GENERAL SERVICES ADMINISTRATION
Federal Supply Service Authorized Federal Supply Schedule Price List

Online access to contract ordering information, terms and conditions, up to date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu driven database system. The Internet address for GSA Advantage!® is: GSAAdvantage.gov.

Multiple Award Schedule (MAS)
Federal Supply Classification (FSC) Group: Professional Services & Information Technology
Product Service Codes (PSC): R408 & DA01

Contract Number: GS-35F-500GA

Contract Period: 12 June 2022 through 11 June 2027

Price List current as of Modification #PO-0013 effective 23 November 2021

Contractor’s Name: Encore Support Systems, L.P. (Encore)
Contractor’s Address: 16601 North Blanco Road, Suite 226
San Antonio, TX 78232-1939
Contractor’s Telephone: (210) 798-2750
Contractor’s Fax: (210) 798-2750
Contractor Point of Contact: Kathryn P Wolf, Vice President/General Manager
Contractor’s E-mail Address: contractmanager@encoresupportsystems.com
Internet Address/Web Site: www.encoresupportsystems.com

Business Size: Small

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Prices Shown Herein are Net (discount deducted).
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CUSTOMER INFORMATION

1. Categories, Special Item Numbers (SINs), Descriptions, & Rates

   a) Table of Awarded Categories & SINs

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<th>Large Category</th>
<th>Subcategory</th>
<th>SIN</th>
<th>SIN Title</th>
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<tr>
<td>Information Technology</td>
<td>IT Services</td>
<td>54151S &amp;</td>
<td>Information Technology Professional Services</td>
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<td></td>
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<tr>
<td>Professional Services</td>
<td>Business Administrative Services</td>
<td>541611 &amp;</td>
<td>Management and Financial Consulting, Acquisition and Grants Management</td>
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<tr>
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<td>541611RC</td>
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<tr>
<td>Miscellaneous</td>
<td>Complimentary Special Item Numbers (SINs)</td>
<td>OLM &amp; OLMRC</td>
<td>Order-Level Materials (OLMs)</td>
</tr>
</tbody>
</table>

   Services for SINs 541611, 541611 (RC), 54151S, and 54151S (RC) (Paragraph 27) are priced at an hourly rate (Paragraph 30). Special Item Numbers (SINs) descriptions can be found at Paragraph 27.

   Services for SINs OLM and OLM (RC) are established and priced at the order level. Please see www.gsa.gov/olm for more information.

   b) Identification of Lowest Priced Model Number & Lowest Unit Price

   N/A.

   c) Hourly Rates & Corresponding Commercial Job Titles

   Hourly rates can be found in Paragraph 30 and descriptions of all corresponding commercial job titles, experience, functional responsibility, and education for the employees performing the services are provided in Paragraph 29.

***The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA) are applicable to this contract and the entire Multiple Award Schedule (MAS). While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and/or when the Contractor adds SCLS labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish an SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and applicable wage determination (WD) number. Failure to do so may result in cancellation of the contract.

2. Maximum Order

   54151S: $500,000
   541611: $1,000,000
   (All dollar amounts are exclusive of any discount for prompt payment.)
3. **Minimum Order**

$100

4. **Geographic Coverage (Delivery Area)**

Worldwide.

5. **Points of Production**

Encore Support Systems, L.P. Operational HQ
16601 North Blanco Road, Suite 226
San Antonio, TX 78232-1939
Bexar County
US

Encore Support Systems. L.P. Regional Office
6564 Loisdale Court, Suite 600
Springfield, VA 22150
Fairfax County
US

6. **Discount From List Prices or Statement of Net Price**

All prices herein are net.

7. **Quantity Discounts**

1% discount for orders greater than $150,000.

8. **Prompt Payment Terms**

1.0% 20 days; Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. **Foreign Items**

N/A.

10. **Delivery**

a) **Time of Delivery**

As specified by the Ordering Agency – to be determined at the Task Order level.
b) Expedited Delivery

As specified by the Ordering Agency – to be determined at the Task Order level. Items available for expedited delivery are noted in this Price List.

c) Overnight & 2-day Delivery

Contact Contractor for rates for overnight and 2 day delivery.

d) Urgent Requirements

Ordering agencies should contact the Encore Point of Contact (POC) to negotiate faster delivery.

