

**GSA Federal Supply Schedule
Authorized Federal Supply Schedule Price List
General Purpose Commercial Information Technology Equipment,
Software and Services (GSA Schedule 70)
Contract Number: GS-35F-476AA
Contract Period: July 30, 2013 to July 29, 2018
Supplement No.: PO-0001 – Effective August 30, 2013**

**INSIGNIA TECHNOLOGY
SERVICES** pricelist

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!TM, a menu driven database system. The INTERNET address for GSA Advantage!TM is:

<http://GSAAdvantage.gov>





Introduction

Insignia Technology Services, LLC (Insignia) is a **Service Disabled Veteran Owned Small Business** that provides information technology and professional support services and solutions, specializing in project management, consulting, educational and information technology services. <http://www.insigniatechnology.com>

Insignia Capability Summary

- Significant IT, Project Management and Consulting Experience
- Qualified, trained, experienced workforce
- Process Focused
- Program Management Office
- Best valued price solution
- Service Disabled Veteran Owned Small Business

General Services Administration

Federal Supply Service Authorized Federal Supply Schedule Price List

General Purpose Commercial Information Technology Equipment, Software and Services (Schedule 70)	
Contractor	Insignia Technology Services, LLC 610 Thimble Shoals Blvd, Bldg 6 Newport News, VA 23606 Phone: (757) 772-0701 Fax: (757) 591-9333 Contractor(s) internet address/web site where schedule information can be found at: http://www.insigniatechnology.com
Contract Number:	GS-35F-476AA
Contract Period:	July 30, 2013 thru July 29, 2018
Supplement No.:	PO-0001 dated August 30, 2013
Business Size:	Small Business (VOSB, SDVOSB)
Authorized Contract Administrator and Negotiator: (Primary POC)	Janet Moravek, Director of Contracts 610 Thimble Shoals Blvd, Bldg 6 Newport News, VA 23606 Phone: (757) 772-0701 x7042 Fax: (757) 591-93338 Email: janet.moravek@insigniatechnology.com
Program Manager: (Alternate POC)	Fred O'Brien 610 Thimble Shoals Blvd, Bldg 6 Newport News, VA 23606 Phone: (757) 772-0701 x7044 Fax: (866) 809-1348 Email: fred.obrien@insigniatechnology.com

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1 Customer Information

1. GEOGRAPHIC SCOPE OF CONTRACT: Worldwide

2. CONTRACTOR’S ORDERING ADDRESS AND PAYMENT INFORMATION:

Insignia Technology Services, LLC
 610 Thimble Shoals Blvd, Bldg. 6
 Newport News, VA 23606

ORDERING POINTS OF CONTACT (POC)

Main Ordering POC: Janet Moravek, CPCM	Alternate Ordering POC: Fred O’ Brien
Phone: (757) 772.0701 X 7042	Phone: (757) 772.0701 X 7044
Fax: (757) 591-9333	Fax: (866) 809.1348
Email: Janet.Moravek@insigniatechnology.com	Email: Fred.OBrien@insigniatechnology.com

Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample EPA can be found at the GSA/FSS Schedule home page.

Payment Address:

Should Electronic Fund Transfer (EFT) payment be available, Insignia requests that EFT remittance be specified as follows:

Insignia Technology Services, LLC
 Bank of America
 Account Number: 435029076172
 ABA No. 051000017

Should EFT not be available, the remittance address is as follows:

Insignia Technology Services, LLC
 Attention: Controller
 610 Thimble Shoals Blvd, Bldg 6
 Newport News, VA 23606

Reference Information for all Checks:

- The name of the customer making payment
- The contract number/delivery order number
- The invoice number
- If available, project number

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:

Block 9: G. Order/Modification Under Federal Schedule Contract
 Block 16: Data Universal Numbering System (DUNS) Number: **781229948**
 Block 30: Type of Contractor: **B. Other Small Business**
 Block 31: Woman-Owned Small Business - **NO**
 Block 37: Contractor's Taxpayer Identification Number (TIN): **26-1593701**
 Block 40: Veteran Owned Small Business (VOSB): **YES – (SDVOSB)**

- A: Service Disabled Veteran Owned Small Business**
- B: Other Veteran Owned Small Business**

CAGE Code: **4G4U3**
 Contractor is registered with the System for Award Management (SAM.gov) Database.

5. FOB POINT: Destination

6. DELIVERY SCHEDULE:

(a) TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-51	<u>7</u> Days Contractor's Normal Delivery Time
	<u>TBD ARO</u> Days: Contractor's Expedited Delivery Time

(b) URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bonafide 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: Prices shown are NET Prices; Basic Discounts have been deducted.

- (a) Prompt Payment: 1/15 NET 30. 1%, if payment is made within 15 days.
- (b) Quantity: None
- (c) Dollar Volume:

Value Discount: If total contract value is in excess of \$7,000,000, rates will be discounted by an additional 1%, exclusive of any other quantity/volume discounts.

(d) Government Educational Institutions: Insignia does not sell to this customer category.

(e) Other: None



8. TRADE AGREEMENTS ACT OF 1979, as amended:

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

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING: Not applicable.

10. SMALL REQUIREMENTS: The minimum dollar value of orders to be issued is **\$100**.

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**:

Special Item Number 132-51 - Information Technology Professional Services

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: 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 Acquisition 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 2003)

- (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. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (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.

- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

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 52.212-4)

16. GSA ADVANTAGE!

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

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

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web by utilizing a browser. The Internet address is <http://www.gsaadvantage.gov>

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. Ordering Activities procuring open market items must follow FAR 8.402(f).

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.

c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

None

Upon request of the Contractor, the 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 received 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 or 132-9.

23. SECTION 508 COMPLIANCE.

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes

No

The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): www.insignitechnology.com/gsa

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

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)



2 Insignia Schedule 70 – IT Services Contract Overview

Under the General Services Administration federal supply schedule contract General Purpose Commercial Information Technology Equipment, Software and Services (Schedule 70- IT Schedule), Solicitation Number FCIS-JB-980001-B, Insignia provides a broad spectrum of products and services focused on improving the performance of federal agencies and other organizations. Services range from the analysis and design of enterprise information and telecommunications systems to strategic and business planning, quality management and business process improvement.

