

AINS

*Authorized Information Technology
Schedule Pricelist*

Federal Supply Service
U.S. General Services Administration



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

GENERAL PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY EQUIPMENT,
SOFTWARE AND SERVICES

mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Contractor:

AINS, Inc.
1355 Piccard Drive
Suite 300
Rockville, MD 20850
(301) 670-2300
www.ains-inc.com

Special Item Numbers (SIN) Products/Services

132-33.....	Perpetual Software Licenses
132-34.....	Maintenance of Software
132-50.....	Training Courses
132-51.....	Information Technology Professional Services

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

Contract Number: GS-35F-4747G

Period Covered By Contract: July 17, 1997 through July 17, 2012

**General Services Administration
Federal Supply Service**

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>.

SIN 132-33 Perpetual Software Licenses

FSC Class 7030..... INFORMATION TECHNOLOGY SOFTWARE

SIN 132-34 Maintenance of Software

No Code or Class..... See FSC Class for basic software

SIN 132-50 Training Courses

FPDS Code U012..... TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE

SIN 132-51 Information Technology Professional Services

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
FPDS Code D310.....	IT Backup and Security Services
FPDS Code D311.....	IT Data Conversion Services
FPDS Code D313.....	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316.....	IT Network Management Services
FPDS Code D399.....	Other Information Technology Services, Not Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between



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CONTRACT MODIFICATIONS

This Schedule Contract Pricelist includes Modifications through FX-51 and Number 40 effective June 9, 2008.

INFORMATION FOR ORDERING ACTIVITIES

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 SBA 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!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ 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:

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

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

The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR ORDERING ADDRESS AND PAYMENT INFORMATION:

a. ORDERING ADDRESS.

AINS, Inc.
1355 Piccard Drive
Suite 300
Rockville, MD 20850

b. PAYMENT ADDRESS.

AINS, Inc.
1355 Piccard Drive
Suite 300
Rockville, MD 20850



- c. GOVERNMENT CREDIT CARDS. Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer will be printed on the invoice.
- d. TECHNICAL AND/OR ORDERING ASSISTANCE. The following telephone number(s) that can be used by ordering activities to obtain technical and/or ordering assistance:

Order and technical information assistance for SIN 132-51:

Phone (301) 670-2300
 Fax (301) 670-2841
 E-Mail ssegal@ains-inc.com

Order and technical information assistance for SINs 132-33 and 132-34 (FOIAXpress):

Phone (301) 670-2333
 Fax (301) 670-2841
 E-Mail www.FOIAXpress@ains-inc

- e. When Authorized Dealers are allowed by the Contractor to bill ordering activities and accept payment, the order and/or payment must be in the name of the Contractor, in care of the Authorized Dealer.

3. LIABILITY FOR INJURY OR DAMAGE:

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity 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:

- a. Information for Field Buying Offices to Complete Standard Form 279, Federal Procurement Data System (FPDS) Individual Contract Action Report.
 - Block 9: G (Order/Modification Under Federal Schedule).
 - Block 16: Contractor Establishment Code (DUNS) is 36-115-0469.
 - Block 30: Type of Contractor is (B) Other Small Business.
 - Block 31: Woman-Owned Small Business (No).
 - Block 34: Reserved.
 - Block 36: Contractor's Tax Identification Number (TIN) is 52-159-5814.
- b. CAGE CODE: 06DJ8 (for DD Form 350).
- c. Contractor has registered with the Central Contractor Registration Database.

5. F.O.B. POINT:

- a. Destination for the 48 contiguous states, the District of Columbia, Alaska, Hawaii, and the Commonwealth of Puerto Rico.
- b. Point of Exportation for all other overseas locations. In place of a delivery/installation date for software, a shipping date shall be specified on the order. The Contractor shall pay for shipment to a CONUS APO/FPO. By mutual agreement of the Government and the Contractor, F.O.B. will be Point of Origin, with freight prepaid and invoiced. Authorization for all shipping, export, and other charges must be included on the Government order.

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	Delivery Time (Days ARO)
For FOIAXpress Products:	
132-33.....	7
- b. EXPEDITED DELIVERY. Quicker delivery times than those set forth in paragraph (a) above are available from the Contractor based on the availability of product inventory. Delivery times of 1-7 days after receipt of order (ARO) are available, as negotiated between the Ordering Office and the Contractor.
- c. OVERNIGHT AND 2-DAY DELIVERY. When schedule customers require overnight or 2-day delivery, agencies are encouraged to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor provides overnight and 2-day delivery times subject to the availability of product inventory. The Contractor shall pay for shipment, with freight prepaid and invoiced. Authorization must be included on the Government order for products.
- d. URGENT REQUIREMENTS. When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. DISCOUNTS:

- a. PROMPT PAYMENT. Prompt payment is 0%, Net 30 days from receipt of invoice or date of acceptance, whichever is later.
- b. QUANTITY/TIME COMMITMENT. For the FOIAXpress Software and Maintenance offered under SIN 132-33



(Perpetual Software License) and SIN 132-34 (Maintenance of Software) the Government shall be afforded additional discounts for additional User Licenses. These rates are set forth in the Software and Maintenance Fee Schedule

- c. DOLLAR VOLUME. None.
- d. GOVERNMENT EDUCATIONAL INSTITUTIONS. Government Educational Institutions are offered the same discounts as all other Government customers.
- e. DISCOUNT FOR USE OF GOVERNMENT COMMERCIAL CREDIT CARD. None.
- f. OTHER. None.
- g. PRICES. All prices shown herein are net Government prices unless otherwise indicated.

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 available within the scope of this contract.

10. SMALL REQUIREMENTS:

The minimum dollar value of an order for delivery to one destination is \$100.00.

11. MAXIMUM ORDER: (All dollar amounts are exclusive of any discount for prompt payment)

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

 SIN 132-33 Perpetual Software Licenses
 SIN 132-34 Maintenance of Software
 SIN 132-51 IT Professional Services
- b. The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000:

 SIN 132-50 Training Courses

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS:

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. FEDERAL INFORMATION TECHNOLOGY/ TELECOMMUNICATION STANDARDS REQUIREMENTS:

Federal departments and ordering activities 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 activities, 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 at 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. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001):

- a. SECURITY CLEARANCES: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- b. TRAVEL: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The



Industrial Funding Fee does NOT apply to travel and per diem charges.

NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

- c. **CERTIFICATIONS, LICENSES AND ACCREDITATIONS:**
As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- d. **INSURANCE:** As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- e. **PERSONNEL:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- f. **ORGANIZATIONAL CONFLICTS OF INTEREST:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- g. **DOCUMENTATION/STANDARDS:** The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- h. **DATA/DELIVERABLE REQUIREMENTS:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- i. **GOVERNMENT-FURNISHED PROPERTY:** As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- j. **AVAILABILITY OF FUNDS:** Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:

Any ordering activity, 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 (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

16. GSA ADVANTAGE!:

The 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 category(ies).

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

17. PURCHASE OF OPEN MARKET ITEMS:

NOTE: Open Market Items are also known as incidental items, non-contract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated at open market purchases. Ordering Activities procuring open market items must follow FAR 8.401(d).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, only if-

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

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 in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

- a. Contractor will accept orders on a case-by-case basis only

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity 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. BLANKET PURCHASE AGREEMENTS (BPAs):

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. CONTRACTOR TEAM ARRANGEMENTS:

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION:

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services.

For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

23. SECTION 508 COMPLIANCE:

If applicable, Section 508 conformance information on the supplies and services in this contract is available in Electronic and Information Technology (EIT) at the following:

www.ains-inc.com

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES:

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

- a. A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- b. The following statement:

This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997) (FAR 52.228-5)

- a. The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- b. Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

- (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
- (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

- c. The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY:

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as



interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. ADVANCE PAYMENTS:

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

***TERMS AND CONDITIONS
APPLICABLE TO PERPETUAL
SOFTWARE LICENSES (SPECIAL
ITEM 132-33) AND MAINTENANCE
(SPECIAL ITEM 132-34) OF
GENERAL PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY
SOFTWARE***

1. INSPECTION/ACCEPTANCE:

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post-acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. GUARANTEE/WARRANTY:

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as set forth below will apply to this contract.

The Contractor warrants for a period of thirty (30) days from the ordering activities' receipt of the Software that the Software, unless modified by the ordering activity, will perform, in all material aspects, the functions described in the Documentation when operated on the specified platform.

The thirty day warranty does not apply to Software which has been modified by the ordering activity or any party other than the Contractor, or to Software which has been improperly installed or used in a manner other than authorized. The Contractor does not warrant that the Software will meet the ordering activities' requirements, or that the Software will operate in the combinations which the ordering activity may select for use, or that the operation of the Software will be uninterrupted or error-free, or that all Software errors will be corrected. Any

claim submitted under this Warranty must be submitted in writing to the Contractor within the specified warranty period. The Contractor's sole and exclusive obligation for warranty claims shall be to make the Software operate as warranted or to terminate the license for such Software and return the applicable license fees paid to the ordering activity for such Software.

- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. LIMITATION OF LIABILITY. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

THE CONTRACTOR'S LIABILITY FOR DIRECT DAMAGES SHALL IN NO EVENT EXCEED THE AMOUNT PAID BY THE ORDERING ACTIVITY TO THE CONTRACTOR FOR THE SOFTWARE OR THE SERVICES AS TO WHICH THE CLAIM AROSE. IN NO EVENT SHALL THE CONTRACTOR OR THE ORDERING ACTIVITY BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST DATA OR LOST PROFITS, HOWEVER ARISING, EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL CONTRACTOR BE LIABLE FOR ANY DIRECT, SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL OR EXEMPLARY DAMAGES, REGARDLESS OF THE FORM OF ACTION.

3. TECHNICAL SERVICES:

The Contractor, without additional charge to the activity, shall provide a hot line technical support number 301-670-2333 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from Monday to Friday, 9:00 a.m. to 5:00 p.m. (EST) except for holidays observed by the Contractor.

4. SOFTWARE MAINTENANCE:

Purchase of Software Annual Subscription Service under SIN 132-34 Service is required for first year of product use and must be purchased in conjunction with the software and modules offered under SIN 132-33.

- a. Software maintenance service shall include the following:

For Software Subscription and modules:

- (1) One (1) machine executable copy of the object code for new releases, updates and enhancements of the Software that are not designated by the Contractor as new products for which it charges a separate fee. No updates may be copied by the Government to update any copies of the Software made by the Government unless software maintenance has been purchased for such copies.
- (2) Telephone Support five (5) incidents.
- (3) Patches.



In addition to Software Subscription Services, the Contractor offers three supplementary Maintenance programs that provide additional telephone and on-site support.

Supplementary Platinum Support includes:

- (1) Unlimited Telephone Support.
- (2) Four (4) hour response time.
- (3) Next business day On-Site Support.

Supplementary Gold Support includes:

- (1) Unlimited Telephone Support.
- (2) Next business day response time.
- (3) Next business day On-Site Support.

Supplementary Bronze Support includes:

- (1) Ten calls (10) or per incident Telephone Support.
- (2) Next business day response time.
- (3) On-Site Support, billed separately per incident.

