room personnel. Interact with customers and other departments. Demonstrate tact and sensitivity in customer communications, projecting a positive image.

**Minimum Education:** BS/BA degree from an accredited university/college or equivalent experience.



### **Network Engineer – Senior**

**Minimum/General Experience:** Eight years professional experience in area of specialization; thorough knowledge of related activities.

**Functional Responsibility:** Those specified for Network Engineer-Mid Level plus: Apply unusually high degree of creative/analytical ability to solve very complex problems. Recognized as an authority in field. Make decisions that affect a major function; significantly influence related areas. Make assignments that directly affect schedule and cost objectives for a significant system, program, or project. Serve as team leader; provide technical guidance; accountable for end results. Participate in functional planning. Present status and technical alternatives. Present at technical conferences.

**Minimum Education:** BS/BA degree or equivalent in a technical discipline.

### **Network Engineer – Mid Level**

**Minimum/General Experience:** Five years professional experience in area of specialization working knowledge of related activities.

**Functional Responsibility:** Those specified for Network Engineer Junior plus: Apply high degree of investigative/creative ability to identify and solve complex problems. Submit technical reports. Make decisions that affect several teams and influence a function. Assure technical, project schedules, quality, and cost objectives are met. Contribute to the development of new concepts and improves existing techniques. Serve as project leader; provides technical guidance to team; responsible for end results. Present status and technical alternatives. Regular external contacts to exchange information/resolve problems.

**Minimum Education:** BS/BA degree or equivalent in a technical discipline.

### **Network Engineer – Junior**

**Minimum/General Experience:** Three years professional experience in specialized area; some knowledge of related activities.

**Functional Responsibility:** Apply analytical ability to understand/interpret and creatively solve moderately complex problems. Apply decisions aided by established practices, procedures, and processes. Responsible for technical results, quality, cost, and schedule of assigned tasks. Participate in project planning; provide some guidance to team members. Frequent external contacts to exchange information. Attends technical conferences.

**Minimum Education:** BS/BA degree or equivalent in a technical discipline.



### **Help Desk Technician – Senior**

**Minimum/General Experience:** Six years customer support experience, with one year supervisory experience.

**Functional Responsibility:** Those specified for Help Desk Technician – Mid Level 5 plus: Apply advanced computer skills. Apply demonstrated high level of technical expertise with product or system to be supported. Apply demonstrated ability to learn and teach technical and professional information. Apply demonstrated competence in defining and implementing processes and projects. Apply strong project management skills. Display a positive attitude. Provide overall project leadership. Lead and interact with Support Room personnel. Provide assistance and technical direction to all Support Room personnel. Interact with customers and other departments. Demonstrate tact and sensitivity in customer communications, projecting a positive image.

**Minimum Education:** BS/BA degree from an accredited university/college or equivalent experience.

### **Help Desk Technician – Mid Level**

**Minimum/General Experience:** Three years customer support experience.

**Functional Responsibility:** Those specified for Help Desk Technician – Junior plus: Apply technical experience with product or system to be supported. Apply ability to learn and teach technical information. Apply competence in customer service techniques. Apply strong oral and written communication skills. Display a positive attitude. Requires minimal direction in daily operation and problem resolution. Demonstrate tact and sensitivity in customer communications, projecting a positive image. Provide assistance to junior Support Room personnel.

**Minimum Education:** AS/AA Degree from an accredited university/college or equivalent experience.



### **Help Desk Technician Junior**

**Minimum/General Experience:** One-year customer support experience.

**Functional Responsibility:** Apply competent computer skills. Apply technical familiarity with product or system to be supported. Apply competent problem determination skills. Apply working knowledge of customer service techniques. Display a positive attitude. Requires direction in daily operation and problem resolution. Demonstrate tact and sensitivity in customer communications, projecting a positive image.

**Minimum Education:** Pursuing a BS/BA Degree from an accredited university/college or equivalent experience.

### **Help Desk Operator**

**Minimum/General Experience:** One year of equivalent experience.

**Functional Responsibility:** Perform basic functions of receiving and recording calls to the Help Desk and provide general troubleshooting support to end-users. Position requires communications and interface with end users and members of technical staff, as well as documentation of all work and call transactions. Requires one (1) year of experience in the diagnosis and repair of computer hardware and software problems.

**Minimum Education:** HS Diploma and technical school certificate, or one (1) year of equivalent experience.

### **Applications Developer – Senior**

**Minimum/General Experience:** Six years including project with over two years in specialization areas.

**Functional Responsibility:** Assumes complete responsibility for a project or major task. Conceives, analyzes, and designs data processing systems. Performs feasibility studies, system and requirements analysis, and external and internal systems design. Manages software development and implementation projects. Is accountable for providing technical direction to a small group of professionals.

**Minimum Education:** MS Degree and BS Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics or equivalent technical studies.



### **Applications Developer – Junior**

**Minimum/General Experience:** Three years including analysis and programming responsibilities and at least two years with system design activities.

**Functional Responsibility:** Prepares application requirements from user input. Prepares system documentation. Plans and estimates work of team by phase. Reports team work progress at a phase level. Creates system-level test plans. Uses several programming languages and operating systems. Performs total system tests. Ensures proper analysis of problems and programming design, thereby preventing rework or schedule slippage. Provides moderately complex technical direction to a small group of computer programmers. Maintains routine contacts with computer programmers outside the core programming team.

