



CONTRACT NO: GS-35F-314CA



Y-TECH

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

**SCHEDULE 70 INFORMATION TECHNOLOGY SCHEDULE
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES**

Special Item No. 132-51 IT Professional Services

FPDS Class D301	IT Facility Operation and Maintenance
FPDS Class D302	IT Systems Development Services
FPDS Class D306	IT Systems Analysis Services
FPDS Class D307	Automated Information Systems Design and Integration Services
FPDS Class D308	Programming Services
FPDS Class D310	IT Backup and Security Services
FPDS Class D311	IT Data Conversion Services
FPDS Class D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Class D316	IT Network Management Services
FPDS Class D317	Creation/Retrieval of IT Related Automated New Services, Data Services, or Other Information Services
FPDS Class D399	Other Information Technology Services, Not Elsewhere Classified

Contract Number: GS-35F-5314CA

Period Covered by Contract: May 5, 2015 thru May 4, 2020

For more information on ordering from Federal Supply Schedules,
click on the FSS Schedules button at www.fss.gsa.gov

Yahya Technologies, LLC

DBA Y-Tech

**10010 Junction Drive, Suite 201-S
Annapolis Junction, Maryland 20701**

**Phone Number: (301) 363-2199 Fax Number: (301) 725-0014
www.ytechllc.com**

8(a) Certified Small Business



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INFORMATION FOR ORDERING ACTIVITIES

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage! on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage! and the Federal Acquisition Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Address: **Yahya Technologies, LLC (Y-Tech)**
10010 Junction Drive, Suite 201-S
Annapolis Junction, MD. 20701

Telephone No.: **(301) 363-2199**

Fax No.: **(301) 725-0014**

E-mail Address: **hjackson@ytechllc.com**

Yahya Technologies, LLC accepts credit cards for payments equal to or less than the micro-purchase for oral or written orders under this contract. Yahya Technologies, LLC and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

Address: **Yahya Technologies, LLC (Y-Tech)**
10010 Junction Drive, Suite 201-S
Annapolis Junction, MD. 20701





CONTRACT NO: GS-35F-314CA

Telephone No.: (301) 363-2199

Fax No.: (301) 725-0014

E-mail Address: hjackson@ytechllc.com

3. LIABILITY FOR INJURY OR DAMAGE

Yahya Technologies, LLC 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 Yahya Technologies, LLC, unless such injury or damage is due to the fault or negligence of Yahya Technologies, LLC.

4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

- Block 9: G. Order/Modification Under Federal Schedule
- Block 16: Data Universal Numbering System (DUNS) Number: 614796030
- Block 30: Type of Contractor – 8(a)
- Block 31: Woman-Owned Small Business – No.
- Block 36: Contractor's Taxpayer Identification Number (TIN): 27-0134276

4a. CAGE Code: 48Z26

4b. Yahya Technologies, LLC has registered with the Central Contractor Registration Database.

5. FOB DESTINATION

6. DELIVERY SCHEDULE

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

<u>SPECIAL ITEM NUMBER</u>	<u>DELIVERY TIME (Days ARO)</u>
132-51	As Negotiated with Customer

b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. DISCOUNTS:

Prices shown are NET Prices; Basic Discounts have been deducted.

Quantity/Volume Discount Terms: None

Shipping Terms: FOB Destination (CONUS – 50 States, Washington D.C., Puerto Rico and Hawaii)

Prompt Payment Terms: 1.00% - NET 15 Days

Standard Delivery Terms: As agreed between contractor and ordering activity

Expedited Delivery Terms: As agreed between contractor and ordering activity

Aggregate Sales/ Rebate Discounts: N/A



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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 \$100.00

11. MAXIMUM ORDER

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.

14. 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.

15. 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

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(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.

16. 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).

**CONTRACT NO: GS-35F-314CA****17. 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)

18. 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 utilizing a browser (ex.: NetScape). The Internet address is <http://www.gsaadvantage.gov>

19. 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. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. 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.

20. 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.

21. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of

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equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia.

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.

22. 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).

23. 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.

24. 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.

25. SECTION 508 COMPLIANCE.

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

<http://www.ytechllc.com>

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

26. 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.



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27. 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.

28. 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>.

29. 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)



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

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT/IAM 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/IAM 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.



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

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

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation 1 – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (May 2001) (Deviation 1 – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – 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/IAM Professional Services.

9. INDEPENDENT CONTRACTOR

All IT/IAM 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.



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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/IAM 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 (OCT 2008) (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 (OCT 2008) (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.



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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.

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.