Technical support hotline number (301) 670-2333 (available from Monday- Friday 9:00 a.m. to 5:30 p.m. (EST) exclusive of holidays observed by the Contractor)

Fax number (301) 670-2841 (In case information must be faxed after the initial call)

Internet address.....www.FOIAExpress@ains-inc.com (May be used to e-mail a question rather than use the telephone)

- b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

5. PERIODS OF MAINTENANCE (132-34):

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lessor period of time.
- b. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. ANNUAL FUNDING. When annually appropriated funds are cited on an order for maintenance, the period of the maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the maintenance orders citing the new appropriation shall be required, if the maintenance is to be continued during any remainder of the contract period.
- d. CROSS-YEAR FUNDING WITHIN CONTRACT PERIOD. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering office may place an order under this schedule contract for a period up to the

expiration of the contract period, notwithstanding the intervening fiscal years.

- e. Ordering activity's should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the maintenance is to be terminated at that time. Orders for the continuation of maintenance will be required if the maintenance is to be continued during the subsequent period.

6. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE:

Software conversions are not available under the scope of this contract.

7. TERM LICENSE CESSATION:

Term License Cessations are not available under the scope of this contract.

8. UTILIZATION LIMITATIONS (132-33, AND 132-34):

Commercial computer software and/or commercial computer software documentation is offered by the Contractor under licenses customarily provided to the public. The ordering activity shall have only those rights specified herein. The Contractor does not furnish technical information related to commercial computer software (or commercial computer software documentation) that is not customarily provided to the public. Further, the Contractor does not relinquish rights to use, modify, reproduce, release, perform, display, or disclose commercial computer software (or commercial computer software documentation) except as mutually agreed to by the parties. See 48 CFR 12.212.

When acquired by the ordering activity, commercial computer software and related documentation shall be subject to the following:

- a. Software acquisition is limited to Commercial Computer Software defined in FAR Part 2.101.
- b. GRANT OF LICENSE. The Contractor grants the ordering activity a perpetual, fully paid, non-exclusive, and non-transferable license to use, solely at the ordering activity's sites for the ordering activity's internal purposes, the licensed number of seats, users, servers or CPUs of software. The software may only be used in accordance with the software user manuals.

Depending on the software specified in the delivery order, the license grant is limited to the maximum number of seats, users, servers or CPUs specified in the delivery order.

9. SOFTWARE CONVERSIONS (132-33):

Software conversions are not available under the scope of this contract.



10. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY:

All equipment compatibility or supported hardware functions applicable to Contractor's products are set forth in the Contractor's published literature or manuals supplied with the Products. For all additional information concerning supported hardware or compatibility requirements the ordering activity is advised to contact the Contractor.

11. RIGHT-TO-COPY PRICING:

Right-to-copy license pricing is not available under the scope of this contract. Right to copy is limited solely for the purpose of system back up unless otherwise so indicated.

***TERMS AND CONDITIONS
APPLICABLE TO PURCHASE OF
TRAINING RELATED TO GENERAL
PURPOSE INFORMATION
TECHNOLOGY EQUIPMENT AND
SOFTWARE (SPECIAL ITEM 132-50)***

1. SCOPE:

- a. The Contractor shall provide training normally available to commercial customers, which is necessary to permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER:

A written order, EDI (GSA *Advantage!* and FACNET), credit card orders and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY:

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING:

- a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge.

In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.

- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT:

Follow-up support is not available under the scope of this contract.

6. PRICE FOR TRAINING:

The price that the ordering activity will be charged will be the ordering activity purchase price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT:

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears 31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. FORMAT AND CONTENT OF TRAINING:

Follow-up support is not available under the scope of this contract.

9. "NO CHARGE" TRAINING:

Not available under the scope of this contract.



**TERMS AND CONDITIONS
APPLICABLE TO INFORMATION
TECHNOLOGY PROFESSIONAL
SERVICES (SPECIAL ITEM 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 ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES:

- 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 in accordance with this clause.
- 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 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:

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.

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 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 Services.

9. INDEPENDENT CONTRACTOR:

All IT 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 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 52.232-7 (DEC 2002), Alternate I (APR 1984) 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 52.232-7 (DEC 2002), Alternate II (DEC 2002) applies to labor-hour orders placed under this contract.

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.

16. DESCRIPTION OF IT SERVICES AND PRICING:

A description of the types of Information Technology Service offered under SIN 132-51 is set forth under the IT Services Description Section. Specific Labor Categories and Rate are set forth in the Labor Pricelist.

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

1. PREAMBLE:

Contractor provides commercial products and services to the ordering activities. 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.

2. COMMITMENT:

- a. To actively seek and partner with small businesses.
b. To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.
c. To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.
d. 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.
e. To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.
f. To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.
g. 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 ordering activity contracts. To accelerate potential opportunities please contact the Contractor.

SUGGESTED FORMATS FOR BLANKET PURCHASE AGREEMENTS

BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE (Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (Ordering Activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) _____.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a

purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity Date
Contractor Date

BPA NUMBER _____

(CUSTOMER NAME) BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Activity):

- (1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL/PART NUMBER *SPECIAL BPA DISCOUNT/PRICE

- (2) Delivery:

DESTINATION DELIVERY SCHEDULE/DATES

- (3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.
(4) This BPA does not obligate any funds.
(5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.
(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE POINT OF CONTACT

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.
(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:
(a) Name of Contractor;
(b) Contract Number;
(c) BPA Number;



- (d) Model Number or National Stock Number (NSN);
 - (e) Purchase Order Number;
 - (f) Date of Purchase;
 - (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
 - (h) Date of Shipment.
- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

BASIC GUIDELINES FOR USING "CONTRACTOR TEAM ARRANGEMENTS"

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.
- Customers make a best value selection.

IT SERVICE DESCRIPTIONS

- Applications Development
- Document Management, Records Management, Imaging, and Workflow
- Information Systems Security Support
- Enterprise Architecture Support
- PMO Support
- Geographical Information Systems (GIS)
- Internet/Intranet
- Network Management
- Network Modeling and Simulation
- Training
- Hardware Installation
- Network Relocation
- Kiosks
- Document Conversion/Scanning
- Data Center Facilities Operation
- Data Conversion
- Product Support

Applications Development

The AINS Team staff has substantial experience with Oracle, Sybase, and SQL Server as well as and other software development languages and systems. The AINS Team personnel can program in all major languages including assembler, procedural and non-procedural, Object Oriented languages. The application programming staff will supply expertise in the development of new systems as well as the maintenance and enhancement of existing systems. The Applications Programming Staff will be knowledgeable in a wide range of programming software for the PC, LAN, and IBM Mainframe computers. The staff has demonstrated their capabilities in delivering proposals, data analysis and systems design documentation, software design documents and operations manuals. AINS leverages its ISO9000 certification to work with clients' Configuration Maturity Management (CMM) compliance requirements.

Analysis, Design and Planning

When AINS receives an applications development task, our Project Manager and/or our Applications Group Leader (AGL) will review the requirements. The AGL will develop a detailed design document that will outline how the required work will be accomplished. The design document, which is explained in our Software Life Cycle Methodology, will be presented to the Client, for approval, prior to starting any work on the project. The document will contain, at a minimum:

- Database specifications (file and record formats)
- Programming languages - Alternatives analysis
- Cost-Benefit analysis
- User interfaces (input design, screen and report formats)
- Program specifications
- System test procedures
- Documentation and training requirements
- Implementation plan

Application Building

AINS can use several approaches to building applications. They are:

- Information Engineering
- Rapid Application Development
- Structured Rapid Prototyping

- Structured Analysis and Design
- Integration Definition (IDEF)

Unit Testing

AINS programmers will build test data and will perform unit testing on all new and/or modified modules. Unit testing involves testing a module or program within itself. Tests of all modules that are affected by any new programming will also be included in the testing process. AINS will require their staff to provide a full report on the results of unit testing as part of the documentation process.

Systems and Acceptance Testing

AINS will prepare detailed systems, stress and acceptance test plans. These plans will be developed with input from the Client. The systems tests will be conducted by AINS, with as much user participation as possible. Users will be encouraged to participate in all systems testing, in order for AINS to ensure that new systems and modifications are satisfying the requirements of the Client, without having an adverse impact on the user community. User participation will also help AINS determine user training requirements and satisfaction. AINS will prepare the data, documentation, scenarios, scripts and environment for acceptance testing that will be conducted by the user personnel. AINS will prepare detailed test result reports to be retained as permanent documentation. These reports will be available for the Client review at any time.

Production Implementation

AINS will provide the Client with training and assistance in implementation of system modifications as directed. AINS will have programming support available during implementation and will also be prepared to perform any required back-out procedures, in the event that the modification is not performing as required.

Documentation

AINS will fully document all system modifications. The documentation will contain detailed explanations of all modifications, flowcharts and diagrams, back-out procedures, systems and user training requirements, location and data set names of all source code. AINS will prepare the following types of documentation:

- User Manuals
- Programs Maintenance
- Operations Procedures
- Security Procedures
- Backup Procedures
- Backout Procedures

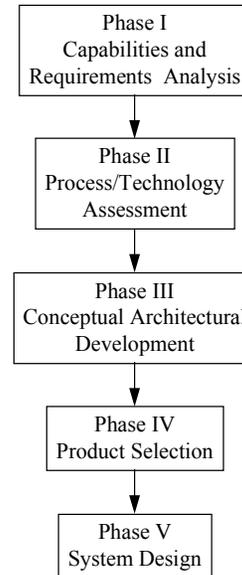
Software Development Life Cycle (SDLC)

The AINS Team will document, analyze, define, design, develop, test, implement, and install new applications according to the activities and stages called out in the AINS Systems Development Life Cycle (SDLC) methodology. The outline below summarizes the activities we support in implementing this methodology:

1. Initiation
 - a. Project Request
 - b. Feasibility Analysis
2. Development
 - a. Requirements Definition
 - b. Detailed Design
 - c. Programming and Debugging
 - d. System Testing

3. Implementation
4. Operation/Maintenance/Enhancement

AINS Systems Analysis Approach



AINS follows an analysis approach that defines requirements, distills these to system requirements, applies these requirements against candidate technology solutions, and analyzes the financial impact of each of the candidate solutions. These findings will then be used to develop customized and optimized designs that best fit the Client's needs and IT infrastructure, to provide recommendations for improved efficiency and cost-savings and to develop the issue papers, briefing materials, plans, and documentation which the Client needs to support and present its requirements, positions, issues, and responses to higher authority.

Figure 3-5 Analysis Approach

The purpose of **Phase I**, Capabilities and Requirements Analysis, will be to analyze and baseline the existing operations and equipment; look for deficiencies in the processes and/or technologies that are already implemented; and develop formal functional specifications for the new technologies and/or revised processes. These specifications are contingent upon a complete understanding of the Client's current working environment in terms of its technical/functional capabilities and processes, as well as its current/projected IT functional requirements.

To collect the information required for this effort, AINS will employ several collection methods, including interviews, questionnaires, site surveys, observations, and documentation reviews. We will organize, summarize, and validate all data and information gathered prior to further analysis in a Capabilities and Requirements Analysis Report using software tools among those specified in the RFP. The validated information will allow us to understand (and the Client to confirm) what, where, when, why, and by whom work is currently being performed. It will also permit us to determine a focus for future efforts.

The purpose of **Phase II**, Technology Assessment, is to recommend hardware and software product classes (as opposed to specific products) and/or changes in processes that should be infused into the IT infrastructure, based on mature technologies and industry standards. These recommendations will reflect IT functional specifications, the Client's current technical investment, and the computer/communications market's availability and suitability constraints.

