Solicitation Number: 47QSMD20R0001 Refresh 0013
Contract #: GS-35F-496BA

Period of Performance: August 30, 2014 through August 29, 2024

Northramp LLC
1818 Library St. Suite 500
Reston, VA 20190
Information for Ordering Activities Terms and Conditions

GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST

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

SCHEDULE TITLE: Multiple Award Schedule

CONTRACT NUMBER: GS-35F-496BA

CONTRACT PERIOD: August 30, 2014 through August 29, 2024

For more information on ordering from Federal Supply go to this website: www.gsa.gov/schedules

CONTRACTOR: Northramp LLC

1818 Library Street Suite 500
Reston, VA 20190
Phone number: 1-866-602-8688
Fax number: 703-649-6330
E-Mail: shilpa.arora@northramp.com

CONTRACTOR’S ADMINISTRATION SOURCE: Northramp LLC

1818 Library Street Suite 500
Reston, VA 20190
Phone number: 1-866-602-8688
Fax number: 703-649-6330
E-Mail: patrick.chapman@northramp.com

BUSINESS SIZE: Small Business

CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>INFORMATION TECHNOLOGY PROFESSIONAL SERVICES</td>
</tr>
<tr>
<td>54141HACS</td>
<td>HIGHLY ADAPTIVE CYBERSECURITY SERVICES (HACS)</td>
</tr>
<tr>
<td></td>
<td>• HIGH VALUE ASSET (HVA) ASSESSMENTS SUBCATEGORY</td>
</tr>
<tr>
<td></td>
<td>• PENETRATION TESTING SUBCATEGORY</td>
</tr>
<tr>
<td></td>
<td>• RISK AND VULNERABILITY ASSESSMENTS (RVA) SUBCATEGORY</td>
</tr>
<tr>
<td>541611</td>
<td>PROFESSIONAL SERVICES</td>
</tr>
<tr>
<td>OLM</td>
<td>ORDER LEVEL MATERIALS (OLM)</td>
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</tbody>
</table>
1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:**
Not Applicable, Services Only

1c. **HOURLY RATES (Services only):**

<table>
<thead>
<tr>
<th></th>
<th></th>
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<td><strong>54151S</strong></td>
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<td></td>
<td></td>
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<tr>
<td>IT Program/Project Manager</td>
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<td>$75.29</td>
<td>$76.80</td>
<td>$78.33</td>
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<td>Subject Matter Expert 3</td>
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<td>$91.21</td>
<td>$93.04</td>
<td>$94.90</td>
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<td>Subject Matter Expert 2</td>
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<td>$119.76</td>
<td>$122.16</td>
<td>$124.60</td>
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<tr>
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<td>$188.02</td>
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<td>$186.17</td>
</tr>
</tbody>
</table>

2. **MAXIMUM ORDER**: $500,000

NOTE TO ORDERING ACTIVITIES: *If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better
price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. **MINIMUM ORDER:** $100

4. **GEOGRAPHIC COVERAGE:** Domestic only

5. **POINT(S) OF PRODUCTION:** N/A (Services Only)

6. **DISCOUNT FROM LIST PRICES:** GSA Net Prices are shown on the attached GSA Pricelist. Negotiated discount has been applied and the IFF has been added.

   For calculation of the GSA Schedule price see Page 1A.

7. **QUANTITY DISCOUNT(S):** None

8. **PROMPT PAYMENT TERMS:** None

9.a Government Purchase Cards must be accepted at or below the micro-purchase threshold.

9.b Government Purchase Cards are not accepted above the micro-purchase threshold. Contact contractor for limit.

10. **FOREIGN ITEMS:** None

11a. **TIME OF DELIVERY:** Negotiated with Ordering Agency

11b. **EXPEDITED DELIVERY:** Negotiated with Ordering Agency

11c. **OVERNIGHT AND 2-DAY DELIVERY:** N/A (Services Only)

11d. **URGENT REQUIREMENTS:** N/A (Services Only)

12. **FOB POINT:** Destination

13a. **ORDERING ADDRESS:** Same as contractor

13b. **ORDERING PROCEDURES:** Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA’s) and a sample BPA can be found at the GSA/FSS Schedule Homepage (fss.gsa.gov/schedules).