Schedule 70 – IT contract is an indefinite delivery, indefinite quantity multiple award schedule contract that provides for task orders as either firm fixed-price or time and material using the labor categories and ceiling rates defined in the contract. The order type is at the discretion of the ordering agency.

Under the federal supply schedule program, GSA enters into contracts with commercial firms to provide supplies and services at stated prices for given periods of time. Orders are placed directly with the schedule contractor and deliveries are made directly to the customer.

The federal supply schedule program mirrors commercial buying practices more than any other procurement process in the federal government today. It provides customers with literally millions of state-of-the-art, high-quality commercial products and services at volume discount pricing on a direct delivery basis. The federal supply schedule program also offers the benefits of shorter lead times, lower administrative costs, and reduced inventories. Multiple award schedule contracts are awarded to contractors supplying comparable commercial supplies and services at government-negotiated, pre-approved prices.

They provide federal agencies with the variety and flexibility necessary to select the best-valued professional services to meet their requirements. Consistent with the Competition in Contracting Act, multiple award schedule contracts are competitive in that participation in the program is open to all responsible sources, and orders placed following the procedures in Federal Acquisition Regulation 8.4 result in the lowest overall cost alternative. Therefore, when placing orders under federal supply schedules, ordering offices need not 1) seek further competition; 2) synopsise the requirement; or 3) make a separate determination of fair and reasonable pricing. GSA has already determined the prices of items under schedule contracts to be fair and reasonable.

2.1 Advantages of Using GSA Schedule 70 - IT Services Contract Include:

- Five-year contract-ordering period with one five-year option
- Indefinite delivery / indefinite quantity contract with no ceiling and no maximum order limitations
- Available to all federal agencies and authorized organizations
- No synopsis (FedBizOpps posting) is required – all competitive requirements have been met
- Direct customer and contractor relationship – no transfer of funds to GSA required
- Reduced lead times – procurement cost savings
- Labor categories and rates for fixed price and time and materials task orders
- Provides for teaming and subcontracts
- Blanket purchase agreements may be established



2.2 How to Use This Schedule

In accordance with the Federal Acquisition Streamlining Act of 1994 and the Federal Acquisition Reform Act of 1996, GSA's streamlined ordering procedures have reduced the government procurement process to a few simple steps. While the federal supply schedule program has already determined these rates to be fair and reasonable, ordering offices must determine that the total price is reasonable for the specific tasks required by the agency. Based on quotes requested from three contractors that appear to offer the best value (considering scope of services offered, hourly rates, contractor's locations and other factors, as appropriate), the ordering agency selects the one that best meets its needs.

This contract is available to all federal agencies for domestic and overseas use. Executive agencies, other federal agencies, mixed-ownership government corporations, and the District of Columbia; government contractors authorized in writing by a federal agency pursuant to FAR Part 51; and other activities and organizations authorized by statute or regulation to use GSA as a source of supply may use this contract. Additionally, contractors are encouraged to accept orders received from activities within the executive branch of the federal government. GSA Order ADM 4800.2E provides a complete list of authorized schedule users.

Total price for services are established at the time the task order is placed and are based on the rates offered in the Insignia IT Schedule Price List catalog. The resultant task order details the estimated number of hours, the labor categories that will be provided, and any related items. If the ordering agency's contracting officer chooses to purchase services on a labor-hour time-and-material basis, the resultant task order will specify the not-to-exceed price, the proposed labor categories (with hourly rates for each), and any applicable travel and other direct costs.

Federal Acquisition Regulation 8.4 provides procedures for the acquisition of services using GSA schedule contracts.

For orders of supplies and/or services below \$3,000: Place the order with any schedule contractor that can meet the agency's needs. Though not required to solicit from a specific number of Schedule contractors, ordering activities should attempt to distribute orders among contractors (FAR 8.405).

For Supplies and Services Not Requiring a SOW: Survey at least three Schedule contractors through the GSA Advantage!® online shopping service or review the catalogs or pricelists of at least three Schedule contractors pricelists. The GSA Advantage!® online shopping service may be used to facilitate this review and seek additional price reductions where appropriate; evaluate and make a best value selection.

For Services Requiring a Statement of Work: To summarize the process for ordering services, the government agency:

1. Prepares a request for quotation that includes:
 - A performance-based statement of work that outlines the work to be performed.
 - Type of task order – time and material or firm fixed price.
 - Basis to be used for contractor selection (best value, etc.).
2. Transmits the request for quotations to contractors:
 - Selects at least three qualified contractors on the schedule. Note: Department of Defense agencies need to refer to DFAR 208.4 when ordering services over \$100,000 using the GSA schedules.
 - Sends requests for quotations to selected contractors. GSA's e-buy provides ordering agencies a streamlined, Web-based system for ordering services using the GSA schedules.



3. Evaluates quotes and selects the contractor to receive the order:

- Evaluates responses based on the factors identified in the requests for quotations.
- Places the order directly with the schedule contractor that represents the best value and results in the lowest overall cost alternative considering price, special qualifications, administrative costs, and so forth.

The requesting government agency's contracting office directly issues the task order to the selected contractor without GSA involvement in the procurement process. All task order reporting requirements and remission of fees to GSA are the responsibility of the contractor.

2.3 Blanket Purchase Agreements

Ordering activities may establish blanket purchase agreements under any GSA schedule contract. A GSA schedule blanket purchase agreement simplifies the filling of recurring needs for supplies or services; it leverages a customer's buying power by taking advantage of quantity discounts and saves administrative time by reducing paperwork.

Blanket purchase agreements are established in accordance with the procedures in Federal Acquisition Regulation Part 8.405-3. An ordering activity may request a price reduction based on the total estimated volume of the blanket purchase agreement, regardless of the size of individual orders. Blanket purchase agreements may be established with one or more scheduled contractors at the discretion of the ordering activity. When establishing multiple blanket purchase agreements, the ordering activity must specify the procedures for placing orders under the blanket purchase agreements. A GSA schedule blanket purchase agreement should not exceed five years in length, but may do so to meet program requirements. A blanket purchase agreement may extend beyond the current term of its GSA schedule contract, so long as there are option periods in the GSA schedule contract that, if exercised, will cover the blanket purchase agreement's period of performance.