Selection of relevant technologies involves the technical specifications of existing systems' vendor-specific technical specifications, the Client's IT functional specifications (both developed in the first step), and the results of market research to determine technologies and standards relevant to the Client's IT infrastructure. Categorization of products into classes, part of the technology assessment phase, defines various hardware, system software, and application software products in a generic sense (e.g. "routers" as opposed to a specific router and model.) Based on the requirements and the available technologies we will conduct trade studies. Where possible, we will identify COTS products that will



meet the needs of the Client, rather than always meeting a need by developing a new application or system that is unique to the Client.

Phase III, Conceptual Architecture Development, refers to updating the Client's IT infrastructure at a higher, conceptual, level. At this level the architecture may provide models showing the logical way the system's resources are organized. These models may consist of both functional specifications and vendor-independent technical specifications. In contrast, at the lower or implementation level, the architecture may provide a detailed blueprint showing how the physical system's resources are actually implemented. The purpose of the conceptual architecture development is to create a cohesive architecture that incorporates the product classes selected in Phase II. Before selecting an architecture, various alternative options will be reviewed. Each variation will strive to stress applicable standards; emphasize products with modular interfaces; allow users to communicate electronically with all required resources transparently to the underlying media and protocols; and ensure that no single point of failure exists. Selection of a conceptual architecture is typically conducted in three stages: establish general evaluation categories (e.g. connectivity, security, economics, performance); define specific technical parameters for each evaluation criteria category; and establish a rating methodology incorporating each evaluation criteria category and its parameters as well as weighting factors reflecting the Client's priorities.

Once the Client has accepted the conceptual architecture, **Phase IV, Product Selection**, will begin. The purpose of this stage is to use the architecture developed, the competitive marketplace, and the Client's weighted priorities to determine the specific vendor products that best meet the functional specifications. Before any competitive efforts are executed, we will typically produce an "Acquisition Strategy Options" document that compares alternative contract vehicles available to the Client. Development of vendor-independent specifications is part of this phase. The results of this process will be documented in a Product Selection Process Report. The results of this analysis will be used in **Phase V, System Design**. From this collection of data and information, two or three more viable approaches will be selected that will be taken through a detailed alternatives analysis. This analysis will include a detailed trade-off of the advantages vs. disadvantages and will conclude in a cost-benefits analysis and, finally, a recommendation for prototype fielding and, if proven out at the prototype stage, full implementation. We will obtain beta-version products and analysis copies to hold down out-of-pocket costs for these studies and analyses activities.

Prototyping

AINS has successful experience with the use of prototyping. We will institute this methodology as part of our SDLC approach on all appropriate development and maintenance projects. Our experience is that prototyping is the best way to validate end-user requirements and increase the probability that delivered systems approximate as closely as possible the real needs of the end users. Therefore we will use it to capture requirements and produce code.

The primary objective in prototyping and specifically in Rapid Application Development (RAD) is to maximize the value of the end user community participation in the development of the system. We will provide a working model to select end-users to use and provide feedback. We will perform a controlled set of iterations, the number depending upon resource availability and time constraints. We will use the last iteration of the prototype as the specification of the system and use this specification to develop the complete system.

Document Management, Records Management, Imaging, and Workflow

AINS helps its clients manage all their document types, including paper, fax, email, word-processing, spreadsheets, XML, HTML, and pictures/video/video files. The solutions provided by AINS (from EMC/Documentum, Hummingbird, Open Text) assist our clients in managing large (multi-millions of objects) comprehensively - throughout the enterprise and from all document sources. Our solutions support "intelligent" cross-repository searches and reporting.

AINS provides DoD 5015.2-STD compliant records management solutions for large enterprise use. Our solutions put the power of records policy compliance easily and safely in the hands of all our document management users while leaving the task of records taxonomy and file structure maintenance to the solution and its administrator.

Collaboration and workflow solutions help our clients to automate their critical business processes and to structure them for continuous improvement. Collaboration solutions provided by AINS include threaded discussion, whiteboarding, chat, and file sharing. Our Collaboration and workflow solutions are fully integrated with the document and records management solutions we provide.

CASE Tools

The use of CASE tools is an excellent way for the Client to streamline the migration to the target platform. CASE tools automatically represent the structures in a graphical format. This graphical format facilitates analysis and design by system developers and presentation to program management and staff. The modification and/or enhancement of the data structures signifies the start of a "forward pass" in the reverse engineering development cycle. During the forward pass, modifications to the data structure such as the elimination of data redundancy or enhancements such as the addition of new data structures for implementation on the new platform are performed. The primary outputs from the CASE tool are data dictionary information, graphical representations of the data structures, and Structured Query Language (SQL) Data Definition Language (DDL) for a SQL RDBMS such as ORACLE.

Geographical Information Systems (GIS)

AINS can provide Geographic Information Systems (GIS) and integrate them with line-of-business systems to provide assistance to clients to facilitate geo-spatial planning and logistics support.

Internet/Intranet

AINS Internet/Intranet professional services include:

- Setting up an Internet/Intranet server
- Developing Web content
- Developing Web applications
- Developing Web query tools to relational databases and legacy systems
- Establishing security and firewalls
- Establishing Access restrictions
- Monitoring bandwidth usage
- Server performance tuning
- Integration of Web server with other systems
- Multiple Browser support



Operate

Based on the Client's requirements and task order, AINS will provide Webmaster and/or Systems Administrator support on an ongoing basis for the Web servers. Operations activities will include administrative duties associated with control of the content of the Web pages, including the process for approving of modifications and additions to the server. It also includes being the point of contact for problems and requests associated with the use of the Web servers.

Administration duties include performing backups and restores, establishing user accounts, monitoring resource utilization, performance tuning, troubleshooting problems, and recommending hardware and software configuration changes. Maintenance activities include upgrading the operating system, applying patches to the OS, upgrading and/or replacing the Web server software, upgrading the hardware, and so on.

Information Systems Security

AINS works with the Client to plan, design, construct and operate a secure environment for applications and data. Our services include security against hacking, viruses, or web-based intrusions. Our assessment and planning services will include enterprise and individual system or operational scope such as network applications, individual systems and the Internet.

In addition, we provide assessment of the Client's PKI-based, e-commerce security requirements. We will also develop the correct security and privacy environment including integrated COTS solutions, deployment of security tools, or the development of custom solutions. We assist to create the policies, standards and procedures that are required for contemporary electronic business. We will reduce the clients' risk through secure solutions development using authentication and non-repudiation consistent with best practice and enterprise-wide approaches based on our experience.

AINS uses certified and or trained staff to identify the best technology solutions, build prototypes, and perform the integration and test activities required to bring solutions securely online. We will leverage our collective experience in secure product development, systems integration, and infrastructure support to achieve a secure computing environment for our clients.

Enterprise Architecture (EA)

AINS assists its clients in improving the financial impact of their information technology (IT) investments through the practical and FEAF-compliant implementations of leading Enterprise Architecture (EA) management tools (e.g., Popkin). We can also assist clients to prepare for their EA audits.

Internet Security

AINS believes security issues should be addressed from a systems perspective, with one aspect of security being isolation of the Web servers. For this reason, the personnel directly supporting the Web servers will work closely with the Systems Security Specialist in designing and implementing security measures which will meet all security requirements. Issues which will be addressed under this task include the following:

- Use of Internet vs. Intranet servers
- Firewalls
- Encryption
- Proxy servers

Network Management

The AINS provides services to support LAN/WANs that include:

- Network installation
- Network troubleshooting
- LAN/WAN administration
- Network maintenance

The AINS approach is to proactively manage the LAN/WAN, isolating areas of concern and preventing problems. Installations will include documentation on all proposed system changes, and upgrades. We will utilize centralized management wherever possible to troubleshoot, and administer network systems. Systems administration will be provided to include day-to-day administration in some cases as well as crisis management and quick-reaction support. System backups and other preventative maintenance activities will be performed as part of the maintenance program. Disaster recovery plans will be developed, tested and implemented to allow fast reliable recovery.

System Installations

System installations refer to the installation of file servers, new networked workstations, gateways, routers, switches, cable plants, and similar network-related hardware/software. AINS will manage the installation project along with their Client counterparts. All requirements analysis, design, and implementation documentation will be used to efficiently install new LANs and upgrade existing ones.

1. The first step of the life cycle is the preparation of a Requirements Analysis Document. It is a detailed description of the customer's needs. This will be the responsibility of a Requirements Analysis and Design Team. When this document is in its draft stage, the Client Technical Point-of-Contact (TPOC) assigned to the customer will review the document for accuracy and completeness, and determine if existing alternate technologies are available to meet the need.
2. The second step is the preparation of the Design Document. It is a detailed description of the system design based on the needs of the customer. It also includes LAN schematics and the bill of materials. This is the responsibility of the Requirements Analysis and Design Team. When this document is in its draft stage, the TPOC assigned to the customer will review the document for accuracy and cost-effectiveness. This will also enable planning for the necessary human resources to complete the installation.
3. The third step is the preparation of the Implementation Plan. It is a detailed description of the system, timeline, resources required, and steps involved to implement the system. In essence, it is the blueprint of the design which enables the installation team to rapidly configure the LAN. It includes a detailed design, timeline, implementation checklist, and the configuration worksheets which detail the exact hardware and software structure and the required system tests. Adherence to the Implementation Plan assures that the system is installed efficiently. The Implementation Plan will be the responsibility of the Requirements Analysis and Design Team (RADD). When this document is in its draft stage, the TPOC assigned to the customer will review the document for accuracy and cost-effectiveness.



When the project is approved, the TPOC will work closely with the RADD POC to ensure that the correct hardware, services, and software are ordered. This frequently will include approving substitute goods and services.

System Installation Quality Assurance

The AINS Team will accomplish LAN installation quality assurance by:

- Following installation check-off lists
- Preparing and using configuration worksheets
- Performing system tests at key stages of the installation
- Assisting the client to test and accept the system
- Preparing LAN documentation, the As Built Document

By incorporating these quality assurance procedures, AINS ensures that the LAN will operate properly, that it will work according to the client's needs, and that it can be easily supported. The installation team members will use the check-off list as a step-by-step guide for the installation. They will also use applicable portions of original equipment manufacturer (OEM) manuals and the configuration worksheets during the LAN installation. This ensures that no element of the LAN is inadvertently skipped or forgotten and that the installation is complete. It also minimizes the steps required to complete the task. At key stages during the installation, all hardware and software will be tested. These tests will be incorporated into the check-off list. This will ensure that the LAN functions properly.

During the installation, the TPOC will ensure that the implementation checklist and system tests are completed in their entirety. This auditing step provides a means for us to double-check our work to ensure a high level of quality. After the completion of the installation, an acceptance letter will be drafted and the system presented for acceptance by the customer. After completion of the task, the TPOC will create the As Built document, file the completed checklist, and update other relevant documentation.

Troubleshooting

An excellent troubleshooter has sound deductive reasoning skills, examines a problem from different perspectives, and, most critically, has substantial experience. AINS has assembled a team to expertly meet these needs. The first concern a LAN/WAN support organization must have is establishing responsibility. In our structure, it will be the responsibility of the TPOC assigned to the customer to bring in the necessary resources to resolve the problem and to ensure that these resources are utilized until the problem is resolved. The TPOC will make the initial assessment of the problem. The following sections describe the resources that will be used.