- a. 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.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

YAHYA TECHNOLOGIES, LLC offers the following Information Technology (IT) Professional Services under Special Item Numbers 132-51:

FPDS Class D301	IT Facility Operation and Maintenance
FPDS Class D302	IT Systems Development Services
FPDS Class D306	IT Systems Analysis Services
FPDS Class D307	Automated Information Systems Design and Integration Services
FPDS Class D308	Programming Services
FPDS Class D310	IT Backup and Security Services
FPDS Class D311	IT Data Conversion Services
FPDS Class D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Class D316	IT Network Management Services
FPDS Class D317	Creation/Retrieval of IT Related Automated New Services, Data Services, or Other Information Services
FPDS Class D399	Other Information Technology Services, Not Elsewhere Classified

**CONTRACT NO: GS-35F-314CA****a. LABOR CATEGORY PRICING**

GSA AWARDED PRICES SIN 152-31		PRICE OFFERED TO GSA (including IFF)
S/L	Labor Category	
I	Network and Telecommunications Services	
I.1	Telecommunications Specialist Level I	55.09
I.2	Telecommunications Specialist Level II	65.76
I.3	Telecommunications Specialist Level III	76.42
I.4	Network Engineer Level I	106.64
I.5	Network Engineer Level II	248.83
I.6	Network Engineer Level III	337.33
I.7	Network Architect	379.50

II	Information Assurance and Security - Certification and Accreditation (C&A)	
II.1	Cybersecurity Specialist Level I	72.87
II.2	Cybersecurity Specialist Level II	83.54
II.3	Cybersecurity Specialist Level III	92.42
II.4	Security Specialist Level I	56.88
II.5	Security Specialist Level II	65.76
II.6	Security Specialist Level III	74.65
II.7	Security Analyst Level I	69.32
II.8	Security Analyst Level II	79.98
II.9	Security Analyst Level III	88.87
II.10	Security Engineer Level I	186.62
II.11	Security Engineer Level II	231.05
II.12	Security Engineer Level III	266.60
II.13	Information Assurance Analyst Level I	120.86
II.14	Information Assurance Analyst Level II	142.19
II.15	Information Assurance Analyst Level III	168.85
II.16	Information Assurance Engineer Level I	195.51
II.17	Information Assurance Engineer Level II	239.94
II.18	Information Assurance Engineer Level III	275.49

III	System Development Life-Cycle	
III.1	Systems Analyst Level I	69.32
III.2	Systems Analyst Level II	79.98
III.3	Systems Analyst Level III	88.87
III.4	System Designer Level I	76.42
III.5	System Designer Level II	87.09
III.6	System Designer Level III	97.75
III.7	Application Developer Level I	204.39
III.8	Application Developer Level II	231.05
III.9	Application Developer Level III	266.60
III.10	Database Specialist Level I	95.98

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III	System Development Life-Cycle	
III.11	Database Specialist Level II	104.87
III.12	Database Specialist Level III	113.75
III.13	Integration and Testing Specialist Level I	60.43
III.14	Integration and Testing Specialist Level II	65.76
III.15	Integration and Testing Specialist Level III	72.87
III.16	Functional Analyst Level I	71.09
III.17	Functional Analyst Level II	85.31
III.18	Functional Analyst Level III	97.75
III.19	Quality Assurance Analyst Level I	62.21
III.20	Quality Assurance Analyst Level II	69.32
III.21	Quality Assurance Analyst Level III	78.21
III.22	Modeling and Simulation Specialist Level I	142.19
III.23	Modeling and Simulation Specialist Level II	177.73
III.24	Modeling and Simulation Specialist Level III	213.28

IV	Engineering and Technical Services	
IV.1	Integration Engineer Level I	159.96
IV.2	Integration Engineer Level II	222.17
IV.3	Integration Engineer Level III	337.33
IV.4	Application Engineer Level I	94.20
IV.5	Application Engineer Level II	115.53
IV.6	Application Engineer Level III	124.41
IV.7	Product Engineer Level I	87.09
IV.8	Product Engineer Level II	99.53
IV.9	Product Engineer Level III	111.97
IV.10	Software Engineer (coders) Level I	71.09
IV.11	Software Engineer (coders) Level II	79.98
IV.12	Software Engineer (coders) Level III	88.87
IV.13	Test Engineer Level I	87.09
IV.14	Test Engineer Level II	95.58
IV.15	Test Engineer Level III	115.53
IV.16	Systems Engineer Level I	97.75
IV.17	Systems Engineer Level II	133.30
IV.18	Systems Engineer Level III	177.73
IV.19	Information Engineer Level I	90.64
IV.20	Information Engineer Level II	97.75
IV.21	Information Engineer Level III	115.53
IV.22	Enterprise Architect Level I	159.96
IV.23	Enterprise Architect Level II	266.60
IV.24	Enterprise Architect Level III	379.50
IV.25	Subject Matter Expert I	266.60
IV.26	Subject Matter Expert II	337.33
IV.27	Subject Matter Expert III	421.66

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V	Management Services	
V.1	Help Desk Manager Level I	79.98
V.2	Help Desk Manager Level II	88.87
V.3	Help Desk Manager Level III	97.75
V.4	Task Manager/Site Manager Level I	106.64
V.5	Task Manager/Site Manager Level II	115.53
V.6	Task Manager/Site Manager Level III	124.41
V.7	QA/QC Manager Level I	88.87
V.8	QA/QC Manager Level II	97.75
V.9	QA/QC Manager Level III	106.64
V.10	Project Manager Level I	159.96
V.11	Project Manager Level II	177.73
V.12	Project Manager Level III	222.17
V.13	Program Manager Level I	222.17
V.14	Program Manager Level II	266.60
V.15	Program Manager Level III	295.16