14. **PAYMENT ADDRESS:** Same as contractor

15. **WARRANTY PROVISION:** N/A for services

16. **EXPORT PACKING CHARGES:** Not applicable
17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: N/A

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): Not applicable

19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): Not applicable

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): Not applicable

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): Not applicable

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A

22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A

23. PREVENTIVE MAINTENANCE (IF APPLICABLE): Not applicable

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): Not applicable

24b. Section 508 Compliance for Electronic and Information Technology (EIT): Not applicable

25. DUNS NUMBER: 96-665-7970

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Contractor has an Active Registration in the SAM database.
Labor Category Descriptions (SIN 54151S)

1. IT PROGRAM/PROJECT MANAGER

Minimum Experience Level: 10 or more years of IT experience, including at least 7 years of Information technology (IT) systems or IT management experience. PMI Project Management Professional (PMP) may be substituted for 2 years of experience.

Functional Responsibilities/Duties: 7 or more years of supervisory roles associated with IT systems and operational planning, software development, technology acquisition, data center operations and hosting, or user provisioning and seat management. Demonstrated experience leading programs or projects that include the successful management of teams composed of information technology and management professionals who support systems analysis, design, development, testing, and implementation of technology or enhancement of IT operations. Performs overall day-to-day management of contract support operations associated with one or more projects and groups of personnel at one or more locations. Organizes and directs the planning and delivery of all contract support activities. Establishes and maintains program/project structure to effectively and efficiently perform required activities. Possesses superior written and oral communication skills.

Minimum Education: B.A. or B.S. degree in Computer Sciences, Information Systems, Engineering, Business or other related scientific or technical discipline.

2. SUBJECT MATTER EXPERT, LEVEL 1

Minimum Experience Level: 5 or more years of experience in an IT field. ITIL Foundation, IEEE Certified Software Development Associate (CSDA), or TOGAF certification may be substituted for 1 year of experience.

Functional Responsibilities/Duties: 3 or more years of experience in the IT field directly related to the required area of expertise. Supports the development of requirements across the solution or project’s lifecycle in the designated technical subject matter area. Supports other program or project resources with research and analysis in the areas of IT operational planning, technical business management, the systems lifecycle, data center operations, or user provisioning and seat management.

Minimum Education: B.A. or B.S. degree in Computer Sciences, Information Systems, Engineering, Business or other related scientific or technical discipline.

3. SUBJECT MATTER EXPERT, LEVEL 2

Minimum Experience Level: 8 or more years of experience in an IT field. ITIL Practitioner or IEEE Certified Software Development Professional (CSDP) may be substituted for 2 years of experience. ITIL Foundation, IEEE Certified Software Development Associate (CSDA), or TOGAF certification may be substituted for 1 year of experience.

Functional Responsibilities/Duties: 6 or more years of experience in the IT field directly related to the required area of expertise. Analyzes technical challenges and opportunities and develops plans and requirements in the designated technical subject matter area. Directly supports the development of analysis, recommendations, and specific solutions in the areas of IT operational planning, technical
business management, the systems lifecycle, data center operations, or user provisioning and seat management.

Minimum Education: B.A. or B.S. degree in Computer Sciences, Information Systems, Engineering, Business or other related scientific or technical discipline.

4. SUBJECT MATTER EXPERT, LEVEL 3

Minimum Experience Level: 12 or more years of experience in an IT field. ITIL Practitioner or IEEE Certified Software Development Professional (CSDP) may be substituted for 2 years of experience. ITIL Foundation, IEEE Certified Software Development Associate (CSDA), or TOGAF certification may be substituted for 1 year of experience.

Functional Responsibilities/Duties: 8 or more years of experience in the IT field directly related to the required area of expertise. Analyzes complex technical challenges and opportunities and directly supports the planning and development of solutions in one or more technical subject matter areas. Directly supports the development of analysis, recommendations, and specific solutions in the areas of IT operational planning, technical business management, the systems lifecycle, data center operations, or user provisioning and seat management.