General Systems Administration

The LAN/WAN support team will provide routine systems administration and maintenance support. These tasks are usually driven by day-to-day operations, and user requests are tracked through the use of Help Desk software. Some of the regular tasks are:

- Adding and deleting user accounts
- Managing group and user rights
- Managing user restrictions
- Managing file and directory attributes
- Creating and modifying drive mappings
- Creating and modifying login scripts
- Creating and modifying print queues
- Retrieving deleted files
- Upgrading system software

- Upgrading application software
- Installing new server-based applications
- Perform common data purges
- Compress and defragment data
- Answering customer questions

Disaster Recovery And Disaster Recovery Planning

The first step in this task is to develop the disaster recovery plan. This plan describes the methodology used and hardware/software required to handle a variety of disasters. These will include: catastrophic disasters such as fire damage; file server failures due to hardware, router and switch failures; failures due to computer virus infiltration; corrupted program and data files, etc. Based on these plans, we will test and validate the recovery procedures; and arrange the means to ensure that the necessary computer, software and/or facilities are readily available to quickly follow through on the plan and overcome the disaster.

Help Desk and User Support

AINS provides Help Desk service support. User requests will be seamlessly directed to the appropriate staff at the User Help Desk or the LAN/WAN Support Group. When a call has been entered in the Help Desk software by the AINS the User Support Manager will view the problem description field and forward the ticket to the assigned TPOC. The TPOC will respond to the trouble call via telephone conversation within two hours and will attempt to resolve the problem at that time. If the TPOC is unable to resolve the problem through this method, the computer technician will note in Help Desk software what steps were taken and then will go to the user's site. During this visit, the computer technician will determine what diagnostic tools, hardware, and software are needed to resolve the user's problem in a timely and courteous fashion. When the technician has resolved the problem, all information will be entered into the Help Desk software. The ticket will then be closed for follow-up by the Client for confirmation and verification of customer satisfaction. Where personnel scheduling permits, the User Support Manager will dispatch, along with the qualified technician, a less experienced technician to take notes of troubleshooting techniques in resolving the problem. This technique accomplishes several goals, including cross-training team members, and facilitates the capture of significant changes in configuration for use in updating system documentation.

Other Network Related Services

The following is a summarization of related network services provided by AINS:

- Consolidation of system configuration information for each Client location;
- Centralization of LAN schematics and equipment lists;
- Creation and maintenance of As Built Documents
- Use of a desktop computer monitoring and reporting tool;
- Creation of a customer-monitoring database to assist in determining the status of the customer's system and the system administration monitoring efforts.;
- Deploying a regularly scheduled structured methodology to monitor systems performance;
- Deploying a regularly scheduled structured methodology to conduct customer site visits;
- Deploying a regularly scheduled structured methodology to monitor and audit the systems security;
- Deploying a regularly scheduled structured methodology to ensure that all systems are backed up properly;
- Deploying a structured centralized approach to ensure all systems are up-to-date with software patches and software versions;



- Development and implementation of a Disaster Recovery Plan; Creation of a configuration bench for system installations and troubleshooting tests;
- Implementation of a technical resource library;
- Creation of customer site kits containing common diagnostic tools;
- Creation and maintenance of a technical software library containing utilities, file updates and drivers;
- Creation of a technical troubleshooting notes library containing resolution to Client-specific technical problems.

Network Modeling and Simulation

AINS will continue to provide organization with sophisticated network design and capacity planning services. As communication and computer networks continue to expand in scope and complexity, the planning challenge for network managers will continue unabated. With the rapid pace of business challenges, network managers can ill afford a single minute of poor network performance. The deployment of client/server applications and band-width intensive services such as imaging, multi-media, Internet, and video conferencing can result in:

- network outages
- congestion
- server bottlenecks
- a host of other performance anomalies

In response to the growing importance of mission critical information systems, AINS offers many tools, for network fault and performance management. Our services are designed to optimize the performance of our client's *existing* investment in networking technology and to help them understand the dynamics of network demand forecasting, network relocation, and capacity planning. We are able to assist our clients to:

- Assess the impact of deploying mission-critical applications and services on their network;
- Determine the number of users their existing network can support;
- Optimize network performance;
- Plan today for future investment in network infrastructure.

Our experts have years of experience in troubleshooting and analyzing complex, heterogeneous networks and have an extensive background in providing high-quality network fault remediation, performance optimization, and capacity planning services. AINS uses *best-of-breed* protocol analysis and network modeling/simulation technology to collect and document baseline network performance information including:

- Network General's Expert Sniffer for protocol analysis through all seven layers of the OSI network model
- Optimal Network's Optimal Performance for network modeling and simulation

Using these tools, AINS has created a *virtual network laboratory* in which we can replicate entire networks and usage patterns. The advantage of this modeling process is that AINS can simulate any planned changes to networks due to relocation, technology insertion, or the deployment of new applications. The major benefit of this approach is our the ability to predict network traffic behavior and remedy any potential problems before actual changes are made.

Any changes to the network environment caused by physical and logical changes or the insertion of new technology inevitably involve risks associated with degraded network performance or failure. Even if our clients are not currently experiencing network problems, an audit report will show them what is normal for their network so they can compare future network performance to alert them to any significant deviations or telltale indicators of impending

problems.

Training

AINS will provide training in a wide range of technical topics. AINS can provide hands on training on the customers' platforms or can do so at the AINS Training Site. In addition, we provide:

Project-Related Training that educates staff on roles and responsibilities including briefing on specific tasks, critical deadlines, and the results from each task that must be transferred to other team members throughout the conversion process.

Product Related Training that educates staff in the use and application of AINS products and third-party products.

Hardware Installation

AINS is provides installation services for a wide range of hardware from most leading brands.

The installation services we provide with this and other hardware include: setup and burn-in, software loading, system testing, crash recovery, systems integration and installation.

In a LAN/WAN environment, AINS can also pull broadband and fiber cable as well as provide cable termination and testing. For example, the specific tasks include:

Task 1 Staging

- Assembly of base unit per customer's specifications
- Base installation of the Operating System
- Base installation of system software
- Install anti-virus software
- Installation and configuration of specified DASD requirements
- Installation and configuration of specified Tape or CD Subsystem
- Installation of Server-on-Board Cards
- Installation of memory
- Installation of network interface card
- Run diagnostics
- Configuration
- Packaging, Shipping and Delivery

Task 2 Delivery and Installation

- Unpack
- Install at customer's site
- Run diagnostic to assure safe delivery

Task 3 Configuring & Customizing Software

- Configure user servers and clients
- Configure network adapters - TCP/IP and/or Ethernet
- Create Customers defined volume groups and file systems
- Set security configurations
- Configure and install printers and print services
- Create user accounts
- Start configurator
- Change Configurator password
- Create User Ids on the systems
- Logon to the system
- Create system directory profiles
- Allocate new devices
- Allocate mini disk files
- Add non-DASD devices



Add DASD

Task 4 Installation of Additional Software

- Install customer specified products
- Install customer specified products
- Install customer specified software

Network Relocation

AINS will continue to provide network relocation and LAN migration services to our clients. This work involves many phases and is summarized below. A complete description of the process and procedures required for this work is found in our Project Workbook for Network Relocation and Consolidation.

Documenting existing network configurations

- Network hardware inventory
- Network systems software inventory
- Network applications inventory
- Mainframe connectivity through network
- Email
- Print services

Developing new network standards

- Evaluated standards conformity
- Update standards as needed
- Network servers
- Application servers
- PCs

Standardize network and application server configuration

- Conduct server software and hardware census
- Make upgrades as needed

Standardize of desktop software and hardware configuration

- Conduct PC hardware and software census
- Make upgrades as needed

Design new networks

- Estimate new network usage patterns
 - Understand current user needs and future requirements
 - Analyze peak application usage
 - Analyze criticality of applications
- Conduct network engineering and design
 - Conduct network modeling and simulation
- Prepare physical and logical network drawings

Develop Migration Plan

- Move schedule
- Server plan
 - Deinstallation/Reinstallation
- Workstation Plan
 - Deinstallation/Reinstallation
- Print Services Plan
 - Design, configure and install

Build Management and Task Teams

- Develop project management plan
- Attend Client coordination meetings

- Coordinate work activities
- Prepare and coordinate required Reports, Meeting Minutes, Schedules and Presentations

Kiosks

AINS will continue to develop its electronic kiosk technology for deployment at federal installations and military facilities (e.g., document imaging kiosks). This work will include content development, applications design, graphics, hardware and software procurement, systems integration, installation and maintenance.

Imaging

AINS will continue to provide state-of-the-art support to design and engineer sophisticated imaging systems for federal clients. Our work includes requirements analysis, applications design, software development, hardware and software procurement, systems integration, testing, installation and support.

AINS will use its comprehensive understanding of the issues involved with Records Disposition and Records Archival to assist federal customers in sizing an imaging project properly. In addition, with our on-going analysis of commercial-off-the shelf (COTS) imaging software and hardware, AINS can provide the support our clients need to develop customized solutions.

Our services include a Preliminary Project Analysis, and Alternatives Recommendation and Cost Estimate. Our engineering services include the design and construction of Enterprise Imaging systems for 100+ users, LAN-based imaging solutions for 5-99 users and Desktop imaging solutions for 1-5 users.

Document Conversion/Scanning and Electronic Document Formatting Services

AINS will continue to provide services for document conversion and scanning. This process converts a piece of paper into an electronic image that can be stored in an imaging system. The actual conversion of paper files is labor intensive. Paper files must be prepared for high speed scanning, scanned and then indexed for easy retrieval. The basic services for document conversion include:

Barcode Entry: The application and tracking of barcodes on document folders is the first step of the conversion process. This gives the ability to track the physical documents

Document Preparation: This is a labor intensive step that involves preparing the documents for high speed scanning. This work can include the removal of paper clips and staples, the unbinding of books and manuals, photocopying undersized or oversized documents, and inspection to assure all documents are accounted for.

Batch Scan: This work includes the converts the paper documents into scanned images. The documents are placed in high speed scanners and converted into a Group IV TIFF data file. These images are captured on magnetic disk and the file data is stores in a database

Indexing: This work involves entering key words of specific/unique identifiers into a database that points to each image file so that the users of imaging systems can quickly retrieve their documents.

Re-Assembly: This work is the direct opposite of the Prep procedure. At this step the documents that were batch scanned are



placed back into their respective folders in the order that they were scanned so that they may be reviewed for accuracy.

Quality Control: This work provides for the review of all scanned documents for the purpose of determining accuracy and clarity. For each folder the QC operator must examine every page within. If a folder has rejected pages, it will proceed to the Re-Scan phase. If there are no rejects then the folder will advanced directly to the QA process.

Re-Scan: This process provides the ability to re-scan document files that have been rejected.

Quality Assurance: This stage of the conversion process is a final inspection process.

Other work may include the transfer of image files from magnetic storage to fixed optical storage.

Electronic formatting services can include: Optical Character Recognition, the creation of full text indexing databases, SGML and HTML tagging.

Data Center Facilities Operation

Operating The Data Center - Scheduling Shifts 24x7

AINS will provide support to operate data centers on a 24 hour per day, seven day per week basis, with three eight-hour shifts per day 365 days per year. Staffing levels will be dictated by workload requirements. Sufficient flexibility will be built into the scheduling process to accommodate scheduled vacation and sick leave.