11. F.O.B. Point

Destination.

12. Ordering

a) Ordering Address

Encore Support Systems, L.P.
16601 North Blanco Road, Suite 226
San Antonio, TX 78232-1939
Bexar County
US

b) Ordering Procedures

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

13. Payment Address

Encore Support Systems, L.P.
16601 North Blanco Road, Suite 226
San Antonio, TX 78232-1939
Bexar County
US

14. Warranty Provision

N/A.

15. Export Packing Charges
16. Terms & Condition of Rental, Maintenance, & Repair

N/A.

17. Terms & Conditions of Installation

N/A.

18. Terms & Conditions of Repair Parts & Other Services

a) Terms & Conditions of Repair Parts

N/A.

b) Terms & Conditions for Any Other Services

N/A.

19. List of Service & Distribution Points

N/A.

20. List of Participating Dealers

N/A.

21. Preventive Maintenance

N/A.

22. Special Attributes & Section 508

a) Special Attributes (Such as Environmental)

Contractors are required, if not using electronic commerce methods, to submit paper documents to the Government on double-sided 30 percent post-consumer fiber paper, whenever practicable. Contractor does not perform any work that utilizes ozone-depleting substances.

b) Section 508 Compliance

The EIT standards can be found at: www.Section508.gov/. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services in this contract are available at the following:
23. Unique Entity Identifier (UEI) Number

DT9CKEJVFDJ7

24. System for Award Management (SAM)

Encore Support Systems, L.P.’s registration with the System for Award Maintenance (SAM), at www.sam.gov is current, accurate, and complete.
DESCRIPTION OF SERVICES

a) **SINs 54151S and 54151S (RC) Information Technology (IT) Services**

IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing. NOTE: Subject to Cooperative Purchasing.

b) **SINs 541611 and 541611 (RC) Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services**

Provide operating advice and assistance on administrative and management issues. Examples include: strategic and organizational planning, business process improvement, acquisition and grants management support, facilitation, surveys, assessment and improvement of financial management systems, financial reporting and analysis, due diligence in validating an agency's portfolio of assets and related support services, strategic financial planning, financial policy formulation and development, special cost studies, actuarial services, economic and regulatory analysis, benchmarking and program metrics, and business program and project management. Inherently Governmental services as identified in FAR 7.503 or by the ordering agency are prohibited. It is the responsibility of the Contracting Officer placing the order to make this determination. Ordering activities must require prospective contractors to identify potential conflicts of interest and address those, prior to task order award. Personal services as defined in FAR 37.104 are prohibited.

c) **SINs OLM and OLM (RC) – Order-Level Materials (OLM)**

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) program contract or BPA. OLM pricing is not established at the FSS contract, but at the order level. Since OLMs are identified and acquired at the order or BPA level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs using FAR 15.404 techniques for commercial price determinations.

Using this procedure, ancillary supplies and services that are unknown at the time of the Schedule contract award may be included and priced at the order level or BPA level.

**OLM SIN-Level Requirements/Ordering Instructions:**

OLMs are:

- Purchased under the authority of the FSS Program as a special ordering procedure
- Identified at the order or BPA level (either at the time the order is placed or as the requirement for OLMs develop during the course of performance)
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials.
- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price limited to 33.33% of the total value of the order
or BPA

OLMs are not items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.
LABOR CATEGORIES

1. Application Specialist

Minimum/General Experience: Three years of experience with applicable application.

Functional Responsibility: Expert user of one or more specialized software applications such as Project Management, Computer Aided Design (CAD), Geographic Information Systems (GIS), Photographic/Graphic Editors, Database Manager, etc.

Minimum Education: Associate’s Degree, Tech School Certificate, or equivalent college level coursework in related technical area with emphasis on the area of specialization. One degree level can be satisfied by an additional three years of equivalent experience.

2. Budget Analyst

Minimum/General Experience: Three years of experience with government financial processes in a related functional area.