2.4 Special Item Number Description

132-51 INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

Includes resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, and other services relevant to 29CFR541.400.



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

1. SCOPE

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

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

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.



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

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS --COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I - OCT 2008) (DEVIATION I - FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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



9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

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

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.



(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.



3 Price List for SIN 132-51 – Information Technology (It) Professional Services

Line Item Number	Schedule 70 - Information Technology (IT) Categories	Labor	Period Covered									
			30-Jul-13 TO 29-Jul-14		30-Jul-14 TO 29-Jul-15		30-Jul-15 TO 29-Jul-16		30-Jul-16 TO 29-Jul-17		30-Jul-17 TO 29-Jul-18	
			Customer Site Rate	Contractor Site Rate								
1	Consultant - Sr		\$ 118.46	\$ 146.24	\$122.01	\$150.63	\$125.67	\$155.15	\$129.44	\$159.80	\$133.32	\$164.60
2	Consultant		\$ 112.43	\$ 133.79	\$115.80	\$137.81	\$119.28	\$141.94	\$122.86	\$146.20	\$126.54	\$150.58
3	Consultant - Jr		\$ 95.40	\$ 113.52	\$98.26	\$116.93	\$101.21	\$120.44	\$104.24	\$124.05	\$107.37	\$127.77
4	Engineer/Scientist - Sr		\$ 82.25	\$ 97.76	\$84.71	\$100.69	\$87.26	\$103.71	\$89.87	\$106.82	\$92.57	\$110.03
5	Information Services Consultant		\$ 110.16	\$ 122.65	\$113.47	\$126.33	\$116.87	\$130.12	\$120.38	\$134.03	\$123.99	\$138.05
6	Data Architect		\$ 107.24	\$ 127.62	\$110.46	\$131.45	\$113.78	\$135.39	\$117.19	\$139.45	\$120.70	\$143.64
7	Database Administrator - Sr		\$ 80.43	\$ 95.72	\$82.85	\$98.59	\$85.33	\$101.54	\$87.89	\$104.59	\$90.53	\$107.73
8	Advance Functional/Data Analyst		\$ 100.30	\$ 111.67	\$103.31	\$115.02	\$106.41	\$118.47	\$109.61	\$122.03	\$112.89	\$125.69
9	Database Administrator		\$ 69.46	\$ 77.34	\$71.54	\$79.66	\$73.69	\$82.05	\$75.90	\$84.51	\$78.17	\$87.04
10	Database Programmer		\$ 82.98	\$ 92.38	\$85.46	\$95.16	\$88.03	\$98.01	\$90.67	\$100.95	\$93.39	\$103.98
11	Information Assurance Engineer - Sr		\$ 114.61	\$ 136.39	\$118.05	\$140.48	\$121.59	\$144.70	\$125.24	\$149.04	\$129.00	\$153.51
12	Advance Security System Engineering Specialist		\$ 127.97	\$ 142.48	\$131.81	\$146.76	\$135.77	\$151.16	\$139.84	\$155.69	\$144.03	\$160.36
13	Security System Engineering Specialist		\$ 108.13	\$ 120.39	\$111.38	\$124.01	\$114.72	\$127.73	\$118.16	\$131.56	\$121.71	\$135.50
14	Customer Support Director		\$ 73.01	\$ 86.89	\$75.20	\$89.49	\$77.46	\$92.18	\$79.78	\$94.94	\$82.18	\$97.79
15	Customer Support Specialist		\$ 45.09	\$ 53.66	\$46.44	\$55.27	\$47.84	\$56.93	\$49.27	\$58.63	\$50.75	\$60.39
16	IT Support Specialist		\$ 45.70	\$ 54.38	\$47.07	\$56.01	\$48.48	\$57.69	\$49.93	\$59.42	\$51.43	\$61.20
17	IT Specialist		\$ 58.08	\$ 64.66	\$59.82	\$66.60	\$61.61	\$68.59	\$63.46	\$70.65	\$65.37	\$72.77
18	Program Manager - Sr		\$ 127.30	\$ 151.49	\$131.12	\$156.03	\$135.05	\$160.71	\$139.10	\$165.53	\$143.28	\$170.50
19	Program Manager		\$ 114.14	\$ 127.08	\$117.57	\$130.90	\$121.09	\$134.82	\$124.73	\$138.87	\$128.47	\$143.03
20	Project Manager		\$ 86.90	\$ 103.41	\$89.50	\$106.51	\$92.19	\$109.70	\$94.95	\$113.00	\$97.80	\$116.39
21	Technical Lead		\$ 82.63	\$ 98.33	\$85.11	\$101.28	\$87.66	\$104.31	\$90.29	\$107.44	\$93.00	\$110.67
22	Technical Architect		\$ 79.46	\$ 94.56	\$81.84	\$97.39	\$84.30	\$100.31	\$86.83	\$103.32	\$89.43	\$106.42
23	IT Specialist/Manager		\$ 73.34	\$ 87.27	\$75.54	\$89.89	\$77.80	\$92.58	\$80.14	\$95.36	\$82.54	\$98.22
24	Advance Project Control Specialist		\$ 67.64	\$ 75.31	\$69.67	\$77.56	\$71.76	\$79.89	\$73.91	\$82.29	\$76.13	\$84.76
25	Infrastructure Specialist		\$ 93.89	\$ 104.54	\$96.71	\$107.68	\$99.61	\$110.91	\$102.60	\$114.24	\$105.68	\$117.67
26	Project Control Specialist		\$ 62.55	\$ 69.64	\$64.42	\$71.73	\$66.36	\$73.88	\$68.35	\$76.09	\$70.40	\$78.38
27	Technical Writer		\$ 56.74	\$ 63.18	\$58.44	\$65.07	\$60.19	\$67.02	\$62.00	\$69.03	\$63.86	\$71.11
28	Quality Assurance Specialist		\$ 81.72	\$ 97.25	\$84.17	\$100.17	\$86.70	\$103.17	\$89.30	\$106.27	\$91.98	\$109.46
29	Configuration Management Specialist		\$ 75.05	\$ 83.56	\$77.30	\$86.06	\$79.62	\$88.64	\$82.00	\$91.30	\$84.46	\$94.04
30	Integration & Test Engineer		\$ 52.81	\$ 58.79	\$54.39	\$60.55	\$56.02	\$62.37	\$57.70	\$64.24	\$59.43	\$66.16
31	Business Systems Analyst - Sr		\$ 82.63	\$ 98.33	\$85.11	\$101.28	\$87.66	\$104.31	\$90.29	\$107.44	\$93.00	\$110.67
32	Requirements Analyst		\$ 79.46	\$ 94.56	\$81.84	\$97.39	\$84.30	\$100.31	\$86.83	\$103.32	\$89.43	\$106.42
33	Software Engineer - Sr		\$ 112.81	\$ 134.24	\$116.20	\$138.27	\$119.68	\$142.42	\$123.27	\$146.69	\$126.97	\$151.09
34	Software Engineer		\$ 107.24	\$ 127.62	\$110.46	\$131.45	\$113.78	\$135.39	\$117.19	\$139.45	\$120.70	\$143.64
35	Software Engineer - Jr		\$ 80.07	\$ 86.26	\$82.47	\$88.85	\$84.95	\$91.51	\$87.50	\$94.26	\$90.12	\$97.09
36	Programmer - SME		\$ 109.79	\$ 130.65	\$113.08	\$134.56	\$116.47	\$138.60	\$119.97	\$142.76	\$123.56	\$147.04
37	Web Master		\$ 60.93	\$ 72.51	\$62.76	\$74.69	\$64.64	\$76.93	\$66.58	\$79.24	\$68.58	\$81.61
38	Flash Developer		\$ 57.42	\$ 68.33	\$59.14	\$70.38	\$60.92	\$72.49	\$62.74	\$74.67	\$64.63	\$76.91
39	Graphics Specialist		\$ 51.82	\$ 61.67	\$53.38	\$63.52	\$54.98	\$65.42	\$56.63	\$67.39	\$58.33	\$69.41
40	Advance Applications Programmer		\$ 93.18	\$ 103.74	\$95.98	\$106.86	\$98.86	\$110.06	\$101.83	\$113.36	\$104.88	\$116.76
41	Advance Database Programmer		\$ 87.06	\$ 96.92	\$89.67	\$99.83	\$92.36	\$102.83	\$95.13	\$105.91	\$97.98	\$109.09
42	Advance Integration & Test Engineer		\$ 90.79	\$ 101.09	\$93.52	\$104.13	\$96.32	\$107.25	\$99.21	\$110.47	\$102.19	\$113.78
43	Applications Programmer		\$ 66.67	\$ 74.23	\$68.67	\$76.45	\$70.73	\$78.75	\$72.85	\$81.11	\$75.03	\$83.54
44	Enterprise Architect		\$ 116.94	\$ 130.21	\$120.45	\$134.12	\$124.07	\$138.14	\$127.79	\$142.29	\$131.62	\$146.56
45	Senior Applications Engineer		\$ 93.12	\$ 103.68	\$95.92	\$106.79	\$98.80	\$110.00	\$101.76	\$113.30	\$104.81	\$116.70
46	Senior Applications Programmer		\$ 107.38	\$ 119.55	\$110.61	\$123.14	\$113.92	\$126.83	\$117.34	\$130.64	\$120.86	\$134.56
47	Web Systems Engineer		\$ 72.33	\$ 80.53	\$74.50	\$82.94	\$76.73	\$85.43	\$79.03	\$87.99	\$81.40	\$90.63
48	Systems Engineer		\$ 88.96	\$ 105.87	\$91.63	\$109.04	\$94.38	\$112.31	\$97.21	\$115.68	\$100.13	\$119.15
49	System Administrator - Sr		\$ 82.28	\$ 98.62	\$84.74	\$101.57	\$87.29	\$104.62	\$89.90	\$107.76	\$92.60	\$110.99
50	System Administrator - Int		\$ 78.48	\$ 93.39	\$80.84	\$96.20	\$83.26	\$99.08	\$85.76	\$102.06	\$88.33	\$105.12
51	Advance Systems Administrator		\$ 85.59	\$ 95.28	\$88.15	\$98.14	\$90.80	\$101.09	\$93.52	\$104.12	\$96.33	\$107.24
52	Systems Administrator		\$ 69.37	\$ 77.24	\$71.45	\$79.55	\$73.59	\$81.94	\$75.80	\$84.40	\$78.07	\$86.93
53	Advance Training Specialist		\$ 70.49	\$ 78.49	\$72.60	\$80.84	\$74.78	\$83.27	\$77.02	\$85.76	\$79.33	\$88.34
54	Training Specialist		\$ 53.49	\$ 59.55	\$55.09	\$61.33	\$56.74	\$63.17	\$58.45	\$65.07	\$60.20	\$67.02
55	Technical Instructor/ Trainer		\$ 113.71	\$ 135.31	\$117.12	\$139.37	\$120.63	\$143.55	\$124.25	\$147.86	\$127.98	\$152.30
56	Trainer		\$ 79.04	\$ 94.05	\$81.41	\$96.87	\$83.85	\$99.78	\$86.37	\$102.77	\$88.96	\$105.86