AINS will identify and assign priorities in order to maximize technical excellence and to meet established schedules and budgets. Our Team will serve as the primary liaison between the operations staff and customer technical monitors, system programmers, customer engineers, and the computer user community in solving system and user-related problems. We will generate and ensure the accuracy of operations-related reports and logs, maintain records and statistics, and compile required reports and special computer systems activity reports. We will organize, or modify such organization, within contractual, manpower, and cost limitations to complete assigned projects and to ensure optimal capability for obtaining new business.

Daily Operations

<i>Daily Activities</i>	
•	Run system initialization routines
•	Mount computer tapes
•	Set console control
•	Load line printers with forms
•	Set up communications equipment
•	Other technical activities

AINS computer operators will operate all equipment and associated peripheral equipment) in accordance with established standard operating procedures. Daily activities will include, but not be limited to the items to the right.

We will provide comprehensive monitoring of all aspects of computer and peripheral equipment performance. Coordination, labeling, and careful control will be provided for data to and from the library or outside the facility and for secure storage of backup data media and temporary storage of input and output data and products. System, database, and application backup requirements will be coordinated with system programmers and management before being implemented, and then a detailed backup schedule will be rigorously adhered to.

Monitor Production Jobs For Which Operators Have Responsibility

Operators will monitor all production jobs for which they have been assigned responsibility, such as backups, in accordance with SOPs. In the event of ABENDs or other problems, operators will attempt restarts. If restarts fail, they will notify the chief computer operator.

Set Up Production Jobs

Operators will set up production jobs as established by the Chief Computer Operator. Operators will use scheduling aids such as CA-7 and production flow charts. In addition to the surveillance noted above, the Data Center Manager will perform scheduled and ad hoc inspections and tests of the entire production process and the associated functional support areas.

An example of our operations process that we could use is as follows:

- Direct processing requests will be routed directly to the computer system for processing, and direct outputs will be automatically returned through the proper telecommunications links.
- Batch processing requests or data may be received as manual batch submissions or as remote batch. Batch requests will be directed to an input staging area for job set-up action by Production Control. Production Control will access required job set-up products (program/data disks, procedures documentation, etc.) from the Media Library, complete the job set-up, and insert the job in the batch queue according to predetermined schedules and priorities. At this point, a quality assurance check will be completed.
- Following the quality assurance check, the job will be submitted to Computer Operations for processing. Before processing, Computer Operations may require additional Media Library items, such as special tapes or operational procedures. Computer Operations will execute the requested job and return the results (i.e., all run submission and output products) to the output staging area. At this point, a second quality assurance check will be made on the run to ensure that all required products have been produced, that these products meet quality standards, and that the output products conform with preset correctness criteria.
- Upon completion of the output quality assurance check, products will be prepared for distribution according to preset procedures or user requests. Before distribution, a third quality assurance check will be made to ensure that all required products are prepared for distribution, that the required number of copies will be sent, that the distribution list is correct, and that all packing and mailing procedures are being followed. The distribution may take any form: manual hand-off, mail, or telecommunications transmission. Verbal communication of completion may also be required.

Perform Required Maintenance Tasks - Prepare Logs and Reports

All maintenance tasks will be accomplished in accordance with established SOPs. Preventive maintenance intervals will be periodically reviewed to ensure they are being performed often enough to prevent equipment outages. Computer operators will also be involved in troubleshooting equipment malfunctions, notifying maintenance providers of the malfunction, and tracking resolution of the problem.



Operators will follow a disciplined program of preventive maintenance that includes the cleaning and servicing of printers, tape drives and other data storage devices. AINS will perform general computer operator housekeeping functions and ensure that these functions are performed properly, efficiently, and safely.

Operators will be responsible for collecting information to be used in daily status reports, monthly performance reports in accordance with SOPs, and ad hoc reports as directed by the Chief Computer Operator. They will also make all regular entries in shift turnover logs, run regular backup reports, tape analysis reports and other reports as directed by SOPs.

Monitor System Status

Tools such as OMEGAMON will be used to monitor the status of applications. Performance indicators such as TSO response time, batch turnaround, DASD activity and resource utilization will be monitored for compliance to established thresholds.

AINS primary area for increasing efficiency, effectiveness, and integrity of host systems and associated software is the use of automated system software tools that both analyze and correct problems. Automated operations software provide capabilities to manage a broad spectrum of console operations. Through the implementation of a Service Level Management (SLM) approach, we would provide the ability to effectively and efficiently manage all components within the data center that impact on computer services delivered to users. SLM provides the capability to manage change management, console management, tape management, problem management, DASD management, scheduling, network management, checkpoint/restart/ recovery management, print/report distribution, performance monitoring and management, disaster recovery, configuration management, environment management, report balancing, and management reporting. The following areas, most of which are also included in an SLM approach, are excellent candidates for improvements:

- Resource Accounting and Utilization—Key to efficiency is the system management data collected from and maintained by data center systems daily and automatically updated in the user data base to record data such as date of last access, wall-time, CPU-time, peripheral usage, disk tracks used, etc., for every user
- Security, Error Detection, and Correction—Improvements to security of data, detection of data errors, and the associated data correction process is critical to ensuring the system is accurate and reliable
- Operator Communications—The importance of close, clear, complete, and continuous verbal communications with computer operators/staff on computing resource issues, such as system status and schedules, especially during down and slow response times and during shift changeovers
- Mass Storage and Tape Library Management—Effectiveness in library procedures includes areas such as access control, physical security, media use records, media handling procedures, off premise storage procedures, environmental controls, erasure control for sensitive information, retention/release procedures, security vaults, labeling procedures, library area, and backup procedures.

Initiate Trouble Reports As Required

Computer operators will initiate trouble reports in accordance with established SOPs. This includes the logging of troubles, and the notification and reporting processes. AINS recommends the development of a single trouble tracking system which will be used by mainframe, network and PC support personnel. Such a system will ensure that problems are resolved within the required period,

and that trend analysis of trouble reports can be used for proactive problem resolution. In detecting, isolating and resolving problems, our AINS' operations personnel will perform the following steps:

- Document the existence of a problem (all problems are recorded in the console logs and computer incident reports) and:
 - Establish the importance or severity of the problem
 - Determine who should resolve the problem
 - Notify the appropriate personnel (vendor/systems) of the problem
 - Capture pertinent information for coordination, problem determination and resolution activities
- Record and track all system maintenance, failures and modifications, performed by operations personnel using a computer incident report. Items contained on this form include:
 - Start/stop date and time of incident
 - Incident type (maintenance or failures, etc.)
 - Vendor notification (name/time)
 - Detailed description of incident
 - System status (upon vendors departure)
 - Systems affected by failure and elapsed unavailable time
 - Lead operator signature

Once the maintenance or problem is resolved, we will record a detailed description of resolution.

Data Conversion and Migration

On many legacy conversion projects and new application development projects data conversion is a significant task. AINS will continue to provide services in data conversion and migration. Some of the major data migration service we provide include:

- Developing a policy/procedure for handling data errors
- knowing when to stop coding and start manually to enter data
- testing and validating data
- testing linkages between tables
- providing a clean set of test data
- prioritizing the work schedule to sync up the conversion process with the application development
- defining a schedule and set of deliverables

Data Migration and Conversion Process

The data conversion process from the SOURCE database to the DESTINATION database can be broken into three stages. Each stages are explained below.

- 1) **Data Extraction.** The data from the SOURCE database needs to be transferred to the DESTINATION database tables with different table structures. As the table column mapping in some tables is not straight-forward, it is very important to extract the data correctly from the SOURCE database, to reduce the complexity of data transfer.

The data from the SOURCE tables needs to be extracted in the ASCII format. Each of the data files should contain the record numbers, along with, other column information. Most of the data comes from single source table. Generate the ASCII files with data specific to tables in destination database.

For the data coming from multiple source tables, the SOURCE database will be tested to determine if it is capable of combining multiple tables before extracting data, so that we can obtain all of the required columns for the destination table. This will reduce the data transfer problems.

If the SOURCE database contains columns called Virtual Columns. These columns, if needed in the destination database, also need to be extracted, if possible.

Regarding duplicate data, it is easy to eliminate most of the duplicate data during the data extraction.

Steps for the data extraction process:

- Analyze the Source tables & required destination tables
- Extract sample ASCII files
- Check the correctness of data and column-order as required in the destination tables
- Use these sample files to test the transfer of data
- Check the data in new tables and Confirm with CLIENT
- Document the process for data exportation & provide it to CLIENT
- Work with CLIENT staff to extract the actual data from the SOURCE database
- Supervise the process

- 2) **Data Manipulation.** There are various situations we need to consider in manipulating the data. Data Validation requirements need to be set by CLIENT and reviewed by AINS to do certain validation on required fields. AINS needs to confirm that the size of the destination columns is equal to or greater than the size of source columns. If not, than CLIENT would provide the inputs to what should be done with the data (either truncate the data or increase the size of destination columns).

Derived Data & Computed data (i.e. Virtual Columns in SOURCE tables). The SOURCE database may contain fields called virtual columns. Likewise, if the destination columns are either the combination of multiple source columns or subset of source column, then it would be done during this phase. (i.e. concatenation of data elements, substring extraction, translation and transformation of internal system codes and conversion of data types).

During this stage, some reports could also be generated, if CLIENT needs, to report the erroneous data, which may not be validated by using standard validation routines, and could be performed manually.

Steps for Data Manipulation:

- Analyze the source data files
 - Build the validation routines
 - Build the routines to generate derived or compound data
 - Test the routines on the sample data files
 - Generate the appropriate reports required from this stage
 - Document the routines and provide all software executable and source code files used in the conversion process
 - Acceptance Test
 - Implementation of routines
- 3) **Data Loading.** Data Loading is the final and most critical phase. With declarative integrity in the DESTINATION

SQL database, the most crucial task extracting proper Foreign Key from parent tables and assigning to the child table-columns. Steps to follow include:

First, load all the tables which does not have any foreign keys (most of them would be look-up tables). Then load the tables with one Foreign Key, getting it from appropriate look-up tables. Then loading tables with two Foreign Keys, and so on.

The process of loading data with multiple foreign key becomes complex and could be done in several ways, depending on the complexity of extracting the foreign keys. Most of the tables with no foreign keys can be loaded into the database tables using BCP utility provided by the DESTINATION SQL database

Tables with multiple columns can be loaded as follows.

- Load the data into a temporary table using BCP utility
- Create a batch-process or stored-procedure to extract foreign keys and insert the data into the table
- Drop the temporary table

OR if the data is too complex to be handled by batch-processes, then the task could be performed by using db-libs (APIs) on the data file and the parent tables. Steps for data loading:

- Create BCP scripts for loading the data
- Create batch-processes and/or stored procedures to extract the related data
- Load the sample data into the tables
- Generate reports if there is any error in loading data
- Test the data consistency and referential integrities
- Document the scripts/processes for data loading
- Acceptance Test
- Load the actual data into the tables

Mappings for some of the fields are not provided in the listing. Some of these fields can have NULLs. But, the fields which has NOT NULL constraints needs to be filled during data loading phase. These field values should be provided by CLIENT before the data conversion process starts. As some them are referenced as foreign keys in other tables.

Master Plan and Schedule of Deliverables

AINS will prepare a primary tasks required to complete the data conversion process on a timely basis. This preliminary schedule show the required tasks and overall sequence of events. It does not reflect the detailed schedule that will be refined and agreed upon as the first task of this project which will include an in-depth analysis of the existing table structure.