VI	Computer System Support	
VI.1	Help Desk Analyst Level I	42.66
VI.2	Help Desk Analyst Level II	51.55
VI.3	Help Desk Analyst Level III	58.65
VI.4	End User Specialist Level I	53.32
VI.5	End User Specialist Level II	62.21
VI.6	End User Specialist Level III	69.32
VI.7	System Administrator Level I	62.21
VI.8	System Administrator Level II	71.09
VI.9	System Administrator Level III	79.98
VI.10	Installer (ie: Cable, Hardware, Software) Level I	33.77
VI.11	Installer (ie: Cable, Hardware, Software) Level II	39.10
VI.12	Installer (ie: Cable, Hardware, Software) Level III	46.21
VI.13	Technical Writer/Editor Level I	69.32
VI.14	Technical Writer/Editor Level II	76.42
VI.15	Technical Writer/Editor Level III	87.09
VI.16	Graphics Specialist Level I	55.09
VI.17	Graphics Specialist Level II	62.21
VI.18	Graphics Specialist Level III	69.32

**CONTRACT NO: GS-35F-314CA****b. LABOR CATEGORIES AND DESCRIPTIONS**

The following labor category descriptions describe the Functional Responsibilities and the Minimum Education and experience requirements for each labor category. Education and experience may be substituted for each other. Each year of relevant experience may be substituted for one year of education and vice versa. In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education.

Labor categories may also require Information Assurance certifications per DOD 8570 guidelines and /or a security clearance.

Degree	Experience Equivalence*	Other Equivalence
High School		GED
Associates	1 year relevant experience	Vocational or technical training in work-related field
Bachelor	Associate degree+ 2 years relevant experience or 4 years relevant experience	Professional Certification
Master	Bachelor + 2 years relevant experience, or Associate's + 4 years relevant experience	Professional license
Doctorate t	Master + 2 years relevant experience, or Bachelor + 4 years relevant experience	

- Successful completion of each year of higher education that has not yet resulted in a degree may be counted for 1-for-1 for a year of experience

I. Network and Telecommunications Services
I.1. Telecommunications Specialist Level I
<p><u>Requirements Summary</u>: High school graduate or equivalent, 3 years experience</p> <p><u>Minimum/General Experience</u>: Three years of telecommunications experience with minimal knowledge of design, development and evaluation of various telecommunications systems and equipment.</p> <p><u>Functional Responsibilities</u>: Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, provides technical expertise for performance and configurations of networks, performs general LAN/MAN/WAN administration, and assists with the integration and test of complex large-scale computer integrated networks. Schedules conversions and cut-overs, monitors maintenance of systems, coordinates with all responsible users and sites, and provides direction to LAN/WAN Engineers. May also work with Avaya/PBX administration, Octel, Call Management System utilizing complex vectoring, T1 and trunk group administration, testing, installation and ordering, T1's, T3's, routing and trunking, vectoring, and/or wire management skills.</p> <p><u>Minimum Education</u>: High school graduate or equivalent with three years general experience or an applicable training certificate from an accredited training institution.</p>
I.2. Telecommunications Specialist Level II
<p><u>Requirements Summary</u>: High school graduate or equivalent, 7 years experience</p> <p><u>Minimum/General Experience</u>: Seven years of telecommunications experience with intermediate knowledge of design, development and evaluation of various telecommunications systems and equipment.</p> <p><u>Functional Responsibilities</u>: Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN</p>

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and other network related problems, provides technical expertise for performance and configuration of networks, performs general LAN/MAN/WAN administration, and provides technical support in the integration and test of complex large-scale computer integrated networks. Schedules conversions and cut-overs, supervises maintenance of systems, coordinates with all responsible users and sites, and provides direction to LAN/WAN Engineers. May also work with Avaya/PBX administration, Octel, Call Management System utilizing complex vectoring, T1 and trunk group administration, testing, installation and ordering, T1's, T3's, routing and trunking, vectoring, and/or wire management skills.

Minimum Education: High school graduate or equivalent with seven years general experience or an applicable training certificate from an accredited training institution.

I.3. Telecommunications Specialist Level III

Requirements Summary: High school graduate or equivalent, 10 years experience

Minimum/General Experience: Ten years of telecommunications experience with expert knowledge of design, development and evaluation of various telecommunications systems and equipment.

Functional Responsibilities: Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, provides technical expertise for performance and configurations of networks, performs general LAN/MAN/WAN administration, and provides technical leadership in the integration and test of complex large-scale computer integrated networks. Schedules conversions and cut-overs, supervises maintenance of systems, coordinates with all responsible users and sites, and provides direction to LAN/WAN Engineers. May also work with Avaya/PBX administration, Octel, Call Management System utilizing complex vectoring, T1 and trunk group administration, testing, installation and ordering, T1's, T3's, routing and trunking, vectoring, and/or wire management skills.

Minimum Education: High school graduate or equivalent with ten years general experience or an applicable training certificate from an accredited training institution.

I.4. Network Engineer Level I

Requirements Summary: High school graduate or equivalent, CCNA, 3 years experience

Minimum/General Experience: Three years experience analyzing, identifying and resolving complex network hardware, circuit, and transmission logic problems. Knowledge of the design, installation and acceptance testing of complex high-speed networks. Applies the principles of assessing and analyzing network transmission application to resolve reported malfunctions.