Table 1: Price List



4 Labor Categories and Qualifications

4.1 Consultant – Sr (1)

Title	Consultant – Sr
Description	Provides Expert/Senior Executive level consulting support for specialized business and operations focusing on, but not limited to, the analyses, evaluation, audit, assessment, implementation or support of the specific subject matter area related to the specific customer objectives and supporting functions. Provides planning and consultation including program/project guidance, oversight and management. Requires highly specialized expertise and possess unique experience in a functional area related to the task. Directly engages with customers to assess, understand and resolve problems.
Minimum General Experience	Seven (7) years general experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.2 Consultant (2)

Title	Consultant
Description	Provides expert executive level support for specialized business and operations focusing on, but not limited to, the analyses, evaluation, audit, assessment, implementation or support of the specific subject matter area related to the specific customer objectives and supporting functions. Provides planning and consultation including program/project guidance, oversight and management. Requires highly specialized expertise and possess unique experience in a functional area related to the task. Directly coordinates with customers to understand and resolve problems.
Minimum General Experience	Five (5) years general experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.3 Consultant – Jr (3)

Title	Consultant - Jr
Description	Provides expert specific functional support in specialized operational areas for specific subject matter. Supports planning and consultation to include technical inputs and unique experiences in support of customer objectives and project goals. Supports assessment and implement of subject matter. Traditionally supports customer site engagements or field support to include troubleshooting or problem resolution.
Minimum General Experience	Three (3) years general experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.4 Engineer/ Scientist – Sr (4)

Title	Engineer/ Scientist - Sr
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Description	Uses theories, research and principles from the sciences to formulate viable solutions to complex problems. Analyzes engineering problem statements and uses principles from math, physics and sciences to determine the best approach for implementation. Authoritative source for engineering process, technical foundation and scientific discipline. Considered a Subject Matter Expert in the required field of study. Manages critical projects and coordinate the duties and assignments of other, less experienced staff engineers.
Minimum General Experience	Five (5) years general experience.
Education	BS/ BA/ Technical Certification or Equivalency..