IT SERVICES POSITION DESCRIPTIONS

Administrative Specialist

In support of other Professional Services listed herein only, cannot be ordered separately.

Minimum/General Experience: Minimum education experience

Functional Responsibility: Enter data into a database. Files documents. Reviews, verifies and processes documentation according to established procedures. Responds to information requests. Keeps a variety of records. Receives and sorts mail, inventory and other items.

Minimum Education: High School diploma or GED

AINS Product Certified Subject Matter Expert I

Minimum/General Experience: Up to two (2) years of experience in one or more of AINS' major COTS products, including FOIAXpress, CATXpress, SCANXpress, or REDACTXpress. Experience to include requirements analysis, software configuration, or the development of custom training material. Proficient in written and verbal communication in order to maintain high quality systems documentation. Strong interpersonal skills and problem solving techniques are necessary.

Functional Responsibility: Manage and configure COTS application; populate databases with use cases; provide desk-side support to end users; assist in developing training material and user documentation. Maintain a professional relationship with customers and system users.

Minimum Education: High School diploma or GED and AINS Product Certification(s).

Configuration Engineer I

Minimum/General Experience: Two years of Software Configuration Management experience (including COTS software configuration management) and experience using tools (e.g., PVCS, MS Version Manager). PC experience in a client/server environment is necessary. Good oral and written skills are also a requirement.

Functional Responsibility: Responsible for assisting in the maintenance of Configuration Management environment. Maintain configuration management procedures.

Minimum Education: BS or equivalent is required.

Configuration Engineer II

Minimum/General Experience: Three (3) to five (5) years of software experience (including COTS software configuration management) and one (1) to two (2) years of software testing. One (1) to two (2) years of configuration management, as well as PC experience in a client/server environment. An understanding of Web based solutions is necessary.

Functional Responsibility: Defines the process used to manage both configuration and system testing for a web based software development shop. Implement the process and education of the

development team on how to use the processes. Oversee testing of all applications prior to system integration testing. Work with a combination of technologies (e.g., Windows and UNIX) and desktop workstations including client and server software).

Minimum Education: BS or equivalent is required.

Database Specialist I

Minimum/General Experience: Two (2) years experience in data processing.

Functional Responsibility: Under direction of senior staff, perform basic data base operations functions.

Minimum Education: BS in Computer Science, Information Systems, Engineering, Business, or other related discipline.

Database Specialist II

Minimum/General Experience: Four (4) years technical experience of which at least one (1) year have been direct database administration including formulating and implementing procedures for database management, database performance optimization and security maintenance. The one (1) year direct experience will be waived with a recognized industry certification in database administration.

Functional Responsibility: Establishes procedures for operations of the data base and data base management system and ensures compliance. Collects data elements and prepares data base specifications. Develops, maintains, and controls the data dictionary. Consults with programmers and users to develop test data to exercise the data base and user-applications software. Participates in logical and physical data base designs. Maintains control programs required for accessing data bases. Maintains, refines/enhances the data base and modifies logical relationships, as necessary. Implements procedures for testing the back-up and recovery procedures of automated systems and security and privacy of automated systems Monitors performance statistics. Performs performance tuning. Prepares reports as required.

Minimum Education: Bachelor's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs.

Database Specialist III

Minimum/General Experience: Five (5) years technical experience of which at least two (2) years have been database development and administration including designing databases, and formulating and implementing procedures for database management, database analysis of performance and security maintenance. The two (2) year direct experience will be waived with a recognized industry certification in database management.

Functional Responsibility: Conducts requirements analysis and establishes sound database designs for large, complex databases in various technologies (e.g., Oracle, SQL Server). Collects data elements and prepares data base specifications for data, content, and or image management systems. Prepares reports, as required.

Minimum Education: Bachelor's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs.



Database Specialist IV

Minimum/General Experience: Five (5) years experience, of which at least three years must be specialized experience in the data base(s) being supported. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

Functional Responsibility: Supervises and manages the daily activities of configuration and operation of databases which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning.

Minimum Education: BS in Computer Science, Information Systems, Engineering, Business, or other related discipline.

Document Conversion Specialist I

Minimum/General Experience: Requires good organizational skills and excellent manual dexterity.

Functional Responsibility: Provides prep services for document conversion and scanning. This process converts paper documents into electronic images. This work includes: unboxing work folders, identifying proper work folders, removing staples, paper clips and/or binders, breaking apart book or manual bindings, making copies of dual sided pages, making enlarge or reduced copies of small over-sized documents, re-assembling scanned documents, packing documents for final disposition.

Minimum Education: High School diploma or GED

Document Conversion Specialist II

Minimum/General Experience: Requires accurate typing skills.

Functional Responsibility: Provides services for document conversion and scanning. This process converts paper documents into electronic images. This work includes: barcode data entry, document preparation, batch scanning, indexing, re-assembly, quality control, re-scanning, and quality assurance.

Minimum Education: High School diploma or GED.

Document Conversion Specialist III

Minimum/General Experience: Six (6) month experience as a Document Conversion Specialist. Requires competence in all phases of document conversion. Also requires knowledge of imaging and document conversion technology (including leading COTS solutions, e.g., Captiva, ScanXpress and Kodak).

Functional Responsibility: Supervises Document Conversion Specialists I & II, advises Document Conversion Manager on status of projects, develops work schedules.

Minimum Education: High School diploma or GED

Document Conversion Specialist IV

Minimum/General Experience: Five (5) years of supervisory experience in a Document Conversion Facility or other related production environment. Requires competence in all phases of production management techniques including: scheduling, workforce development, and human resources. Also requires knowledge of imaging and document conversion technology

(including leading COTS solutions, e.g., Captiva, ScanXpress and Kodak).

Functional Responsibility: Manages all aspects of Document Conversion process, attends client meetings, prepares reports, schedules, meeting minutes and presentations.

Minimum Education: Bachelor's degree or Associates degree plus four (4) years related experience.

Document Conversion Specialist V

Minimum/General Experience: Six (6) years of technical experience that includes four (4) years of relevant imaging experience which applies to systems analysis and design techniques for complex imaging systems. Requires competence in all phases of imaging systems analysis techniques, concepts and methods; also requires knowledge of available imaging hardware, systems software, input/output devices, structure and management practices.

Functional Responsibility: Provides support to design and engineer complex imaging systems (including solutions, e.g., Hummingbird, Documentum, CATXpress, FOIAXpress, and ScanXpress), formulating requirements, advising on alternative approaches and conducting feasibility studies.

Minimum Education: Bachelor's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs.

Developer I

Minimum/General Experience: One (1) year of computer programming experience.

Functional Responsibility: Translate detail program flowcharts into program-coded instructions used by third and forth-generation, or current state-of-the-art computers.

Minimum Education: BA or BS degree with two years of equivalent experience in related field.

Developer II

Minimum/General Experience: Strong technical background to include three (3) - five (5) years of software/web development experience. A minimum of six months cold fusion experience or other COTS application development software. One (1) year of MS SQL Server or Oracle, or equivalent databases. Experience in a client/server environment.

Functional Responsibility: Responsible for writing and maintaining code in a web based software development shop. Maintain and develop web pages. Contribute to all aspects of the web building process, to include page layout, graphic design, and Java scripting. Work with a combination of Windows and IIS servers, relational databases and Web browsers. A good understanding of web based solutions is necessary.

Minimum Education: BS or equivalent experience is required.

Developer III

Minimum/General Experience: Strong technical background to include five (5) - seven (7) years of software/web development, mainframe, and or imaging experience. A minimum of three (3)



years software development, system programming, and or database development.

Functional Responsibility: Responsible for developing web-based software and other software and hardware solutions using web browsers; backend servers (including database servers and client-server platforms); operating systems (e.g., Windows and UNIX); and image storage and retrieval systems (e.g., Documentum and Hummingbird). Designs detailed programs, flowcharts, and diagrams.

Minimum Education: Bachelor's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs.

Developer IV

Minimum/General Experience: Strong technical background to include Five (5) - Seven (7) years of software/web development experience. A minimum of one (1) year cold fusion experience. Two (2) to three (3) years of MS SQL, Oracle, or equivalent databases.

Functional Responsibility: Responsible for managing the development of code in a web based software development shop. Contribution to all aspects of building web-based solutions, to include integration's (e.g., web based frontends, COTS, middleware). Work with a combination of technologies (e.g., Windows, server-based computing, relational databases, Web browsers). A solid understanding of web-based solutions is necessary.

Minimum Education: BS or equivalent experience is required.

Documentation Specialist I

Minimum/General Experience: One (1) year experience writing technical reports, software documentation, technical manuals and proposals. Knowledge of industry leading word processing software and knowledge of desktop publishing software. Coordination of production and distribution of material.

Functional Responsibility: Interview technical personnel and end-users to increase understanding of document requirements for format, content and organization. Checks for accuracy and completeness of all deliverables. Writes, rewrites and edits technical documents. Proof reads documentation. Develops outlines, graphs and tables. Checks graphs and charts for accuracy.

Minimum Education: Bachelor's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs.

Documentation Specialist II

Minimum/General Experience: Three (3) years experience, of which at least one (1) year must be specialized. Specialized experience includes: demonstrated experience in editing documents, including technical documents. Demonstrated ability to work independently or under only general direction.

Functional Responsibility: Assist in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Minimum Education: Bachelor's degree in English, Literature, or other related experience.

Equipment Technician I

Minimum/General Experience: Two (2) years of technical experience which applies to the setup, installation and maintenance of computer hardware.

Functional Responsibility: Provides support to uncrate, setup, install and maintain computers and related imaging hardware. Installations and configures operating systems, utilities and network connectivity software. Deinstalls and reinstalls computers and peripheral equipment. Under minimum supervision, installs, maintains, and repairs voice, data and video equipment, and related apparatus. Also requires knowledge of maintenance procedures including in-warranty or out-of-warranty repairs.

Minimum Education: AA degree or related technical certificate.

Equipment Technician II

Minimum/General Experience: Five (5) years of technical experience which applies to the setting up, installation and maintenance of computer hardware.

Functional Responsibility: Provides support to uncrate, setup, install and maintain computers and related imaging hardware. Installations and configures operating systems, utilities and network connectivity software. Deinstalls and reinstalls computers and peripheral equipment. Under minimum supervision, installs, maintains, and repairs voice, data and video equipment, and related apparatus. Assesses complex problems, investigates and resolves problems presented. Schedules installation of equipment with office staff. Directs the activities of lower-level personnel. Also requires knowledge of maintenance procedures including in-warranty or out-of-warranty repairs.

Minimum Education: AA degree or related technical certificate.

Help Desk Specialist I

Minimum/General Experience: One (1) year of experience that includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk.

Functional Responsibility: Provide phone support to users in the areas of e-mail, directories, standard Windows desktop applications, and developed applications. Serve as the initial point of contact for troubleshooting hardware/software (including imaging systems or processes).

Minimum Education: A HS Diploma and a minimum of one year experience using PCs.

Help Desk Specialist II

Minimum/General Experience: Two (2) years experience which includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field, imaging systems or imaging operations, and or related fields.

Functional Responsibility: Provide phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop



applications, and developed applications. Serve as the initial point of contact for troubleshooting hardware/software (including imaging components), and other network-based application problems.

Minimum Education: HS Diploma and a minimum of two years experience using PCs.

Help Desk Specialist III

Minimum/General Experience: Three (3) years experience, of which at least one year must be specialized. Specialized experience includes: knowledge of PC operating systems, as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field, and or related fields (including support of COTS imaging systems or imaging operations).