Functional Responsibilities: Under direct supervision designs and coordinates the installation and acceptance testing of the system network. Monitors network hardware operations to ensure properly set configuration options. Assist with plan implementation of enhancements and upgrades to the network; performs cost/benefit studies of network configurations and recommends enhancements; directs acquisition, installation, and testing of network hardware; advises network users of hardware requirements, configurations, and limitations; and isolates, resolves, or circumvents network problems.

Minimum Education: High school graduate or equivalent with three years general experience, Cisco Certified Network Associate (CCNA) certification.

I.5. Network Engineer Level II

Requirements Summary: Bachelor Degree, CCNA or CCNP, 7 years experience

Minimum/General Experience: Seven years experience analyzing, identifying and resolving complex network hardware, circuit, and transmission logic problems. Experience in the design, installation and acceptance testing of complex high-speed networks. Applies the principles of assessing and analyzing network transmission application to resolve reported malfunctions.

Functional Responsibilities: Under minimal supervision designs and coordinates the installation and acceptance testing of the system network. Monitors network hardware operations to ensure properly set configuration options. Plans implementation of enhancements and upgrades to the network; performs cost/benefit studies of network configurations and recommends enhancements; directs acquisition, installation, and testing of network

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hardware; advises network users of hardware requirements, configurations, and limitations; and isolates, resolves, or circumvents network problems. May provide daily supervision and direction to support staff.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP) certification.

I.6. Network Engineer Level III

Requirements Summary: Bachelor Degree, CCNA or CCNP, 10 years experience

Minimum/General Experience: Ten years experience analyzing, identifying and resolving complex network hardware, circuit, and transmission logic problems. Experience in the design, installation and acceptance testing of complex high-speed networks. Applies the principles of assessing and analyzing network transmission application to resolve reported malfunctions.

Functional Responsibilities: Under minimal supervision designs and coordinates the installation and acceptance testing of the system network. Monitors network hardware operations to ensure properly set configuration options. Plans implementation of enhancements and upgrades to the network; performs cost/benefit studies of network configurations and recommends enhancements; directs acquisition, installation, and testing of network hardware; advises network users of hardware requirements, configurations, and limitations; and isolates, resolves, or circumvents network problems. May provide daily supervision and direction to support staff.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP) certification..

I.7. Network Architect

Requirements Summary: Bachelor Degree, CCIE, 10 years experience

Minimum/General Experience: Provide Subject Matter Expert guidance in local\ wide area networking, communications, and related software/hardware within a multi-platform operating environment. Must possess Subject Matter Expert experience in designing and implementing large-scale complex network solutions. Must have extensive experience publishing technical standards for design, defining engineering specifications, and developing basis of design documentation and analysis. Has extensive multi-tasking experience in managing project schedules and requirements, while working in a complex agile environment. Must lead Subject Matter Expert teams in planning next generation network design and define network overlay technologies, network function virtualization as well as integrations with existing technologies and internal systems. Possess expert written\verbal skills for presentations to senior level management and negotiations with vendors. Subject Matter Expert in understanding TCP/IP, SSL management, routing, access control lists, security, firewall and network traffic analysis. In addition, must be Internet savvy with regards to security, DNS, SMTP and Virtual Private Networks. Subject Matter Expert in management and configuration of Cisco ASR, SBC, edge routers/switches and Firewall, Remote Access servers, RIP, EIGRP, BGP, OSPF, HSRP, NAT, Layer 2 and Layer 3 VLANs, Fast/Gig Ether channel, L7 filtering and load balancing using load balancers. Expert experience with physical layer technologies-Gig/10G Ethernet, CAT5/6 cabling and Fiber. Strong experience in supporting Saas/cloud applications ideally around collaboration tools

Functional Responsibilities: Responsible for architecting, designing and engineering client network infrastructures. Also responsible for defining the standards and strategy for emerging network architectures within our customer's network footprint. Responsible for the integration of a total network including the planning, design, installation, maintenance, management, and coordination of a corporate LAN/WAN. Stay current on technological developments, applications, and evaluates vendor products to make recommendations for purchase. Recommends network security and policies. Must create network roadmaps, presentations, cost-saving initiatives, and business cases for new products. Monitor protocol compatibility, perform system tuning, and make recommendations for improvements. Integrate and schematically depict communication architectures, topologies, hardware, software, transmission and signaling links and protocols into complete network configurations. Provide data on system application network activity and give interpretation\guidance to relevant

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stakeholders. Detect, diagnose, and resolve network problems using methods that minimally impact production environment function. Lead monthly infrastructure capacity planning and expansion activities. Maintain network security controls and compliance on all network hardware. Maintain a service oriented environment focused on problem prediction, detection and resolution.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and Cisco Certified Internet Expert certification

II. Information Assurance and Security - Certification and Accreditation (C&A)

II.1. Cybersecurity Specialist Level I

Requirements Summary: Bachelor Degree, CISSP, 3 years experience

Minimum/General Experience: Three years establishing and satisfying complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Applies know-how to government systems requiring specialized security features and procedures.

Functional Responsibilities: Performs assessment of present levels of cyber security, defines acceptable levels of risk, trains all personnel in proper cyber hygiene and establishes formal maintenance procedures. Performs privacy impact assessments and provides PII data security and monitoring, and migration strategies. Identifies potential vulnerabilities to cyber and information security using penetration testing and red teams. Provides technologies for identification, modeling, and predictive analysis of cyber threats.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and Certified Information Systems Security Professional (CISSP) certification.