4.5 Information Services Consultant (5)

Title	Information Services Consultant
Description	Develops information retrieval solutions to support client requirements for specified domain subjects.
Minimum General Experience	Five (5) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.6 Data Architect (6)

Title	Data Architect
Description	Under general direction, designs, implements and maintains complex database with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. Competent to work at the highest level of all phases of database management. Also, works in a data warehouse environment, which includes data design, database architecture, metadata, and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Responsible for developing data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Conducts data cleaning to rid the system of old, unused, or duplicate data. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.
Minimum General Experience	Five (5) years of database design, administration and programming experience.
Education	BS in Computer Science/ Management Information System (MIS) OR Technical certification (e.g. Microsoft Certified Database Administrator)

4.7 Database Administrator – Sr (7)

Title	Database Administrator – Sr
Description	Designs database table structure and columns, programs key or identifier data elements. Organizes and formats data for efficient query and storage processes. Codes stored



	procedures or database hooks to access and submit data to a database from applications, web pages, or client tools. Administers and manages data using server management tools and performs modifications as necessary and plans for database scalability.
Minimum General Experience	Five (5) years of experience in database design and development for large-scale access, queries, and storage. Experience in connecting database to external applications, web interfaces, and client tools. Has knowledge of current and emerging database tools, strategies, and technologies. Has minimum of two (2) years demonstrated experience with specialized database tools.
Education	Bachelor's Degree in Computer Science OR Technical certification (e.g. Microsoft Certified Database Administrator).

4.8 Advance Functional/ Data Analyst (8)

Title	Advance Functional/ Data Analyst
Description	Works with customers, users and project leads in analyzing, designing, implementing and supporting a wide variety of IT business systems covering many diverse applications.
Minimum General Experience	Four (4) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.9 Database Administrator (9)

Title	Database Administrator
Description	Manages the routine operations and maintenance of databases and ensuring their reliable and efficient performance.
Minimum General Experience	Four (4) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.10 Database Programmer (10)

Title	Database Programmer
Description	Analyzes, designs and develops database applications. Performs technical tasks using both standard and nonstandard analysis, design, and programming methods and techniques. Determines customer requirements for the final database. Analyzes and recommends methods of improving efficiency of existing databases.
Minimum General Experience	Five (5) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.11 Information Assurance Engineer – Sr (11)

Title	Information Assurance Engineer
Description	Analyzes and defines security requirements for computer systems, which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Responsible for integration and



	implementation of the computer system security solution. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security. Performs risk analyses of computer systems and applications during all phases of the system development life cycle.
Minimum General Experience	Five (5) years of experience in defining computer security requirements for systems or high-level applications, evaluating approved security product capabilities, and developing proper computer system security solutions.
Education	BS In Computer Science, Engineering, or related field (Master's Degree preferred).

4.12 Advance Security System Engineering Specialist (12)

Title	Advance Security System Engineering Specialist
Description	Develops, establishes and maintains enterprise wide information security policies, standards, and procedures. Analyzes and defines information security requirements. Develops system security architectures. Assists in the testing of information security products to provide the best solution to protect and maintain data security. Performs analysis of security risks, threats, and vulnerabilities of networks, systems, and applications. Recommends strategies to prevent security exposures and detect intrusions. Assists with assessment of system penetrations using logs and reports from systems and monitoring tools. Prepares materials and responds to requests for computer security education/awareness programs.
Minimum General Experience	Ten (10) years of experience.
Education	MS/ MA/ Technical Certification or Equivalency.

4.13 Security System Engineering Specialist (13)

Title	Security System Engineering Specialist
Description	Develops system security architectures. Researches and evaluates security concepts, tools, and techniques for incorporation into the environment. Assists in the testing of information security products to provide the best solution to protect and maintain data security.
Minimum General Experience	Five (5) years of experience.
Education	MS/ MA/ Technical Certification or Equivalency.

4.14 Customer Support Director (14)

Title	Customer Support Director
Description	Manages, leads and oversees Customer Support Specialists' support to users in the areas of E-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the SME for troubleshooting network applications and hardware and software PC and printer problems.
Minimum General Experience	Six (6) years of experience years of specialized experience, including knowledge of PC operating systems and networking and mail standards, and work on a help desk. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.



Education	BS/ BA/ Technical Certification or Equivalency.
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4.15 Customer Support Specialist (15)

Title	Customer Support Specialist
Description	Provides phone and in-person support to users in the areas of E-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting network applications and hardware and software PC and printer problems.
Minimum General Experience	Three (3) years of experience years of specialized experience, including knowledge of PC operating systems and networking and mail standards, and work on a help desk. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.
Education	BS/ BA/ Technical Certification or Equivalency.

4.16 IT Support Specialist (16)

Title	IT Support Specialist
Description	Provides virtual and physical support of computing devices to include configuring, securing and installing software.
Minimum General Experience	Two (2) or more years of experience operating a PC-based Help Desk, Call Screening Center. One (1) or more years of experience working with Microsoft Office, Windows or comparable product and browsers. One (1) or more years of experience with personnel computer communication products including network protocols.
Education	BS/ BA/ Technical Certification or Equivalency.