Functional Responsibility: Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, web-based applications, imaging applications and or operations.

Minimum Education: An Associate's degree in Computer Science, Information Systems, Engineering, Business, or other related experience. Note: With a Bachelor's degree (in the fields described above), four years general experience of which at least two years must be specialized experience is required.

Help Desk Specialist IV

Minimum/General Experience: Five (5) years experience with some specialized experience that includes: management of help desks in a multi-server environment, comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server field, or related fields.

Functional Responsibility: Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and other developed applications. Serves as the first point of contact for troubleshooting hardware/software PC and printer problems.

Minimum Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related experience.

Network Engineer I

Minimum/General Experience: One (1) years of LAN and WAN experience and six months of NT experience as well as a good understanding of MS Windows and Office. Experience with troubleshooting and PC support.

Functional Responsibility: Duties include Windows and Unix servers, as well as network maintenance and connectivity support. Maintain user and group accounts. Perform general PC, server and software support as necessary, and troubleshoot and correct printing issues. Perform duties directed by more senior engineers.

Minimum Education: BS or equivalent experience.

Network Engineer II

Minimum/General Experience: Three (3) years of LAN and WAN experience and one (1) year of NT experience as well as a good understanding of MS Windows and Office. Experience with troubleshooting and PC support.

Functional Responsibility: Duties include Windows and Unix server support, network maintenance and connectivity support, maintaining user and group accounts; monitoring exchange server usage, queue status, and coordinating users' actions to correct exceeding space allowances. Monitoring backups and manage restore requests, monitoring SAN connectivity, and monitoring, maintaining, creating, and deleting file shares as necessary to facilitate the successful implementation of projects. Set up and configure laptops with specific software and connectivity. Write and troubleshoot new scripts to help automate processes. Perform general PC and software support as necessary, and troubleshoot and correct printing issues.

Minimum Education: BS or equivalent experience.

Network Engineer III

Minimum/General Experience: Four (4) years technical experience designing and implementing physical and logical communication networks. Executes work statements using proper test data and procedures. Tests and debugs all systems software and hardware.

Functional Responsibility: Analyzes customer's voice, data and image requirements and develops cost effective solutions. Prepares workprints and schematics for the placement, implementation, rearrangement or removal of voice, data and video/audio cables and associated hardware. Analyzes, selects and designs circuit paths, transmission logic and hardware to connect localized networks. Evaluates projected network usage, signaling characteristics and proposed network media. Recommends media that will ensure transport and receipt of voice, data and video/audio signaling. Assess the need for capacity modifications. Evaluates new products and technologies. Supervises lower level staff.

Minimum Education: Master's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs that includes a Bachelor's degree in a related discipline and four years of related work experience.

Network Engineer IV

Minimum/General Experience: Eight (8) years technical experience of which include five (5) years of relevant network design engineering and support and have excellent task management and communication skills. Must have extensive experience in the design, engineering and operation of large scale networks (100 nodes or greater). Should have sound knowledge of two or more of the following LAN/WAN protocols: TCP/IP, SNMP, IPX, ATM, OSPF, BGP or SNA. Must be experienced in configuring routers, hubs, firewalls and switches.

Functional Responsibility: Monitors network hardware operations to ensure properly set configuration options. Plans implementation of enhancements and upgrades to the network. Performs cost/benefit studies of network configurations and recommends enhancements. Directs the acquisition, installation and testing of network hardware. Advises network users of hardware requirements, configurations and limitations. Isolates, resolves or circumvents network problems. Instructs operations personnel on use of new equipment. Initiates and coordinates repair of vendor-owned equipment. Maintains contact with vendors during problem



restoration and advises customer and management of restoration status.

Minimum Education: Bachelor's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs.

Network Engineer V

Minimum/General Experience: Six (6) years technical experience with Local Area (LAN) and Wide Area (WAN) networks and connectivity. Must have extensive experience in the design, engineering and operation of large scale networks (200 nodes or greater). Should have sound knowledge of three or more of the following LAN/WAN protocols: TCP/IP, SNMP, IPX, ATM, OSPF, BGP or SNA. Must be experienced in specifying and configuring network communications devices.

Functional Responsibility: Responsible for connecting Local Area Networks to mainframe networks using TCP/IP, IPX, and SNA Gateway. Leads and oversees the efforts of junior network Engineers. Reviews plans and designs for implementation of enhancements and upgrades to the network. Reviews cost/benefit studies of network configurations and recommends enhancements. Oversees the acquisition, installation and testing of network hardware. Advises the Project Manager and customer management on network topology, platform selection, architecture alternatives and limitations.

Minimum Education: Bachelor's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs.

Office Automation Specialist I

Minimum/General Experience: Two (2) years technical experience of assisting organizational staff in the use of advanced computing and office automation technology.

Functional Responsibility: Assists staff in the operation of computers and office automation technology. Prepares and manages documentation (e.g., procedures, standards manuals) in an efficient manner by leveraging knowledge and experience in hardware, software, and administrative systems. Resolves users problems and provides useful information to clients. Resolves hardware and software malfunctions. Calls vendors for maintenance. Maintains logs and records of usage and maintenance. Installs desktop software.

Minimum Education: Bachelor's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs.

Office Automation Specialist II

Minimum/General Experience: Five (5) years technical experience of assisting organizational staff in the use of advanced computing and office automation technology.

Functional Responsibility: Performs daily administration of office automation technology. Assists staff in the operation of computers and office automation technology. Resolves users problems and provides useful information to clients. Resolves hardware and software malfunctions. Calls vendors for maintenance. Maintains logs, develops documentation, procedures, reports, and records of usage and maintenance. Installs desktop software. Assists Office Automation Specialists in fulfilling their responsibilities.

Minimum Education: Bachelor's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs.

PC/LAN Specialist I

Minimum/General Experience: Experience with Windows and Microsoft Office.

Functional Responsibility: Provide Help Desk and PC Support; answer and log Help Desk calls; respond to user questions, perform PC and printer repairs, support Office 97 and other standard software packages. Work on Intel-based PCs along with MS Office and Windows and Token Ring network, and Macintosh support.

Minimum Education: HS Diploma and a minimum of 6-months related experience.

PC/LAN Specialist II

Minimum/General Experience: Two (2) years of PC repair and support. Experience with MS Windows and Office. Problem solving and diagnostic skills.

Functional Responsibility: Answer and log Help Desk calls, respond to user questions, perform PC and printer repairs, support MS Office and other standard software packages. Work on Intel-based PCs along with MS Office, Windows Token Ring network, and Macintosh support.

Minimum Education: HS Diploma and a minimum of 1 year of related experience.

PC/LAN Specialist III

Minimum/General Experience: Two (2) years help desk experience and Four (4) to six (6) years of PC repair and support. Experience with Windows and Microsoft Office. Problem solving and diagnostic skills.

Functional Responsibility: Answer and log Help Desk calls. Responsible for resolving all help desk related calls and report generation. Duties include: installation of hardware such as printers, PCs and laptops as well as the installation of standard software; meeting logistics, e.g. setting up the hardware for demonstrations, preparing the PCs (software and hardware) in the training rooms, assisting with network tasks to include some light lifting of equipment.

Minimum Education: HS Diploma.

Product Consultant I

Minimum/General Experience: 6 years of progressive experience in information systems architecture design and implementation, two (2) of which must be in analysis, requirements specification, and implementation of integrated IT solutions involving in-depth knowledge of specific COTS products.

Functional Responsibility: Provides high-level support for problem definition, analysis, requirements development, and implementation for logistics and related information systems. Makes recommendations and advises on organization-wide system improvements, evaluation and implementation of COTS products, optimization or maintenance efforts for logistics and related information systems in one or more of the following specialties:



information systems architecture; networking; telecommunications; automation; communications protocols; software; life-cycle management; and software development methodologies.

Minimum Education: Bachelor degree in computer science, systems analysis, business process analysis or related field.

Product Consultant II

Minimum/General Experience: 8 years of progressive experience in information systems architecture design and implementation, three (3) of which must be in analysis, requirements specification, and implementation of integrated IT solutions involving in-depth knowledge of specific COTS products.

Functional Responsibility: Provides high level technical, managerial, and administrative consulting and guidance on the identification, selection, and implementation of COTS products in selected functional areas. Maintains current knowledge of existing and emerging information technology products and solutions and related industry best practices. Evaluates the potential impact and cost/benefit of adopting particular COTS products or solutions in light of customer management and technical requirements. Understands both business environment and information technology aspects and able to provide leadership to a technology or development team. Work closely with customers and users; provides expert liaison with and vendors and supplier. Prepares implementation plans, test and acceptance plans, and technology evaluation reports and briefings.

Minimum Education: Bachelor degree in computer science, systems analysis, business process analysis or related field.

Principal Network Engineer I

Minimum/General Experience: Four (4) years technical experience of which two (2) years shows performance with related messaging technologies. Must be certified in the appropriate (e.g., ATM, Microsoft Office) product. Must have experience in designing networks, messaging and/or groupware systems.

Functional Responsibility: Work closely with the Project Manager to ensure development and analysis remains on time. Familiar with messaging backbones across a variety of networks and operating systems. Supports all aspects of electronic mail systems including design, configuration, monitoring, technical support and administration. Maintains and supports departmental offices, SMTP, X.400 and Internet gateways. Implements procedures for testing the back-up and recovery procedures of automated systems and security and privacy of automated systems. Monitors performance statistics. Performs performance tuning. Prepares reports as required. Understands groupware application development and dynamics and client/server relationships. Develops plans and performs/supervises assignments of substantial variety and complexity. Integrates Exchange technology within Novell or Unix environments.

Minimum Education: Bachelor's degree in related discipline or an equivalent combination of education and training that provides the required KSAs.

Principal Network Engineer II

Minimum/General Experience: Fifteen (15) years technical experience designing and implementing large complex physical and logical communication networks. Prepares work statements, test data and procedures. Originates appropriate tests to evaluate, test

and debug all systems software and hardware. Must be experienced in network architectures, network modeling and performance analysis.

Functional Responsibility: Reviews and analyzes customer's voice, data and image requirements and develops cost effective solutions. Reviews and analyzes workprints and schematics for the placement, implementation, rearrangement or removal of voice, data and video/audio cables and associated hardware. Analyzes, selects and designs circuit paths, transmission logic and hardware to connect localized networks. Determines projected network usage, signaling characteristic and proposed network media. Recommends media that will ensure transport and receipt of voice, data and video/audio signaling. Assess the need for capacity modifications. Evaluates new products and technologies. Supervises lower level staff.

Minimum Education: Master's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs that includes a Bachelor's degree in a related discipline and four years of related work experience.

Project Manager I

Minimum/General Experience: Ten (10) years technical experience providing management and technical support to all project tasks and personnel. Provides overall direction for all project related activities.

Exercises analytical skill to resolve administrative, technical and managerial problems.

Functional Responsibility: Serves as the interface with the Government CO and COR in the absence of a senior Project Manager. Provides support to the design and engineering of complex systems. Responsible for all aspects of project performance including technical, contractual, administrative and financial obligations. Manages and supervises personnel involved in all aspects of project activity. Organizes and assigns responsibilities to subordinates and oversees the successful completion of all assigned tasks. Maintains technical and financial reports to show progress to management and client. Provides support to marketing personnel in identifying new business requirements. Ensures the development, maintenance and implementation of a Program Management Plan that guides the performance of all functional activities performed on a project.