II.2. Cybersecurity Specialist Level II

Requirements Summary: Bachelor Degree, CISSP, 7 years experience

Minimum/General Experience: Seven years establishing and satisfying complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Applies know-how to government systems requiring specialized security features and procedures.

Functional Responsibilities: Performs assessment of present levels of cyber security, defines acceptable levels of risk, trains all personnel in proper cyber hygiene and establishes formal maintenance procedures. Performs privacy impact assessments and provides PII data security and monitoring, and migration strategies. Identifies potential vulnerabilities to cyber and information security using penetration testing and red teams. Provides technologies for identification, modeling, and predictive analysis of cyber threats.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and Certified Information Systems Security Professional (CISSP) certification.

II.3. Cybersecurity Specialist Level III

Requirements Summary: Bachelor Degree, CISSP, 10 years experience

Minimum/General Experience: Ten years establishing and satisfying complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Applies know-how to government systems requiring specialized security features and procedures.

Functional Responsibilities: Performs assessment of present levels of cyber security, defines acceptable levels of

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risk, trains all personnel in proper cyber hygiene and establishes formal maintenance procedures. Performs privacy impact assessments and provides PII data security and monitoring, and migration strategies. Identifies potential vulnerabilities to cyber and information security using penetration testing and red teams. Provides technologies for identification, modeling, and predictive analysis of cyber threats.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and Certified Information Systems Security Professional (CISSP) certification.

II.4. Security Specialist Level I

Requirements Summary: High school graduate or equivalent, Operating System Certification, 3 years experience

Minimum/General Experience: Three years knowledge and experience in installing, operating and maintaining security appliances, and shall possess experience in making advanced recommendations for configuring the security posture of operational systems.

Functional Responsibilities: Design, develop or recommend integrated security systems and physical control solutions that will ensure proprietary/confidential data and systems are protected. Provide technical services for the support of integrated security systems and solutions to manage information-related risks. Participates with the client in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness. Determines enterprise information assurance and security standards; Develops and implements information assurance/security standards and procedures; Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements; Identifies, reports, and resolves security violations; Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands; Supports customers at the highest levels in the development and implementation of doctrine and policies; Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures; Performs analysis, design, and development of security features for system architectures; Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers; Designs, develops, , and implements solutions that meet security requirements; Provides integration and implementation of the computer system security solution; Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems; Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle; Ensures that all information systems are functional and secure.

Minimum Education: High school graduate or equivalent with three years general experience and an operating system certification.

II.5. Security Specialist Level II

Requirements Summary: High school graduate or equivalent, Operating System Certification, 7 years experience

Minimum/General Experience: Seven years knowledge and experience in installing, operating and maintaining security appliances, and shall possess experience in making advanced recommendations for configuring the security posture of operational systems.

Functional Responsibilities: Design, develop or recommend integrated security systems and physical control solutions that will ensure proprietary/confidential data and systems are protected. Provide technical services for the support of integrated security systems and solutions to manage information-related risks. Participates with the client in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness. Determines enterprise information assurance and security standards; Develops and implements information assurance/security standards and procedures; Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements; Identifies, reports, and resolves security violations; Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands; Supports customers at

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the highest levels in the development and implementation of doctrine and policies; Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures; Performs analysis, design, and development of security features for system architectures; Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers; Designs, develops, , and implements solutions that meet security requirements; Provides integration and implementation of the computer system security solution; Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems; Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle; Ensures that all information systems are functional and secure.

Minimum Education: High school graduate or equivalent with seven years general experience, an operating system certification.

II.6. Security Specialist Level III

Requirements Summary: High school graduate or equivalent, Operating System Certification, 10 years experience

Minimum/General Experience: Ten years knowledge and experience in installing, operating and maintaining security appliances, and shall possess experience in making advanced recommendations for configuring the security posture of operational systems.

Functional Responsibilities: Design, develop or recommend integrated security systems and physical control solutions that will ensure proprietary/confidential data and systems are protected. Provide technical services for the support of integrated security systems and solutions to manage information-related risks. Participates with the client in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness. Determines enterprise information assurance and security standards; Develops and implements information assurance/security standards and procedures; Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements; Identifies, reports, and resolves security violations; Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands; Supports customers at the highest levels in the development and implementation of doctrine and policies; Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures; Performs analysis, design, and development of security features for system architectures; Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers; Designs, develops, , and implements solutions that meet security requirements; Provides integration and implementation of the computer system security solution; Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems; Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle; Ensures that all information systems are functional and secure.

Minimum Education: High school graduate or equivalent with ten years general experience, an operating system certification.

II.7. Security Analyst Level I

Requirements Summary: Bachelor Degree, Operating System Certification, CISSP, 3 years experience

Minimum/General Experience: Three years experience with Information Assurance processes, procedures and audit tools.

Functional Responsibilities: Review and evaluate Plan of Action and Milestones (POA&M), system security plans, and technical requirements in accordance with DODI 8510 and Defense Information System Agency Security Technical Implementation Guides (DISA STIGS). Review Enterprise Information Technology Database Repository (EITDR) inputs, System Identification Profile (SIP), Defense Information Assurance Certification and Accreditation Process (DIACAP),

Maintain the Network Infrastructure Description (NID), DIACAP Implementation Plan (DIP), network



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architecture diagrams, system checklists and software/hardware implementation proposals.