Minimum Education: B.A. or B.S. degree in Computer Sciences, Information Systems, Engineering, Business or other related scientific or technical discipline.

5. SYSTEM ANALYST, LEVEL 1

Minimum Experience Level: 2 or more years of experience in one or more of the identified areas of experience below.

Functional Responsibilities/Duties: Maintains and applies knowledge across one or more functional areas and activities. Develops, plans, and supports segments of a technical project. Evaluates outcomes and supports changes in development and execution of project phases. Operates across one or more tasks, contributing to deliverables and overall project performance. Collects information, analyzes processes, applies statistical methods, and conducts research to determine solutions based on technical solution or service scope. Analyzes technical operations to support project decision making and resource allocation. Employs process improvement methods for modernization of systems and projects. Delivers support in solution conceptualization, design, development, testing, documentation, or implementation.

Minimum Education: B.A. or B.S. degree in Computer Sciences, Information Systems, Engineering, Business or other related scientific or technical discipline.

6. SYSTEM ANALYST, LEVEL 2

Minimum Experience Level: 4 or more years of experience in one or more of the identified areas of experience below. ITIL, IEEE, or TOGAF certification may be substituted for 1 year of experience.

Functional Responsibilities/Duties: Maintains and applies comprehensive knowledge across multiple functional areas and activities. Develops, plans, and supports segments of a technical project. Evaluates outcomes and supports changes in development and execution of project phases. Operates across one or
more tasks, contributing to deliverables and overall project performance. Collects information, analyzes processes, applies statistical methods, and conducts research to support solution definition and/or design based on technical solution or service scope. Analyzes technical operations to support project decision making and resource allocation. Employs process improvement methods for modernization of systems and projects. Delivers support in solution conceptualization, design, development, testing, documentation, or implementation. Supports development of program/project plans and schedules to achieve objectives, enhance implementation, and realize program/project efficiencies.

**Minimum Education:** B.A. or B.S. degree in Computer Sciences, Information Systems, Engineering, Business or other related scientific or technical discipline.

### 7. TECHNICAL ARCHITECT, LEVEL 3

**Minimum Experience Level:** 8 or more years of experience in one or more of the identified areas of experience below. Advanced degree or possession of ITIL, IEEE, or TOGAF certification may be substituted for 1 year of experience.

**Functional Responsibilities/Duties:** Develops, plans, organizes, and leads major technical planning or implementation assignments. Must have experience in IT infrastructure, system and application development, design and implementation, business process reengineering, IT transformation, or other related services. Determines technical objectives and methodology; selects and assigns resources; establishes solution architectures, and takes corrective action as necessary. Responsible for multiple information technology project outputs and deliverables. May function as a technical expert on his/her own or other assignments. Responsible for information technology project financial management.

**Minimum Education:** B.A. or B.S. degree in Computer Sciences, Information Systems, Engineering, Business or other related scientific or technical discipline.

### 8. TECHNICAL ARCHITECT, LEVEL 2

**Minimum Experience Level:** 5 or more years of experience in one or more of the identified areas of experience below. Advanced degree or possession of ITIL, IEEE, or TOGAF certification may be substituted for 1 year of experience.

**Functional Responsibilities/Duties:** Develops, plans, organizes, and leads major segments of and/or entire technical projects. Must have experience in IT infrastructure, system and application development, design and implementation, business process reengineering, IT transformation, or other related services. Determines technical objectives, defines architectural requirements and methodology, and recommends staffing levels and schedules associated with the implementation of technologies. Reviews and coordinates the progress of other team members, taking corrective action as appropriate. Responsible for one or more major segments of multiple technical project outputs and deliverables.

**Minimum Education:** B.A. or B.S. degree in Computer Sciences, Information Systems, Engineering, Business or other related scientific or technical discipline.
9. TECHNICAL ARCHITECT, LEVEL 1

**Minimum Experience Level:** 2 or more years of experience in one or more of the identified areas of experience below. Advanced degree or possession of ITIL, IEEE, or TOGAF certification may be substituted for 1 year of experience.