4.17 IT Specialist (17)

Title	IT Specialist
Description	Assists in the evaluation of applications software packages for use in supporting assigned efforts. Installs application software onto new and existing equipment. Assists in the design and construction of applications to meet specific needs. Responds to user requests for, and provides training on, applications software packages.
Minimum General Experience	Four (4) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.18 Program Manager – Sr (18)

Title	Program Manager – Sr
Description	Provides executive Director level management to overall contract operations involving multiple programs and cross functional groups of personnel on multiple projects at multiple locations. The Sr PM operates In Accordance With (IAW) process and best practices including the Software Development Lifecycle (SDLC), Information Technology Infrastructure Library (ITIL). The Sr. PM serves as primary customer



	interface and maintains and manages relationships with all levels of the client organization. The Sr. PM is intimately aware of overall program and business area status to include all related projects and the potential impact or risks. The Sr PM is often considered a program level subject matter expert with unique technical knowledge and ensures quality and performance standards are achieved on all task/delivery orders, project operations and associated risk. The Sr PM plans and organizes the work effort and oversees the execution to include assigning resources, managing personnel, risk management, cost/schedule and overall contract Performance.
Minimum General Experience	Ten (10) years of experience in related information technology field including five years of supervisory or management experience.
Education	BS in Computer Science, Software Engineering, Information Systems or related field with equivalent experience. (Master's Degree in Information Systems and Program Management Certification Preferred).

4.19 Program Manager (19)

Title	Program Manager
Description	Provides leadership and overall program technical direction for one or more information technology service or product delivery projects leading cross functional groups of personnel. The PM formulates and enforces work standards and solves complex technical, administrative, and management problems. The PM operates in accordance with (IAW) established process and best practices including the Software Development Lifecycle (SDLC) and Information Technology Infrastructure Library (ITIL). The Sr. PM serves as primary customer interface and maintains and manages relationships with all levels of the client organization. Provides verbal and written skills required at all management levels to maintain complete program control.
Minimum General Experience	Eight (8) years of experience in related information technology field including three years of supervisory or management experience.
Education	BS in Computer Science, Software Engineering, Information Systems or related field with equivalent experience. (Program Management Certification and Supporting IT Certifications Preferred).

4.20 Project Manager (20)

Title	Project Manager
Description	Responsible for all aspects of project performance and provides overall direction to all project activities and personnel. Formulates and enforces work standards, assigns project schedules, reviews work, supervises project personnel and communicates policies and organizational goals and objectives to all project personnel. Provides verbal and written skills required at all management levels to maintain complete project control.
Minimum General Experience	Six (6) years of experience in related information technology field including three years of supervisory or management experience.
Education	BS/ BA/ Technical Certification or Equivalency.



4.21 Technical Lead (21)

Title	Technical Lead
Description	Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.
Minimum General Experience	Five (5) years of programming or systems analysis work experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.22 Solution Architect (22)

Title	Solution Architect
Description	Senior level technical expert responsible for design and development of a client/server or systems environment. Develops strategy of client/server system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization. Advises of feasibility of potential future projects to management.
Minimum General Experience	Six (6) years of experience in related field including at least four years of supervisory experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.23 IT Specialist/ Manager (23)

Title	IT Specialist/ Manager
Description	Provides Information Technology Support Services at both the enterprise and client level to include, but not limited to, configuration, deployment, installation, security services, integration, asset management, help desk support, procurement and compliance.
Minimum General Experience	Five (5) years of experience in development of configuration management (CM) plans, familiarity with physical and functional representation at the system level, ensures proper labeling and grouping of code, performs audits of hardware/ software and documentation, uses CM tools to coordinate changes to system, maintains CM library. Establishes procedures for implementation of system and operational changes.
Education	BS/ BA/ Technical Certification or Equivalency.

4.24 Advance Project Control Specialist (24)

Title	Advance Project Control Specialist
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Description	Controls multiple, complex and inter-related project tasks. Meets with customer and contractor personnel to formulate and review project task plans and deliverable items. Ensures conformance with project task schedules and costs.
Minimum General Experience	Five (5) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.25 Infrastructure Specialist (25)

Title	Infrastructure Specialist
Description	Assists in planning, analysis, design, development and maintenance of the system infrastructure.
Minimum General Experience	Six (6) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.26 Project Control Specialist (26)

Title	Project Control Specialist
Description	Supports the project management team in controlling project activities. Supports the development project plans, status reports and data updates to Government and contractor team personnel to use in the management and control of project activities.
Minimum General Experience	Four (4) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

2.27 Technical Writer (27)

Title	Technical Writer
Description	Explains highly technical data and information in simplistic grade school language for end users of complex IT systems and projects. Uses a variety of word processing, spreadsheet, graphics and scheduling tools. Gathers and converts data into a written narrative.
Minimum General Experience	Four (4) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.28 Quality Assurance Specialist (28)

Title	Quality Assurance Specialist
Description	Maintains and establishes a process for evaluating software and associated documentation. Determines the resources required for information technology quality control. Maintains the level of quality throughout the software life cycle. Develops



	software quality assurance plans. Conducts formal and informal reviews at predetermined points throughout the development life cycle.
Minimum General Experience	Four (4) years of experience working with IT or development quality control methods and tools.
Education	BS/ BA/ Technical Certification or Equivalency.

4.29 Configuration Management Specialist (29)

Title	Configuration Management Specialist
Description	Manages configuration programs to ensure that all proposed and actual changes to program technology and documentation are properly staffed, approved, and tracked. Facilitates the change notification process used for updating a product. Notifies performing organizations or project teams of change activity.
Minimum General Experience	Five (5) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.30 Integration and Test Engineer (30)

Title	Integration and Test Engineer
Description	Evaluates, recommends and implements automated test tools and strategies. Designs, implements and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains and upgrades automated test scripts and architecture for application products. Writes, implements and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports.
Minimum General Experience	Four (4) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.31 Business Systems Analyst – Sr (31)

Title	Business Systems Analyst - Sr
Description	Evaluates work flows, organizational processes and procedures and develops enterprise-wide or large-scale computer/information management system solutions. Designs architecture to include the software, hardware, and communications to support the total requirement. Provides present and future cross-functional requirements and interfaces. Ensures systems are compliant and compatible with open systems architecture standards. May provide daily supervision to project staff.
Minimum General Experience	Six (6) years of technical experience performing requirements analysis and systems design for enterprise-wide or large-scale computer and information systems. Requires in-depth understanding of structured analysis and complex architecture design, concepts, and methods.
Education	BS in Computer Science, Engineering, or related field or equivalent Technical Certification.