Conduct quality assessment of system security packages on a quarterly basis. Perform an IA system compliance review either independently or in conjunction with Program Office technical personnel. Analyze the technical engineering support for requirements involving existing and planned communication-infrastructure upgrades.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and an operating system certification and Certified Information Systems Security Professional (CISSP) certification.

II.8. Security Analyst Level II

Requirements Summary: Bachelor Degree, Operating System Certification, CISSP, 7 years experience

Minimum/General Experience: Seven years experience with Information Assurance processes, procedures and audit tools.

Functional Responsibilities: Review and evaluate Plan of Action and Milestones (POA&M), system security plans, and technical requirements in accordance with DODI 8510 and Defense Information System Agency Security Technical Implementation Guides (DISA STIGS). Review Enterprise Information Technology Database Repository (EITDR) inputs, System Identification Profile (SIP), Defense Information Assurance Certification and Accreditation Process (DIACAP),

Maintain the Network Infrastructure Description (NID), DIACAP Implementation Plan (DIP), network architecture diagrams, system checklists and software/hardware implementation proposals.

Conduct quality assessment of system security packages on a quarterly basis. Perform an IA system compliance review either independently or in conjunction with Program Office technical personnel. Analyze the technical engineering support for requirements involving existing and planned communication-infrastructure upgrades.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and an operating system certification and Certified Information Systems Security Professional (CISSP) certification.

II.9. Security Analyst Level III

Requirements Summary: Bachelor Degree, Operating System Certification, CISSP, 10 years experience

Minimum/General Experience: Ten years experience with Information Assurance processes, procedures and audit tools.

Functional Responsibilities: Review and evaluate Plan of Action and Milestones (POA&M), system security plans, and technical requirements in accordance with DODI 8510 and Defense Information System Agency Security Technical Implementation Guides (DISA STIGS). Review Enterprise Information Technology Database Repository (EITDR) inputs, System Identification Profile (SIP), Defense Information Assurance Certification and Accreditation Process (DIACAP),

Maintain the Network Infrastructure Description (NID), DIACAP Implementation Plan (DIP), network architecture diagrams, system checklists and software/hardware implementation proposals.

Conduct quality assessment of system security packages on a quarterly basis. Perform an IA system compliance review either independently or in conjunction with Program Office technical personnel. Analyze the technical engineering support for requirements involving existing and planned communication-infrastructure upgrades.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and an operating system certification and Certified Information Systems Security Professional (CISSP) certification.

II.10. Security Engineer Level I

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Requirements Summary: Bachelor Degree, Operating System Certification, CISSP, 3 years experience

Minimum/General Experience: Three years experience with IA security engineering, DIACAP and Risk Management Framework.

Functional Responsibilities: Skills and certifications are focused on Computer Network Defense Service Provision from an Information Assurance perspective. Responsibilities include but are not limited to functioning in a CNDSP position performing vulnerability scanning and reporting utilizing Defense Information Systems Agency (DISA) approved tools. Developing anti-malware techniques. Understanding and implementing INFOCON/CYBERCON changes within an enterprise. Managing an effective Information Assurance Vulnerability Management (IAVM) program across multiple enclaves. Fulfilling Network Security Monitoring/Intrusion Detection functions. Working network security incidents to include identification, reporting, and analysis. Skills are also required to provide technical security engineering support and apply system security engineering principles to provide realistic configuration management solutions designed to enhance the security posture. Specific expertise includes but not limited to patch management with a focus on utilizing DISA tools like Vulnerability Management System (VMS); Infrastructure Design; Troubleshooting Techniques; Systems Security; and Documentation Development. Will use strong writing and project management skills to produce documentation required for certification evaluation and assessments.

Perform assessments of systems and networks within the networking environment or enclave and identify where those systems and networks deviate from acceptable configurations, enclave policy, or local policy. This is achieved through passive evaluations such as compliance audits and active evaluations such as vulnerability assessments. Establishes strict program control processes to ensure mitigation of risks and supports obtaining certification and accreditation of systems. Includes support of process, analysis, coordination, security certification test, security documentation, as well as investigations, software research, hardware introduction and release, emerging technology research inspections and periodic audits. Assist in the implementation of the required government policy (i.e., NISPOM, DCID 6-3), make recommendations on process tailoring, participate in and document process activities. Perform analyses to validate established security requirements and to recommend additional security requirements and safeguards. Support the formal Security Test and Evaluation (ST&E) required by each government accrediting authority through pre-test preparations, participation in the tests, analysis of the results and preparation of required reports. Document the results of Certification and Accreditation activities and technical or coordination activity and prepare the system Security Plans and update the Plan of Actions and Milestones POA&M. periodically conduct a complete review of each system's audits and monitor corrective actions until all actions are closed.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and an operating system certification and Certified Information Systems Security Professional (CISSP) certification.

II.11. Security Engineer Level II

Requirements Summary: Bachelor Degree, Operating System Certification, CISSP, 7 years experience

Minimum/General Experience: Seven years experience with IA security engineering, DIACAP and Risk Management Framework.