**Functional Responsibilities/Duties:** Serves as a member of IT consulting teams as a task manager or as a work-stream leader on IT projects of limited scope and complexity. As a consulting team member, collects, analyzes, and interprets information in one or more information technology specialties. Develops, or participates in the development of, associated methodology.

**Minimum Education:** B.A. or B.S. degree in Computer Sciences, Information Systems, Engineering, Business or other related scientific or technical discipline.
Labor Category Descriptions (SIN 54151HACS)

1. INFORMATION SECURITY SUBJECT MATTER EXPERT, LEVEL 3

Minimum Experience Level: 10 or more years of information security experience. Possession of advanced degree can be substituted for two years of experience.

Functional Responsibilities/Duties: Analyzes complex technical information security challenges and opportunities and directly supports the planning and development of solutions in one or more information security subject matter areas. Directly supports the development of analysis, recommendations, and specific solutions for information security challenges that may involve either minor and/or major information security operational and/or system changes.

Minimum Education: Bachelor’s Degree in Information Security, Information Technology, or Business related field. Possesses at least one active DOD 8570 recognized Information Security Certification.

2. INFORMATION SECURITY SUBJECT MATTER EXPERT, LEVEL 1

Minimum Experience Level: 4 or more years of information security related experience. Possession of advanced degree can be substituted for two years of experience.

Functional Responsibilities/Duties: Maintains and applies comprehensive information security knowledge across multiple technical areas and activities. Develops, plans, and supports segments of an information security project. Evaluates outcomes and supports changes in development and execution of information security project phases. Operates across one or more information security tasks, contributing to deliverables and overall project performance. Collects information, analyzes processes, and conducts research to support information security solution definition and/or design based on technical solution or service scope. Analyzes information security operations to support project decision making and resource allocation. Employs process improvement methods for modernization of information security operations and systems. Delivers information security support in solution conceptualization, design, development, testing, documentation, or implementation. Supports development of program/project plans and schedules to achieve objectives, enhance implementation, and realize program/project efficiencies.

Minimum Education: Bachelor’s Degree in Information Security, Information Technology, or Business related field. Possesses at least one active DOD 8570 recognized Information Security Certification.
1. BUSINESS ANALYST I

Minimum Experience Level: 1 or more years of experience.

Functional Responsibilities/Duties: The Business Analyst (BA) will perform analysis of business processes, activities, and events, and is responsible for documenting existing business processes through joint application development sessions. The BA is also responsible for developing detailed design specifications for enhancements and new products or modules. He or she conducts research to determine user requirements and then produces a user requirement's document followed by a detailed design document. The BA supports the effort to create comprehensive methods for describing/defining the current and/or future structure and behavior of an organization's processes, information systems, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction.

Minimum Education: Associate’s Degree from an accredited college or university in a related discipline.

2. BUSINESS ANALYST II

Minimum Experience Level: 3 or more years of experience.

Functional Responsibilities/Duties: The Business Analyst (BA) will perform analysis of business processes, activities, and events, and is responsible for documenting existing business processes through joint application development sessions. The BA is also responsible for developing detailed design specifications for enhancements and new products or modules. He or she conducts research to determine user requirements and then produces a user requirement's document followed by a detailed design document. The BA supports the effort to create comprehensive methods for describing/defining the current and/or future structure and behavior of an organization's processes, information systems, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction.

Minimum Education: Bachelor’s degree from an accredited college or university in a related discipline.

3. BUSINESS ANALYST III

Minimum Experience Level: 7 or more years of experience.

Functional Responsibilities/Duties: The Business Analyst (BA) will perform analysis of business processes, activities, and events, and is responsible for documenting existing business processes through joint application development sessions. The BA is also responsible for developing detailed design specifications for enhancements and new products or modules. He or she conducts research to determine user requirements and then produces a user requirement's document followed by a detailed design document. The BA supports the effort to create comprehensive methods for describing/defining the current and/or future structure and behavior of an organization's processes, information systems, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction.
Minimum Education: Bachelor’s from an accredited college or university in a related discipline.