Minimum Education: Bachelor's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs.

Project Manager II

Minimum/General Experience: Ten (10) years of technical experience, of which at least five (5) years must be specialized. Specialized experience includes: project development from inception to deployment, expertise in technology management, coordination of project resources (e.g., funds, staff, or time) using complex reporting mechanisms, demonstrated capability in managing multi-task projects. General experience includes increasing responsibilities in information systems design and/or management.

Functional Responsibility: Serves as the interface with the Government CO and COR in the absence of the Program Manager. Manages the technical requirements, and implementation efforts for complex systems Assists with coordination of contractual, administrative and financial controls. Maintain technical status, and project status reports.



Minimum Education: Bachelor's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs.

Program Manager I

Minimum/General Experience: Fifteen (15) years experience, of which at least ten (10) years must be specialized. Specialized experience includes: project development from inception to deployment, expertise in 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 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. Responsible for overall contract performance.

Minimum Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related experience.

Quality Assurance Specialist I

Minimum/General Experience: One year experience in client/server environment.

Functional Responsibility: Executes test scripts as required. Under direction, tests the computer software and fills out the required documentation.

Minimum Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related experience.

Quality Assurance Specialist II

Minimum/General Experience: Three (3) years experience, of which at least two years must be specialized in a testing/configuration management area. Demonstrated ability to work independently or under general direction.

Functional Responsibility: Analyzes functional business applications and design specifications for functional activities. Develop block diagrams, test scripts and logic flow charts as required. Test the computer software, prepares required documentation.

Minimum Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related experience.

Quality Assurance Specialist III

Minimum/General Experience: Ten (10) years experience managing or performing software engineering activities, of which at least eight (8) years must be specialized. General experience

includes increasing responsibilities in software engineering activities and knowledgeable of applicable standards.

Functional Responsibility: Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management and testing.

Minimum Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related experience.

Quality Assurance Specialist IV

Minimum/General Experience: Eight (8) years of software experience and three (3) years of software testing. PC experience in a client/server environment also required.

Functional Responsibility: Responsible for managing and executing the processes used for both configuration and system testing. Manage testing teams and oversee testing of all applications prior to system integration testing. Provide written documentation. Work with a combination of Windows/NT servers and desktop workstations including client and server software.

Minimum Education: BS or equivalent.

Quality Assurance Specialist V

Minimum/General Experience: Ten (10) years of software experience of which four (4) years of software testing. PC experience in a client/server environment also required.

Functional Responsibility: Responsible for managing and executing the processes used for both configuration and system testing. Manage testing teams and oversee testing of all applications prior to system integration testing. Provide written documentation. Work with a combination of technologies (e.g., Windows, UNIX servers, and desktop workstations including client and server software).

Minimum Education: BS or equivalent.

Systems Analyst I

Minimum/General Experience: Four (4) years technical experience performing complex systems analysis using both standard and non-standard analysis, design and evaluation methods. Experience includes mainframe, client-server, web-based platforms and or COTS technologies including languages, utilities, products, their installation, integration, maintenance, configuration and performance optimization.

Functional Responsibility: Establishes the framework for new automated systems from the conduct of feasibility studies to post-implementation evaluation. Advises policy making officials on system designs and ADP forecasts. Plans, conducts and coordinates studies of a broad and complex nature necessitating the application of advanced system analysis techniques. Analyzes and evaluates existing or proposed COTS integrated systems and devises computer systems to process data. Prepares detailed program specifications and flowcharts, and coordinates the



system's installation for the user department, ensuring satisfactory results. Contacts equipment and software manufacturers concerning technical developments. Develops and maintains data processing applications which meet customer business needs.

Minimum Education: Master's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs that includes a Bachelor's degree in a related discipline and four years of related work experience.

Systems Analyst II

Minimum/General Experience: Eight (8) years technical experience performing complex systems analysis using both standard and non-standard analysis, design and evaluation methods.

Functional Responsibility: Provides programming and technical leadership in determining/support customer requirements for major operational systems. Direct lower level System Analyst in establishing the framework for new automated systems from the conduct of feasibility studies to post-implementation evaluation of COTS implementation and developing integrated systems. Advises policy making officials on system designs and ADP forecasts. Plans, conducts, and directs systems projects of major importance and difficulty. Analyzes and evaluates existing or proposed systems and devises computer systems to process data. Prepares detailed program specifications and flowcharts. Conducts continuing review of computer technology development.

Minimum Education: Master's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs that includes a Bachelor's degree in a related discipline and four years of related work experience.

Systems Analyst III

Minimum/General Experience: Eight (8) years of technical experience in performing complex systems analysis design and evaluation methods. Experience includes mainframe, client-server, web-based platforms or COTS technologies including application languages, utilities, products, their installation, integration, maintenance, configuration and performance optimization.

Functional Responsibility: Maintains host operating systems, communication software, database software and utility programs. Directs testing and implementation of all software and hardware configuration changes. Analyzes system software and hardware problems. Prepares program and test specifications. Tracks systems problems with operations staff and establishes problems resolution procedures. Participates in structured walk-throughs. Assists lower-level system programmers.

Minimum Education: Bachelor's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs.

Subject Matter Expert I

Minimum/General Experience: Strong technical background to include: One (1) to three (3) years experience in COTS product experience in HW/SW product administration, PC experience in a client server environment. Proficient in written and verbal communication in order to maintain high quality systems documentation. Strong interpersonal skills and problem solving techniques are necessary.

Functional Responsibility: Manage and configure COTS application. Install and configure OS and Data Bases on the Client and Servers. Develop and maintain catastrophic recover procedures and frequent application upgrades. Maintain a professional relationship with system users and provide system support.

Minimum Education: BS or equivalent is required

Subject Matter Expert II

Minimum/General Experience: Strong technical background to include: Five (5) years technology experience of which 2 years experience is in the specific field of expertise (e.g., in COTS software, enterprise solutions, technical platforms). Experienced in the analysis, design, development, or administration of information technology systems, applications, or packaged products and solutions. Proficient in written and verbal communication in order to maintain high quality systems documentation. Strong interpersonal skills and problem solving techniques are necessary.

Functional Responsibility: Manage and configure COTS application. Install and configure OS and Data Bases on the Client and Servers environments. Develop and maintain catastrophic recovery procedures and frequent application upgrades. Maintain a professional relationship with system users and provide system support.

Minimum Education: BS or equivalent is required

Subject Matter Expert III

Minimum/General Experience: Strong technical background to include: Six (6) years technology experience of which two (2) years experience in the specific field of expertise (e.g., in COTS software, enterprise solutions, technical platforms). Experienced in the analysis, design, development, or administration of information technology systems, applications, or packaged products and solutions. Proficient in written and verbal communication in order to maintain high quality systems documentation. Strong interpersonal skills and problem solving techniques are necessary.

Functional Responsibility: Serves as a technology expert in the architecture and development of large systems requiring state-of-the-art technology that is based on complex engineering techniques and/or processes. Provides expert, independent services and leadership in specialized technical areas. Leverages expertise and specialization in products (e.g., Captiva, Hummingbird, Documentum, CATXpress), functional areas (e.g., records mgmt, EVMS, financial mgmt, administration of systems), or IT solutions (e.g., development and maintenance of catastrophic recovery procedures and application upgrades). Demonstrates progressive accomplishments as an expert in large and complex information technology systems implementations. Possesses expertise is applied across multiple information technology platforms and the integration of diverse architectures. Demonstrates the ability to work independently or under only general direction.

Minimum Education: BS or equivalent

Subject Matter Expert IV

Minimum/General Experience: Strong technical background to include: Seven(7) years technology experience of which three (3) years experience in the specific field of expertise (e.g., in COTS software, enterprise solutions, technical platforms). Experienced in the analysis, design, development, or administration of information technology systems, applications, or packaged products and



solutions. Proficient in written and verbal communication in order to maintain high quality systems documentation. Strong interpersonal skills and problem solving techniques are necessary.

Functional Responsibility: Serves as a technology expert in the architecture and development of large systems requiring state-of-the-art technology that is based on complex engineering techniques and/or processes. Provides expert, independent services and leadership in specialized technical areas. Leverages expertise and specialization in products (e.g., Captiva, Hummingbird, Documentum, CATXpress), functional areas (e.g., records mgmt, EVMS, financial mgmt, administration of systems), or IT solutions (e.g., development and maintenance of catastrophic recovery procedures and application upgrades). Demonstrates progressive accomplishments as an expert in large and complex information technology systems implementations. Possesses expertise is applied across multiple information technology platforms and the integration of diverse architectures. Demonstrates the ability to work independently or under only general direction.

Minimum Education: BS or equivalent

Task Manager I

Minimum/General Experience: Four (4) years technical experience. Provides technical and administrative direction to a single project task. Uses analytical skills to solve various task related problems.

Functional Responsibility: Works with the project team and the COR and designated Project Manager to develop and execute detailed task assignment plans for all task personnel and resources assigning priorities as needed to maximized productivity. Prepares and present progress reports for management and client on schedule, technical and cost status of each task. Applies corporate human resource policies and procedures as needed for maintaining good employee relations and staff development.

Minimum Education: Bachelor's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs.

Task Manager II

Minimum/General Experience: Eight (8) years technical experience. Provides technical and administrative direction to a single project task. Uses analytical skills to solve various task related problems.

Functional Responsibility: Works with the project team and the COR and designated Project Manager to develop detailed task assignment plans for all task personnel and resources, assigning priorities as needed to maximize productivity. Prepares and present progress reports for management and client on schedule, technical and cost status of each task. Applies corporate human resource policies and procedures as needed for maintaining good employee relations and staff development.

Minimum Education: Bachelor's degree in a related discipline or an equivalent combination of education and training that provides the required KSAs.

Technology Specialist I

Minimum/General Experience: Three (3) years of data processing experience with a minimum of 1 year within the specialized area. Experience with full IT Life cycle from requirements analysis and planning, to testing, implementation and user support.

Functional Responsibility: Infrastructure design and engineering, systems integration management, configuration management (infrastructure), and network and application development/testing.

Minimum Education: BS degree or equivalent experience.

Technology Specialist II

Minimum/General Experience: Must hold applicable certifications for area of specialty and have over 5 years of data processing experience with a minimum of 2 years within specialized area. Experience with full IT Life cycle from requirements analysis and planning, to testing, implementation and user support.

Functional Responsibility: Infrastructure design and engineering, systems integration management, configuration management (infrastructure), and network and application development/testing.

Minimum Education: BS degree or equivalent experience.

Technology Specialist III

Minimum/General Experience: Must hold applicable certifications for area of specialty and have over 10 years of data processing experience with a minimum of 3 years within the specialized area. Experience with full IT Life cycle from requirements analysis and planning, to testing, implementation and user support.

Functional Responsibility: Infrastructure design and engineering, systems integration management, configuration management (infrastructure), and network and application development/testing. Preparation of project status and progress reports.

Minimum Education: BS degree or equivalent experience.

Technology Specialist IV

Minimum/General Experience: Must have management and implementation experience in CA Unicenter, MS SMS, Windows, NT, UNIX (Solaris), Exchange, TCP/IP, Intel Servers, and/or Sun systems.

Functional Responsibility: Manage the development and implementation of COTS software, including monitoring networks, servers, and any network intelligent object. Coordinate activities with multiple government locations.

Minimum Education: BS degree or equivalent experience.