Functional Responsibilities: Skills and certifications are focused on Computer Network Defense Service Provision from an Information Assurance perspective. Responsibilities include but are not limited to functioning in a CNDSP position performing vulnerability scanning and reporting utilizing Defense Information Systems Agency (DISA) approved tools. Developing anti-malware techniques. Understanding and implementing INFOCON/CYBERCON changes within an enterprise. Managing an effective Information Assurance Vulnerability Management (IAVM) program across multiple enclaves. Fulfilling Network Security Monitoring/Intrusion Detection functions. Working network security incidents to include identification, reporting, and analysis. Skills are also required to provide technical security engineering support and apply system security engineering principles to provide realistic configuration management solutions designed to enhance the security posture. Specific expertise includes but not limited to patch management with a focus on utilizing DISA tools like Vulnerability Management System (VMS); Infrastructure Design; Troubleshooting Techniques; Systems Security; and Documentation Development. Will use strong writing and project management skills to produce

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documentation required for certification evaluation and assessments.

Perform assessments of systems and networks within the networking environment or enclave and identify where those systems and networks deviate from acceptable configurations, enclave policy, or local policy. This is achieved through passive evaluations such as compliance audits and active evaluations such as vulnerability assessments. Establishes strict program control processes to ensure mitigation of risks and supports obtaining certification and accreditation of systems. Includes support of process, analysis, coordination, security certification test, security documentation, as well as investigations, software research, hardware introduction and release, emerging technology research inspections and periodic audits. Assist in the implementation of the required government policy (i.e., NISPOM, DCID 6-3), make recommendations on process tailoring, participate in and document process activities. Perform analyses to validate established security requirements and to recommend additional security requirements and safeguards. Support the formal Security Test and Evaluation (ST&E) required by each government accrediting authority through pre-test preparations, participation in the tests, analysis of the results and preparation of required reports. Document the results of Certification and Accreditation activities and technical or coordination activity and prepare the system Security Plans and update the Plan of Actions and Milestones POA&M. periodically conduct a complete review of each system's audits and monitor corrective actions until all actions are closed

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and an operating system certification and Certified Information Systems Security Professional (CISSP) certification.

II.12. Security Engineer Level III

Requirements Summary: Bachelor Degree, Operating System Certification, CISSP, 10 years experience

Minimum/General Experience: Ten years experience with IA security engineering, DIACAP and Risk Management Framework.

Functional Responsibilities: Skills and certifications are focused on Computer Network Defense Service Provision from an Information Assurance perspective. Responsibilities include but are not limited to functioning in a CNDSP position performing vulnerability scanning and reporting utilizing Defense Information Systems Agency (DISA) approved tools. Developing anti-malware techniques. Understanding and implementing INFOCON/CYBERCON changes within an enterprise. Managing an effective Information Assurance Vulnerability Management (IAVM) program across multiple enclaves. Fulfilling Network Security Monitoring/Intrusion Detection functions. Working network security incidents to include identification, reporting, and analysis. Skills are also required to provide technical security engineering support and apply system security engineering principles to provide realistic configuration management solutions designed to enhance the security posture. Specific expertise includes but not limited to patch management with a focus on utilizing DISA tools like Vulnerability Management System (VMS); Infrastructure Design; Troubleshooting Techniques; Systems Security; and Documentation Development. Will use strong writing and project management skills to produce documentation required for certification evaluation and assessments.

Perform assessments of systems and networks within the networking environment or enclave and identify where those systems and networks deviate from acceptable configurations, enclave policy, or local policy. This is achieved through passive evaluations such as compliance audits and active evaluations such as vulnerability assessments. Establishes strict program control processes to ensure mitigation of risks and supports obtaining certification and accreditation of systems. Includes support of process, analysis, coordination, security certification test, security documentation, as well as investigations, software research, hardware introduction and release, emerging technology research inspections and periodic audits. Assist in the implementation of the required government policy (i.e., NISPOM, DCID 6-3), make recommendations on process tailoring, participate in and document process activities. Perform analyses to validate established security requirements and to recommend additional security requirements and safeguards. Support the formal Security Test and Evaluation (ST&E) required by each government accrediting authority through pre-test preparations, participation in the tests, analysis of the results and preparation of required reports. Document the results of Certification and Accreditation activities and technical or coordination activity and prepare the system Security Plans and update the Plan of Actions and Milestones POA&M. periodically conduct a complete review of each system's audits and monitor corrective actions until all actions are closed.

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Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and an operating system certification and Certified Information Systems Security Professional (CISSP) certification.

II.13. Information Assurance Analyst Level I

Requirements Summary: Bachelor Degree, Operating System Certification, 3 years experience

Minimum/General Experience: Three years experience with Information Assurance processes, procedures and audit tools.