4. BUSINESS CONSULTANT I

Minimum Experience Level: 1 or more years of experience.

Functional Responsibilities/Duties: The Business Consultant (BC) works in support of more senior consultants who engage with executive management to define strategies, needs, business cases, and issues as well as with other senior management consultants to help set overall corporate priorities and budget allocations, improve overall performance, efficiency & delivery, and expand capabilities & capacity. The BC assists the planning, organizing, executing, controlling and performing project work efforts to meet contract requirements using broad industry experience and broad vendor experience, including overall industry best practices and extensive product knowledge. The BC supports the effort to create comprehensive methods to define the current and/or future structure and behavior of an organization’s processes, information systems, personnel and organizational sub-units, so that they align with the organization’s core goals and strategic direction.

Minimum Education: Associate’s Degree from an accredited college or university in a related discipline.

5. BUSINESS CONSULTANT SENIOR

Minimum Experience Level: 10 or more years of experience.

Functional Responsibilities/Duties: The Business Consultant (BC) works in support of more senior consultants who engage with executive management to define strategies, needs, business cases, and issues as well as with other senior management consultants to help set overall corporate priorities and budget allocations, improve overall performance, efficiency & delivery, and expand capabilities & capacity. The BC assists the planning, organizing, executing, controlling and performing project work efforts to meet contract requirements using broad industry experience and broad vendor experience, including overall industry best practices and extensive product knowledge. The BC supports the effort to create comprehensive methods to define the current and/or future structure and behavior of an organization’s processes, information systems, personnel and organizational sub-units, so that they align with the organization’s core goals and strategic direction.

Minimum Education: Bachelor’s degree from an accredited college or university in a related discipline.

6. PROGRAM MANAGER SENIOR

Minimum Experience Level: 10 or more years of experience.

Functional Responsibilities/Duties: The Program Manager manages contracts and serves as Northramp’s authorized interface with the Government Contracting Officer (CO), the contract- level Contracting Officer’s Technical Representative (COTR), government management personnel and customer agency representatives. Formulates work standards, develops and manages contractor schedules, reviews work, supervises/directs contractor personnel. Responsible for overall contract performance, including quality assurance. The Program Manager provides business, technical, and personnel management across a major single project or multiple projects, involving multi-disciplinary and diverse functional activities, subordinate groups of technical and administrative personnel. Bachelors degree or higher in an
engineering or architectural field. The Program Manager supports the effort to create comprehensive methods for describing current and/or future structure and behavior of an organization's processes, information systems, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction.

**Minimum Education:** Bachelor’s degree from an accredited college or university in a related discipline.

7. **PROJECT MANAGER I**

**Minimum Experience Level:** 1 or more years of experience.

**Functional Responsibilities/Duties:** The Project Manager applies standard business improvement techniques, procedures, and criteria in carrying out a sequence of related tasks. The Project Manager may perform business process analysis and advisory assignments related to assessing the effectiveness of programs and/or the efficiency of the management of operations. The Project Manager may conduct studies of work processes, engineering, and procedures, identify problems, review production standards, and make tentative recommendations for problem resolution. The Project Manager may review reports and studies to ensure that requirements are met and appropriate rules and regulations are utilized. The Project Manager may assist in the development of directives and the design, development, documentation, and implementation of various reporting and production systems. The Project Manager supports the effort to create comprehensive methods for describing current and/or future structure and behavior of an organization's processes, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction.

**Minimum Education:** Associate’s Degree from an accredited college or university in a related discipline.

8. **PROJECT MANAGER II**

**Minimum Experience Level:** 3 or more years of experience.

**Functional Responsibilities/Duties:** The Project Manager applies standard business improvement techniques, procedures, and criteria in carrying out a sequence of related tasks. The Project Manager may perform business process analysis and advisory assignments related to assessing the effectiveness of programs and/or the efficiency of the management of operations. The Project Manager may conduct studies of work processes, engineering, and procedures, identify problems, review production standards, and make tentative recommendations for problem resolution. The Project Manager may review reports and studies to ensure that requirements are met and appropriate rules and regulations are utilized. The Project Manager may assist in the development of directives and the design, development, documentation, and implementation of various reporting and production systems. The Project Manager supports the effort to create comprehensive methods for describing current and/or future structure and behavior of an organization's processes, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction.