Functional Responsibility: Analyzes and evaluates moderately complex data processing tasks, translating business data processing requirements into detailed system/program requirements. Provide advice and technical assistance in the preparation of monthly/quarterly/annual budgets. Reviews proposed operational and financial plans to outline projected program expenses and capital expenditures targets for programs. Review budget estimates/proposals for completeness, accuracy, and conformance with established procedures, regulations, and organizational objectives. Recommends to management and department staff, alternatives to reduce budget involved in the development, integration, and installation of automated DP information systems.

Minimum Education: Bachelor’s Degree in business administration, accounting, or related area. One degree level can be satisfied by an additional three years of equivalent experience.

3. Business Analyst II

Minimum/General Experience: Five years of experience with at least three years in a directly applicable functional or technical area.

Functional Responsibility: Performs functional, financial, or technical analyses. Analyzes processes and activities and recommends process improvements; conducts broad functional, financial or technical studies; integrates diverse data sources; recommends new factors/criteria for subject matter decisions; guides client personnel in formulating requirements for new or improved processes, and/or coordinates fact finding, analysis, and design of information systems. As a staff specialist has responsibility for evaluating the significance of functional, financial, or technological advancements; conceives and proposes exploratory investigations where new concepts are required; analyses project proposals and identifies omissions/errors in requirements; and/or conducts feasibility studies, cost analyses, and/or system design analyses. May serve as lead analyst in a design subgroup. May direct and integrate work of lower level analysts. Subspecialties may include database, user interface design, or network design.
Minimum Education: Bachelor’s Degree in business administration, accounting, computer science, information systems, engineering, or other applicable functional or technical area. Advanced Degree can satisfy three years of experience requirement.

4. Business Analyst III

Minimum/General Experience: Fifteen years of experience with at least six years directly applicable to functional or technical areas.

Functional Responsibility: Performs as a senior functional, financial, or technical analyst. Analyzes processes and activities and recommends process improvements; conducts broad functional, financial or technical studies; devises completely new ways to locate/develop data sources; establishes new factors/criteria for subject matter decisions; coordinates fact finding, analysis, and design of significant information systems. As a staff specialist: has overall responsibility for evaluating the significance of functional, financial, or technological advancements and developing standards; conceives and plans exploratory investigations where new concepts are required. May also serve as a team or project leader.

Minimum Education: Master’s Degree in business administration, accounting, computer science, information systems, engineering, or other applicable functional or technical area. One Degree level can be satisfied by an additional three years of equivalent experience, or an additional Degree level can substitute for three years of experience.

5. Business Systems Analyst

Minimum/General Experience: Eight years of experience, of which at least three years must be specialized. Specialized experience may include: budgeting, facilitation, training, methodology development and evaluation.

Functional Responsibility: Duties include activity and data modeling. Developing modern business methods, identifying best practices, and creating and assessing performance measurements. Acts as a project leader and provides technical leadership and guidance to programmers and technical staff. Provides alternatives, recommendations and assistance to managers involved in the development, integration, and installation of business information systems. Prepares programming specifications and diagrams and develops coding logic flowcharts. Develops or revises computer programs requiring knowledge of high-level languages. Prepares detailed complex system/program documentation and flowcharts and assists with system installation. Participates in system requirement and design sessions with business customers.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, and Education. One degree level can be satisfied by four years equivalent experience.

6. Cost Analyst

Minimum/General Experience: Five years with more than three years specialized experience.

Functional Responsibility: Analyzes and evaluates moderately complex data processing tasks, translating business area data processing (DP) requirements into detailed system/program requirements. Provides life cycle cost estimates, alternatives, and cost reduction recommendations to management and staff involved in
the development, integration, and installation of automated DP information systems. Participates in system requirement and design sessions with business area customers.

**Minimum Education:** Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One degree level can be satisfied by four years equivalent experience.

### 7. Data Entry Clerk

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

**Functional Responsibility:** Operates and interacts with data processing (hardware and software) and teleprocessing equipment. Applies understanding of software and subsystems to input and manipulate data, extract information, and print reports. Applies basic understanding of machine principles, operating systems, system configuration, utility programs, operating procedures, and automation concepts. Recognizes problems and takes corrective action. Performs minor cleaning and maintenance of I/O equipment. Requires minimal direction in daily operation and problem resolution. Assists less experienced personnel.