4.32 Requirements Analyst (32)

Title	Requirements Analyst
Description	Collects, researches and assesses technical data and design information to determine applicable system and subsystem level requirements. Establishes supporting details to verify and validate performance standards with applicable measurement criteria. Coordinates with Design Engineers, Systems Engineers and Quality Assurance to support independent validation and verification. Prepares requirements reports, traceability matrices and checklists. Adheres to engineering and operational policies and processes.
Minimum General Experience	Five (5) years of experience in non-recurring engineering development environment with direct depth in the development and disposition of requirements. Utilizes requirement management tools and possesses a general understanding of the engineering process, design alternatives/trades and systems engineering practices.
Education	BS in Computer Science, Engineering, or related field or equivalent Technical Certification.

4.33 Software Engineer – Sr (33)

Title	Software Engineer - Sr
Description	Manages the software engineering process. Reviews and analyzes system specifications, interfaces and requirements. Prepares programming specifications. Analyzes existing systems and subsystems for reusability benefits and needed changes. Prepares design plans and written analyses, unit and test scripts, and documentation. May lead a software development team.
Minimum General Experience	Six (6) years of experience as a software engineer and a solid understanding of software design methodologies.
Education	BS/ BA/ Technical Certification or Equivalency.

4.34 Software Engineer (34)

Title	Software Engineer
Description	Designs, codes, unit tests, and support software components. Delivers timely quality software applications by following the standard software development process. Analyze problems raised in software development or production environments and provides a solution quickly with no impact on existing functionality. Develops, prepares, and maintains system documentation, including program descriptions, flowcharts, and operation procedures. Provides accurate development status to senior management as well as technical guidance to less experience developers. Familiar with relational database and fluent in queries and works with analyst/designers to identify and understand functionality and requirements of the applications and accurately implement into code.
Minimum General Experience	Four (4) years of computer programming experience and an understanding of software design methodologies.
Education	BS/ BA/ Technical Certification or Equivalency.



4.35 Software Engineer - Jr (35)

Title	Software Engineer
Description	Supports software development initiatives under general supervision. Possesses the capability to comprehend and translate detailed program flowcharts into program-coded instructions used by third-and fourth-generation, or current state-of-the-art computers. Supports software and script testing.
Minimum General Experience	Two (2) years of computer programming experience and familiarity with software design methodologies.
Education	BS/ BA/ Technical Certification or Equivalency.

4.36 Programmer - SME (36)

Title	Programmer – SME
Description	Under general direction, formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Competent to work at this highest technical level on all phases of software systems programming applications. May have responsibility for the evaluation of new and existing software products. May assist other systems programmers to effectively utilize the system's technical software.
Minimum General Experience	Four (4) years programming or systems analysis work experience.
Education	BS in Computer Science/ Management Information System (MIS) or equivalent Technical Certification

4.37 Web Master (37)

Title	Web Master
Description	Translates applications requirements into web pages to serve either as stand-alone site elements or as the front end to web-based applications. Must be able to apply new and emerging technologies to the page development process.
Minimum General Experience	Three (3) years of computer experience in at least two of the following disciplines: HTML, Javascript, GIF or JPG imaging, computer graphics, web page development. At least 1 year of experience developing web pages using HTML and associated scripting and graphics integration.
Education	BS/ BA/ Technical Certification or Equivalency.

4.38 Flash Developer (38)

Title	Flash Developer
Description	Translates applications requirements into the design of complex web sites, including integrating web pages and applications to serve either as stand-alone sites or as the front end to web-based applications. Must be able to apply new and emerging technologies to the site development process.



Minimum General Experience	One (1) year of computer experience using Internet/intranet products, including Web server and related products selection and administration. Plus at least one (1) year of experience building and installing web sites, including product selection, configuration, installation, maintenance, and site policy development. Experience developing web pages using HTML and associated scripting and graphics integration.
Education	BS/ BA/ Technical Certification or Equivalency.

4.39 Graphics Specialist (39)

Title	Graphics Specialist
Description	Leads the development of highly integrated graphical design work efforts including rendering of graphic sketches, 3D designs, animation and artistic representation for print and multimedia layouts. Determines and enforces standards for size, arrangement, style and layout following creative and visual design standards. Maintains awareness of emerging technologies, trends and development environments. Creates overall graphic design, artwork, technical drawings and layout for all types of documentation, including on-line help and other interactive documentation, for Internet and World Wide Web documents. Demonstrates creativity and resourcefulness and the regular use of independent judgment when interfacing with customers and members of the technical staff. Use analytic skills and automated tools to resolve complex design problems.
Minimum General Experience	Three (3) years of experience in graphic arts and technical drawing. Two (2) or more years of experience in computer graphics packages.
Education	BS/ BA/ Technical Certification or Equivalency.

4.40 Advance Applications Programmer (40)

Title	Advance Applications Programmer
Description	Analyzes, designs, codes and documents complex applications for large-scale IT systems. Performs technical tasks using both standard and nonstandard analysis, design, and programming methods and techniques. Helps to determine customer requirements for the final program or system. Analyzes problems in terms of such factors as user requirements, input data and form, output data and form. Assesses and recommends methods of improving efficiency of existing programs and systems.
Minimum General Experience	Four (4) to Seven (7) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.41 Advance Database Programmer (41)

Title	Advance Database Programmer
Description	Evaluates and recommends available Database Management System (DBMS) products to meet user requirements. Determines file organization, indexing methods, and security procedures for specific user applications.
Minimum General Experience	Five (5) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.