**Minimum Education:** Bachelor’s degree from an accredited college or university in a related discipline.

9. **PROJECT MANAGER III**

**Minimum Experience Level:** 7 or more years of experience.
Functional Responsibilities/Duties: The Project Manager applies standard business improvement techniques, procedures, and criteria in carrying out a sequence of related tasks. The Project Manager may perform business process analysis and advisory assignments related to assessing the effectiveness of programs and/or the efficiency of the management of operations. The Project Manager may conduct studies of work processes, engineering, and procedures, identify problems, review production standards, and make tentative recommendations for problem resolution. The Project Manager may review reports and studies to ensure that requirements are met and appropriate rules and regulations are utilized. The Project Manager may assist in the development of directives and the design, development, documentation, and implementation of various reporting and production systems. The Project Manager supports the effort to create comprehensive methods for describing current and/or future structure and behavior of an organization's processes, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction.

Minimum Education: Bachelor’s degree from an accredited college or university in a related discipline.

10. PROJECT MANAGER SENIOR

Minimum Experience Level: 10 or more years of experience.

Functional Responsibilities/Duties: The Project Manager applies standard business improvement techniques, procedures, and criteria in carrying out a sequence of related tasks. The Project Manager may perform business process analysis and advisory assignments related to assessing the effectiveness of programs and/or the efficiency of the management of operations. The Project Manager may conduct studies of work processes, engineering, and procedures, identify problems, review production standards, and make tentative recommendations for problem resolution. The Project Manager may review reports and studies to ensure that requirements are met and appropriate rules and regulations are utilized. The Project Manager may assist in the development of directives and the design, development, documentation, and implementation of various reporting and production systems. The Project Manager supports the effort to create comprehensive methods for describing current and/or future structure and behavior of an organization's processes, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction.

Minimum Education: Bachelor’s degree from an accredited college or university in a related discipline.

11. SUBJECT MATTER CONSULTANT III

Minimum Experience Level: 7 or more years of experience.

Functional Responsibilities/Duties: Subject Matter Experts (SMEs) bring a particular area of consulting expertise and suite of analytical skills to a discrete element of a change management or process issue. It is the SME’s craft to consider the solution’s appropriateness and applicability within the organizational, technological, or management process context. The SME provides specialized advice on specific problems that requires extensive knowledge of the subject matter. Designs and prepares technical reports, studies, and related documentation, makes charts and graphs to record results, prepares and delivers presentations, training, and briefings as required by the task order. The SME reports to the Senior SME or project lead and supports the effort to create comprehensive methods for describing current and/or future structure, interrelationships, communication structure, and behavior of an organization's
processes, information systems, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction.

**Minimum Education:** Bachelor’s degree from an accredited college or university in a related discipline.

### 12. SUBJECT MATTER CONSULTANT SENIOR

**Minimum Experience Level:** 10 or more years of experience.

**Functional Responsibilities/Duties:** Subject Matter Experts (SMEs) bring a particular area of consulting expertise and suite of analytical skills to a discrete element of a change management or process issue. It is the SME’s craft to consider the solution’s appropriateness and applicability within the organizational, technological, or management process context. The SME provides specialized advice on specific problems that requires extensive knowledge of the subject matter. Designs and prepares technical reports, studies, and related documentation, makes charts and graphs to record results, prepares and delivers presentations, training, and briefings as required by the task order. The SME reports to the Senior SME or project lead and supports the effort to create comprehensive methods for describing current and/or future structure, interrelationships, communication structure, and behavior of an organization's processes, information systems, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction.

**Minimum Education:** Bachelor’s degree from an accredited college or university in a related discipline.