**Minimum Education:** Associate’s Degree in Data Processing. One degree level can be satisfied by four years equivalent experience.

### 8. Database Administrator

**Minimum/General Experience:** Three years DBA experience with multiple years of related data processing experience.

**Functional Responsibility:** Applies high level of skills in database design, installations, and conversions. Responsible for database backup and recovery procedures, access security, and database integrity, physical data storage design, and data storage management. Participates in DBMS selection and maintains database performance. Applies expertise in specific DBMS. Applies knowledge of various DBMS products.

**Minimum Education:** Bachelor’s Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics, or equivalent technical studies.

### 9. Database Operator

**Minimum/General Experience:** Four years of experience, of which at least two years must be specialized. Specialized experience includes: demonstrated knowledge of terminology, usage, and operating concepts of data administration, data dictionaries, and repositories that support re-use of information systems objects related to business information systems. Demonstrated ability to maintain data dictionaries and repositories, including synchronization of corporate, center, and project dictionary hierarchy.

**Functional Responsibility:** Performs data administration for information systems in conformance with relevant data policy, procedures, standards, and guidelines. Conducts impact assessments on information systems to determine application integration potential and compatibility with the corporate architecture. Works with customer and other personnel to ensure quick responses to customer inquiries as to data standards, identification, availability, and location. Provides technical assistance related to data administration.
Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One degree level can be satisfied by four years equivalent experience.

10. Engineer I

Minimum/General Experience: Five years of experience, of which at least five years must be specialized. Specialized experience, in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming using CASE and IE tools and methods, systems planning, business information planning, and business analysis. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database managing systems. Constructs sound, logical business improvement opportunities consistent with corporate savings, and open system architecture objectives. Provides daily supervision and direction to staff.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One degree level can be satisfied by four years equivalent experience.

11. Engineer II

Minimum/General Experience: Ten years of experience in information systems development, functional and data requirement analysis, systems analysis and design, programming, program design and documentation preparation. Of the ten years general experience, a minimum of eight years specialized experience is required in the following: demonstrated experience in managing the implementation of information engineering projects and experience in systems analysis, design and programming using CASE and IE tools and methods, e.g., Oracle CASE, IEF CASE, I-CASE. Demonstrated experience in the client/server environment. Proven managerial and supervisory skills. Demonstrated exceptional written and oral communications skills, including giving formal presentations to different audiences. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of the information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise-wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and reengineering disciplines to develop migration strategic and planning documents. Has experience with such methodologies as IDEF 0 process modeling and IDEF 1X data modeling. Provides technical guidance in software engineering techniques and automated support tools.
Minimum Education: Master’s Degree in Computer Science, Information Systems, Engineering, or other related discipline. One degree level can be satisfied by four years equivalent experience.

12. Functional Analyst

Minimum/General Experience: Six years of experience, of which at least three years must be specialized. Specialized experience includes: developing functional requirements for complex integrated ADP systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Compiles, validates, and verifies user requirements. Evaluates technology-based solutions for user requirements. Supports training, logistics, acquisition management, configuration management, data management, program control, and/or manpower planning. Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One degree level can be satisfied by four years equivalent experience.

13. Functional Expert I

Minimum/General Experience: Possesses unique experience, skills, and expert knowledge in highly specialized technical, functional, and/or process areas within the related discipline. Fifteen years of progressive experience in the field of expertise of which at least ten years of the experience was in concentrated, hands-on experience in the specific area of expertise.

Functional Responsibility: Demonstrated ingenuity, creativity and resourcefulness in the specific area of expertise. Provides independent expert consultant services and leadership in specialized functional areas; coordinates with contractor management and Government personnel to ensure that the project has been properly defined and that the solution will satisfy Government requirements. Develops and/or reviews study plans and monitors/reports project status.

Minimum Education: High School Diploma or Equivalency Certification. Each additional Degree level can substitute for three years of experience.

14. Functional Expert II

Minimum/General Experience: Fifteen years of progressive experience in the field of expertise. At least six years of the experience is concentrated, hands-on experience in the specific discipline of the field of expertise.