4.42 Advance Integration and Test Engineer (42)

Title	Advance Integration and Test Engineer
Description	Creates strategies and plans for the integration of multiple IT systems/subsystems into an operational unit, ensuring full functional and performance capabilities are retained. Introduces new hardware or software into a new or existing environment while minimizing disruption and mitigating risks.
Minimum General Experience	Five (5) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.43 Applications Programmer (43)

Title	Applications Programmer
Description	Analyzes, designs, codes and documents complex applications. Analyzes and recommends methods of improving efficiency of existing applications. Modifies internal program applications and records.
Minimum General Experience	Four (4) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.44 Enterprise Architect (44)

Title	Enterprise Architect
Description	Provides assistance to enhance the alignment of information or hardware technology strategy with business strategy or threat assessment needs. Supports the definition and implementation of planning processes and systems for entire projects or programs including both strategic and operational activities. Assists in the development and implementation of effective performance measurement approaches. Evaluates expectations for and capabilities of the information management and/or security organizations and makes recommendations to improve service, also possess required specialized training with a specific software/ hardware tool set as applicable to specific projects or programs.
Minimum General Experience	Seven (7) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.45 Senior Applications Engineer (45)

Title	Senior Applications Engineer
Description	Formulates and develops applications. Investigates, interprets and evaluates highly complex applications. Investigates, analyzes and compares existing applications.
Minimum General Experience	Five (5) years of experience.



Education	BS/ BA/ Technical Certification or Equivalency.
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4.46 Senior Applications Programmer (46)

Title	Senior Applications Programmer
Description	Designs, codes and documents complex applications. Provides advice on system applications. Modifies the internal structure of applications. Decodes and tests applications.
Minimum General Experience	Seven (7) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.47 Web Systems Engineer (47)

Title	Web Systems Engineer
Description	Provides analysis related to the design, development and integration of the web to provide an integrated IT solution. Directs overall web testing.
Minimum General Experience	Five (5) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.48 Systems Engineer (48)

Title	Systems Engineer
Description	Evaluates work flows, organizational processes and procedures and develops enterprise-wide or large-scale computer/information management system solutions. Designs architecture to include the software, hardware, and communications to support the total requirement. Provides for present and future cross-functional requirements and interfaces. Ensures systems are compliant and compatible with open systems architecture standards. Provides Team Leadership and establishes technical responsibilities of team members.
Minimum General Experience	Eight (8) years of technical experience performing requirements analysis and systems design for enterprise-wide or large-scale computer and information systems. Requires in-depth understanding of structured analysis and complex architecture design, concepts, and methods. Possesses state-of-the-art knowledge of the in open systems standards, design methodologies and tools such as entity relationships, data flow diagrams, IDEF, object oriented principles, and system engineering practices.
Education	BS in Computer Science/ Engineering, or related field or equivalent Technical Certification.

4.49 Systems Administrator – Sr (49)

Title	Systems Administrator – Sr
Description	Provides leadership and general responsibility for activities related to system level administration. Determine required workflows and assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration,



	and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system. On-call availability required.
Minimum General Experience	Five (5) years of System Level administration experience.
Education	BS/ BA or equivalent Specialized Certification (MCSE/ CISSP)

4.50 Systems Administrator – Int (50)

Title	Systems Administrator – Int
Description	Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation. On-call availability required.
Minimum General Experience	Four (4) years system administration experience.
Education	BS/ BA or equivalent Specialized Certification (MCTS/ Security +)

4.51 Advance Systems Administrator (51)

Title	Advance Systems Administrator
Description	Creates plans to assure effective management, operations, and maintenance of systems and/or networks. Manages teams of system administrators, prioritize works and identifies high risk critical problems and dedicates appropriate resources. Has extensive knowledge of a wide variety of systems and networks to include high volume/high availability systems.
Minimum General Experience	Five (5) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.52 Systems Administrator (52)

Title	Systems Administrator
Description	Conducts routine system administration tasks and logging data in system admin logs. Maintains system efficiency. Troubleshoots a wide variety of systems and networks to include high volume/high availability systems. debugs protocols and processes.



	Troubleshoot problems and issues identified by customers and implement corrective actions quickly.
Minimum General Experience	Three (3) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.53 Advance Training Specialist (53)

Title	Advance Training Specialist
Description	Coordinates multiple training programs, conducting live training, including complex IT technical training and utilizing multiple training techniques and tools with various media with multiple student skill levels and class sizes.
Minimum General Experience	Five (5) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.54 Training Specialist (54)

Title	Training Specialist
Description	Assesses, designs and conceptualizes training scenarios, approaches, objectives, plans, tools, aids and curriculums. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, computer-assisted, course assessment and interviews.
Minimum General Experience	Two (2) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

4.55 Technical Instructor/ Trainer (55)

Title	Technical Instructor/ Trainer
Description	Conducts the technical research necessary to develop and revise technical training courses and prepares appropriate technical training catalogs. Prepares all instructor technical materials (course outline, background material, and training aids). Prepares all student technical materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Provides technical training to personnel by conducting formal classroom courses, workshops, and seminars. Provides daily technical supervision of, and technical direction to, staff. Collects, organizes, and composes training materials. May provide one-on-one technical coaching and assistance, as well as assisting with automated technical training materials or technical computer based training (CBT).
Minimum General Experience	Seven (7) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.



4.56 Trainer (56)

Title	Trainer
Description	Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.
Minimum General Experience	Five (5) years of experience.
Education	BS/ BA/ Technical Certification or Equivalency.

Equivalency Requirements:

General Education Development Credential (GED) or Vocational Degree = High School Diploma
A.S/ A.A. Degree = High School Diploma and 2 years’ experience OR 4 years directly related experience
B.S. / B.A. Degree = A.S./ A.A. Degree and 4 years’ experience OR 8 years directly related experience
M.S./ M.A. Degree = B.S./ B.A. Degree and 6 years’ experience OR 12 years directly related experience
Ph. D. = M.S./ M.A. Degree and 3 years’ experience OR 15 years directly related experience

Table 2: Labor Categories and Qualifications

5 Points of Contact (Authorized Negotiators/ Administrators)

Janet Moravek, Director of Contracts (Primary)

610 Thimble Shoals Blvd, Bldg 6
 Newport News, VA 23606
 Phone: (757) 772-0701 x7042
 Fax: (757) 591-9333 (fax)
 Email: janet.moravek@insigniatechnology.com

Fred O’Brien, CEO (Alternate)

Insignia Technology Services, LLC
 610 Thimble Shoals Blvd, Bldg 6
 Newport News, VA 23606
 Phone: (757) 772-0701 x7044
 Fax: (866) 809-1348 (fax)
 Email: fred.obrien@insigniatechnology.com

For a complete listing of Insignia’s contracts, visit <http://www.insigniatechnology.com/contracts.aspx>



Notes



Insignia Technology Services, LLC

A Service-Disabled Veteran-Owned Small Business

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