**Minimum Education:** BS in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics or equivalent technical studies.

### **Web Developer**

**Minimum/General Experience:** Five years with over three years in specialization areas.

**Functional Responsibility:** Perform various internet/web development duties that include web page design, maintenance, and support services. Maintain basic skills and advanced skills in Web Development programming tools, including HTML, Microsoft FrontPage, and Java.

**Minimum Education:** HS Diploma, technical school certificate preferred, and one (1) year of experience.



## **Technical Writer**

**Minimum/General Experience:** Three years.

**Functional Responsibility:** Prepare revisions to and rewrite existing documentation. Create new documentation from related documentation, examination of subject system or procedure, interviews, and/or experience and/or expertise in subject area. Use word processor or text processor. Apply excellent writing skills and use of the English language. Apply PC skills and technical aptitude. Handle correspondence and uploading and downloading. Apply knowledge of different writing styles and ability to follow the appropriate style for the intended audience. Apply knowledge of book structure (i.e., front matter, body, back matter, index, etc.) and ability to produce each of these independently and as a part of the entire document. Apply indexing and file management skills. Create, implement, and track to a document production plan. Support pre-production and mark-up. Understand the intended audience and identify and develop information appropriate for that audience (may or may not be technical). Follow a documented process. Learn new tools and processes quickly. Produce accurate work and maintain schedule integrity. Understand copy editing/proofread marks. Understand archiving and retrieval of information. Estimate own work at a task level. Plan and estimate work of team by phase. Report team work progress at a phase level. Create on-line interface documentation. Direct a project team.

**Minimum Education:** HS diploma.

## **Certified Training Specialist**

**Minimum/General Experience:** Seven years experience, of which at least five years must be specialized. Specialized experience includes: experience in developing and providing technical and end-user training on computer hardware and application software. Demonstrated ability to communicate orally and in writing. Demonstrated ability to work independently or under only general direction.

**Functional Responsibility:** Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develops all instructor materials (course outline, background material, and training aids). Develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provides daily supervision and direction to staff.

**Minimum Education:** BS/BA degree in any field.



### **Subject Matter Expert – Senior**

**Minimum/General Experience:** Ten years experience, of which at least ten years must be specialized. Specialized experience includes: superior functional knowledge of task order specific requirements, or developing functional requirements for complex integrated systems. Must demonstrate the ability to work independently or under only general direction.

**Functional Responsibility:** Provide expert, independent services and leadership in specialized technical areas. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and Government personnel to ensure that the problem has been properly defined and that the solution will satisfy Government requirements.

**Minimum Education:** Advanced degree in Computer Science, Information Systems, Engineering, Business, or other task related discipline; or equivalent experience in a technical or business discipline.

### **Subject Matter Expert**

**Minimum/General Experience:** Eight years experience, of which at least six years must be specialized. Specialized experience includes: superior functional knowledge of task order specific requirements, or developing functional requirements for complex integrated systems. Must demonstrate the ability to work independently or under only general direction.

**Functional Responsibility:** Provide expert, independent services and leadership in specialized technical areas. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/ hardware. Coordinates with contractor management and Government personnel to ensure that the problem has been properly defined and that the solution will satisfy Government requirements.

**Minimum Education:** BS/BA degree in Computer Science, Information Systems, Engineering, Business, or other task related discipline; or equivalent experience in a technical or business discipline.



### **Computer Operator Senior**

**Minimum/General Experience:** Three years in a data processing environment.

**Functional Responsibility:** Those specified for Computer Operator Mid plus: Set own priorities. Establish, prioritize and coordinate work assignments. Oversee and coordinate the entire Computer Room operation. Understand and follow involved operational instructions. Apply knowledge in the operation of complex computer systems including: set-up, controlling, job sequencing, restart operation, and basic programming. Apply knowledge in job applications. Diagnose problems and take appropriate corrective action. Apply knowledge of different platforms or operating environments and their interdependencies. Lead and interact with Computer Room personnel. Provide assistance to Computer Room personnel. Interact with customers and other departments. Demonstrate tact and sensitivity in customer communications, projecting a positive image.

**Minimum Education:** AS/AA Degree in Data Processing or equivalent experience with specialized training.

### **Computer Operator Mid**

**Minimum/General Experience:** Two years in a data processing environment.

**Functional Responsibility:** Those specified for Computer Operator Junior plus: Apply thorough knowledge and understanding of: information systems, automation tools and technology, job applications, and operational hardware. Apply working knowledge of software and sub-systems. Expedite recovery and/or problem resolution. Evaluate automation possibilities. Spends majority of time providing assistance and direction to more junior Computer Operators. Provides assistance to more senior Computer Operators. Focal point for Computer Room activity and assignments. Demonstrate tact and sensitivity in customer communications, projecting a positive image.

**Minimum Education:** AS/AA Degree in Data Processing or equivalent experience.



### **Computer Operator Junior**

**Minimum/General Experience:** Two years in a data processing environment.

**Functional Responsibility:** Understand and follow operational instructions. Understand basic data processing concepts. Operate and/or interact with data processing (hardware and software) and teleprocessing environment. Apply basic understanding of machine principles, operating systems, system configuration, utility programs, operating procedures, and automation concepts. Recognize problems and take corrective action. Perform minor cleaning and maintenance of I/O equipment. Requires minimal direction in daily operation and problem resolution. Provides assistance to less experienced personnel.

**Minimum Education:** AS/AA in Data Processing or equivalent experience.