Functional Responsibility: Performs as an expert in highly specialized, leading edge information technologies and methodologies. Provides highly technical and specialized guidance concerning automated solutions to complex information processing problems. Performs elaborate analyses and studies. Works independently or as member of a team.

Minimum Education: Master’s Degree in Computer Science, Information Systems, Engineering, Business, or other related. One degree level can be satisfied by four (4) years equivalent experience.
15. **Graphics Designer**

**Minimum/General Experience:** Three years of experience in multiple graphical environments with demonstrated experience in areas applicable to specific project. Areas of experience shall include still photography (including digital), digital photograph editing software, and business graphics and related software, and the creation and manipulation of digital art work. Optional or task specific areas include movies, training videos, animated graphics, and other forms of artwork.

**Functional Responsibility:** Designs, develops, and edits graphical material for reports, manuals, briefs, proposals, instruction books, web pages, and related technical and management publications.

**Minimum Education:** Bachelor’s Degree in an artistic, management, technical, or other applicable area. One Degree level can be satisfied by an additional three years of equivalent experience.

16. **Hardware Engineer**

**Minimum/General Experience:** Eight years of experience of which at least five years must be specialized. Specialized experience includes: supervision of installation technicians; analysis, design, and installation of local and wide area nets; and analysis and installation of communication systems. Familiar with engineering documentation, network configurations and topologies, X.25, TCP/IP, Frame Relay, Bridges, and Routers. General experience includes increasing responsibilities in technical management.

**Functional Responsibility:** Organizes and directs network installations on site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Directs and leads preparation of engineering plans and site installation Technical Design Packages. Develops installation schedules. Mobilizes network installation team. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support.

**Minimum Education:** Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One degree level can be satisfied by four years equivalent experience.

17. **Management Analyst**

**Minimum/General Experience:** Ten years including project management with over three years in specialized areas.

**Functional Responsibility:** Applies expert systems analysis and management techniques to complex system development in a specialized area. Applies broad knowledge of management systems, data sources/flow, interactions of complex systems, and capabilities/limitations of systems software and computer equipment, provides systems design in a specialized design area; establishes framework of new computer systems from feasibility to post-implementation evaluation; devises new sources of data and develops new approaches/techniques; may serve as technical authority for a design area. Plans and conducts analyses of unique problems in a broad system; prepares overall project management plans; studies broad areas of projected work processes that cut across systems.
Minimum Education: Bachelor’s Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics, or equivalent technical studies. One degree level can be satisfied by four years equivalent experience.

18. Network Administrator

Minimum/General Experience: Ten years of experience, of which at least five years must be specialized. Specialized experience in planning, design, implementation and support of local and wide area networks. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Develops and applies organization-wide network management principles. Provides daily supervision and direction to staff.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One degree level can be satisfied by four years equivalent experience.

19. Program Manager

Minimum/General Experience: Fifteen years of experience, of which at least ten years must be specialized. Specialized experience involves programs of comparable functional or technical content, and includes: project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes participation in programs of unrelated functional and technical content.

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

Minimum Education: Master’s Degree in computer science, computer information systems, electrical engineering, mathematics or equivalent technical studies. One Degree level can be satisfied by four years of experience requirement.

20. Programmer I

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

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

Minimum Education: Bachelor’s Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics, or equivalent technical studies.

21. Programmer II

Minimum/General Experience: Five years including system-programming activities with over three years in specialization areas.

Functional Responsibility: Those specified for Computer I plus the following: Provides system support for specific system software. Provides debugging, problem determination, and the system tuning assistance to application developers. Provides technical expertise and support in specialized area(s) of expertise. Provides consulting and programming services on operating systems software, teleprocessing monitors, communications systems, language processors, database internals, and system utilities. Provides technical direction to a group of programmers.

Minimum Education: Bachelor’s Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics, or equivalent technical studies.

22. Senior Functional Analyst

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

Functional Responsibility: Provides management and technical support of complex automated data processing projects. Applies extensive knowledge of logistics, acquisition management, data management, and program control. Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required task and their interrelationships. Identifies resources required for each task. Provides various types of management and technical support to projects in areas such as: training, logistics, acquisition management, configuration management, data management, program control and/or manpower planning. Requires the ability to plan and carry out complex projects to completion and an extensive knowledge of concepts, practices, and procedures to perform one or more of the above listed functions. Provides daily supervision and direction to support staff.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One degree level can be satisfied by four years equivalent experience.

23. System Administrator

Minimum/General Experience: Five years with more than three years specialized experience.
Functional Responsibility: Applies advanced computer skills. Applies a high level of technical expertise with product or system to be supported. Applies demonstrated ability to learn and teach technical information. Applies excellent problem determination skills. Applies demonstrated capabilities in defining and implementing processes and projects. Applies project management skills. Provides assistance and technical direction to other IT personnel. Interacts with customers and other departments.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One degree level can be satisfied by four years equivalent experience.

24. Systems Analyst I

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

Functional Responsibility: Applies knowledge of pertinent system software, computer equipment, work processes, applicable regulations, workload, and practices of assigned subject-matter area. Recognizes probable interactions of related computer systems and predicts impact of change on assigned system. Gathers facts, analyses data, and compares alternatives in terms of cost, time, and availability of equipment/personnel. Recommends courses of action and prepares specifications for development of computer programs. Determines and resolves data processing problems and coordinates work. Works independently under overall project objectives and requirements. Adapts design approaches successfully used in precedent systems. May provide functional direction to lower level assistants.

Minimum Education: Bachelor’s Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics, or equivalent technical studies. One degree level can be satisfied by four years equivalent experience.

25. Systems Analyst II

Minimum/General Experience: Seven years with three years in specialization areas.

Functional Responsibility: Applies systems analysis and design techniques to complex computer systems in a broad area. Applies competence in all phases of systems analysis techniques, concepts, and methods. Applies knowledge of available system software, computer equipment, regulations, and practices in a subject matter area. Recognizes probable conflicts and integrates diverse data sources. Produces innovative solutions for a variety of complex problems. Maintains and modifies complex systems or develops new subsystems. Guides users in formulating requirements. Advises on alternatives and implications of new/revised data processing systems. Analyzes project proposals and identifies omissions/errors in requirements. Conducts feasibility studies. Recommends optimum approach and develops system design. May serve as lead analyst in a design subgroup. May direct and integrate work of one or two lower level analysts.

Minimum Education: Bachelor’s Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics, or equivalent technical studies. One degree level can be satisfied by four years equivalent experience.

26. Systems Analyst III
Minimum/General Experience: Ten years including project management with over three years in specialized areas.

Functional Responsibility: Performs as a top technical expert. Develops broad computer systems/conducts critical studies. As a team or project leader: guides development of broad, unprecedented computer systems; devises completely new ways to locate/develop data sources; establishes new factors/criteria for subject matter decisions. Coordinates fact-finding, analysis, and design of system. As a staff specialist: has overall responsibility for evaluating the significance of technological advancement and developing standards; conceives and plans exploratory investigations where new concepts are required.

Minimum Education: Master’s Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics, or equivalent technical studies. One degree level can be satisfied by four years equivalent experience.

27. Systems Engineer

Minimum/General Experience: Fifteen years of experience across a wide range of technical and functional areas. Alternatively may be a specialist with at least nine of the twelve years of experience in the area of specialization. Areas of specialization include network hardware, and security.

Functional Responsibility: Evaluates designs, develops specifications for, assist with testing of, and oversees installation of complex combinations of servers and workstations supporting major applications and integrated combinations of independent applications. Evaluate existing systems, networks, and applications and provide recommendations for improving functionality, operability, efficiency, effectiveness, and security. Design and prepare specifications for new systems, and re-design and update specifications for existing systems, to meet functionality, operability, efficiency, effectiveness, and security requirements. Assist with developing testing requirements and evaluating test results to ensure fielded systems meet requirements. Provide oversight of system installations to ensure that the fielded implementation meets requirements and specifications.

Minimum Education: Master’s Degree in computer science, information systems, or related technical field. One Degree level can be satisfied by an additional three years of equivalent experience, or an additional Degree level can substitute for three years of experience.

28. Task Order/Project Manager

Minimum/General Experience: Ten years including project management with over three years in specialized areas.

Functional Responsibility: Applies expert management techniques to a specific project or task. Applies broad knowledge of management systems, data sources/flow, interactions of complex organizations, devises new sources of data and develops new approaches/techniques to improve management or business practices; may serve as a technical or functional authority for the task/project. Plans and conducts analyses of unique problems; prepares overall project management plans; and studies broad areas of projected work processes that cut across task/project lines. Coordinates closely with customer management, program manager and company management.
Minimum Education: Bachelor’s Degree in business administration or a technical or functional discipline related to the task/project. Advanced Degree can satisfy three years of experience requirement. One Degree level can be satisfied by four years of experience requirement.

29. Technical Editor

Minimum/General Experience: Five years of technical editing experience including at least three creating and editing integrated text and graphics documents.

Functional Responsibility: Develops, writes, edits, and integrates textual and graphical material for reports, manuals, briefs, proposals, instruction books, and related technical and management publications concerned with work methods and procedures, operations and manual and automated business processes and enhancement thereof. Interviews production and other personnel and reads journals, reports and other material to become familiar with system technologies and production methods. Organizes material and completes writing assignments with regard to order, clarity, conciseness, style, and terminology. Edits on-line help information and hardcopy documentation. Ensures proper cross-referencing occurs within the information units. Ensures the material is presented in a user-friendly manner. Ensure all applicable guidelines for indexing are followed. Accurately estimates work at a task level. Participates as member of a project team and/or may serve as a team leader of technical writers and graphics designers on larger projects.

Minimum Education: Bachelor’s Degree in an applicable functional or technical area with specific emphasis on business/technical skills. Advanced Degree can satisfy three years of experience requirement.

30. Technical Expert

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

Functional Responsibility: Provides expert, independent services and leadership in specialized technical areas. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and government personnel to ensure that the problem has been properly defined and that the solution will satisfy government requirements. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

Minimum Education: Master's degree in Computer Science, Information Systems, Engineering, Business, or other task related discipline. One degree level can be satisfied by four years equivalent experience.

31. Technical Writer

Minimum/General Experience: Three years of technical writing experience.

Functional Responsibility: Develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, and related technical publications concerned with work methods and procedures, and installation, operations and enhancement of ADP equipment and systems. Interviews production and other
personnel and reads journals, reports and other material to become familiar with system technologies and production methods. Organizes material and completes writing assignments with regard to order, clarity, conciseness, style, and terminology. Edits on-line help information and hardcopy documentation. Ensures proper cross-referencing occurs within the information units. Ensures the material is presented in a user-friendly manner. Ensure all applicable guidelines for indexing are followed. Accurately estimate own work at a task level. Participate as member of the project team.

**Minimum Education:** Minimum education requirement is a high school diploma.

32. **Webmaster**

**Minimum/General Experience:** Five years of experience in information systems development, functional and data requirement analysis, systems analysis and design, programming or program design. Of the five years general experience, a minimum of two (2) years specialized experience is required in the following: Design, development, and support of Internet based information management/distribution systems. Must demonstrate the ability to work independently or under only general direction.

**Functional Responsibility:** Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of Internet based information distributions systems.

**Minimum Education:** Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related discipline. One degree level can be satisfied by four years equivalent experience.

33. **Word Processor/Clerical**

**Minimum/General Experience:** Three years in an office/clerical environment.

**Functional Responsibility:** Operate and interact with word processing (hardware and software), telephone, and other office equipment. Apply understanding of filing, record keeping, and other office skills to create, update, and store basic office correspondence, financial records, reports, and other documents. Perform minor cleaning and maintenance of office equipment. Requires minimal direction in daily operation and problem resolution.

**Minimum Education:** Associate’s Degree, Tech School Certificate, or equivalent college level coursework in office administration or related area. One Degree level can be satisfied by an additional three years of equivalent experience.
LABOR CATEGORIES RATES

SINs 541611, 541611RC, 54151S, and 54151SRC
Pricing includes the Industrial Funding Fee (IFF) of .75%.

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