Functional Responsibilities: Participates in risk assessment during the Certification and Accreditation process. Designs, develops, implements, and integrates information assurance architecture, system, or system component for use within data center, network, and enclave environments. Participate in information systems risk assessments and designs security countermeasures to mitigate identified risks. Ensures that the architecture and design of information systems (IS) are functional and secure. As necessary, designs and develops IA or IA enabled products, interface specifications, and approaches to secure the environment. Entry-level position that applies knowledge of existing IA policy, procedures, and structures to design, develop, and implement systems, components, or architectures. Ensures that the implementation of security designs properly mitigate identified threats. Documents system security design features and provides input to implementation plans and standard operating procedures.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and operating system certification

II.14. Information Assurance Analyst Level II

Requirements Summary: Bachelor Degree, Operating System Certification, 7 years experience

Minimum/General Experience: Seven years experience with Information Assurance processes, procedures and audit tools.

Functional Responsibilities: Performs risk assessment during the Certification and Accreditation process. Designs, develops, implements, and integrates information assurance architecture, system, or system component for use within data center, network, and enclave environments. Performs some information systems risk assessments and designs security countermeasures to mitigate identified risks. Ensures that the architecture and design of information systems (IS) are functional and secure. As necessary, designs and develops IA or IA enabled products, interface specifications, and approaches to secure the environment. Assesses threats to the environment and provides input on the adequacy of security designs and architectures.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and an operating system certification.

II.15. Information Assurance Analyst Level III

Requirements Summary: Bachelor Degree, Operating System Certification, 10 years experience

Minimum/General Experience: Ten years experience with Information Assurance processes, procedures and audit tools.

Functional Responsibilities: Leads risk assessment during the Certification and Accreditation process. Designs, develops, implements, and integrates information assurance architecture, system, or system component for use within data center, network, and enclave environments. Leads information systems risk assessments and designs security countermeasures to mitigate identified risks. Ensures that the architecture and design of information systems (IS) are functional and secure. As necessary, designs and develops IA or IA enabled products, interface specifications, and approaches to secure the environment. Utilizes experience and judgment to plan and



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accomplish enclave security related goals. Supports system or network designs that encompass multiple data center or networks to include those with differing data protection/classification requirements.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and an operating system certification.

II.16. Information Assurance Engineer Level I

Requirements Summary: Bachelor Degree, Operating System Certification, CISSP, 3 years experience

Minimum/General Experience: Three years experience auditing new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient, accurate, and systems procedures are in compliance with corporate standards.

Functional Responsibilities: Provides customer support in solving phases of complex technical problems. Reviews and recommends technical solutions to customer problems based on an understanding of products/systems test results. Conducts systems security analysis and implementation, system engineering, electrical design, design assurance, testing, software engineering, program design, configuration management, integration and testing of products and techniques. Solutions are based on a firm understanding of government/industry policy, practices, procedures, customer requirements, and emerging technologies and future trends in support of information systems and networks. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines and able to work on multiple tasks.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and an operating system certification and Certified Information Systems Security Professional (CISSP) certification.

II.17. Information Assurance Engineer Level II

Requirements Summary: Bachelor Degree, Operating System Certification, CISSP, 7 years experience

Minimum/General Experience: Seven years experience developing information systems assurance programs and control guidelines; assists in resolving technical problems, priorities, and methods.

Functional Responsibilities: Provides customer support in solving phases of complex technical problems. Reviews and recommends technical solutions to customer problems based on an understanding of products/systems test results. Conducts systems security analysis and implementation, system engineering, electrical design, design assurance, testing, software engineering, program design, configuration management, integration and testing of products and techniques. Solutions are based on a firm understanding of government/industry policy, practices, procedures, customer requirements, and emerging technologies and future trends in support of information systems and networks. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines and able to work on multiple tasks.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and an operating system certification and Certified Information Systems Security Professional (CISSP) certification.

II.18. Information Assurance Engineer Level III

Requirements Summary: Bachelor Degree, Operating System Certification, CISSP, 10 years experience

Minimum/General Experience: Ten years experience with all activities relating to Information Assurance procedures and systems. Develops information systems assurance programs and control guidelines. Confers with and advises subordinates on administrative policies and procedures and resolving technical problems, priorities, and methods. Consults with and advises other sections regarding internal controls and security procedures. Prepares activity and progress reports relating to the information systems audit function.

Functional Responsibilities: Provides customer support in solving phases of complex technical problems.

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Reviews and recommends technical solutions to customer problems based on an understanding of products/systems test results. Conducts systems security analysis and implementation, system engineering, electrical design, design assurance, testing, software engineering, program design, configuration management, integration and testing of products and techniques. Solutions are based on a firm understanding of government/industry policy, practices, procedures, customer requirements, and emerging technologies and future trends in support of information systems and networks. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines and able to work on multiple tasks.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and an operating system certification and Certified Information Systems Security Professional (CISSP) certification.

III. System Development Life-Cycle**III.1. Systems Analyst Level I**

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position requires a minimum of three years experience. Specialized experience includes: analysis and design of business applications on complex systems for enterprise solutions, including experience in data base management concepts, use of programming languages, and/or DBMS. Knowledge of appropriate storage and retrieval methods, systems analysis experience designing technical applications on computer systems and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in information systems design and management. Must demonstrate the ability to work independently or under general direction on requirements that are moderately complex to analyze, plan, program, and implement.

Functional Responsibilities: Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintains hardware and software performance tuning, analyzes workload and computer usage, maintains interfaces with outside systems, analyzes downtimes, analyzes proposed system modifications, upgrades and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline

III.2. Systems Analyst Level II

Requirements Summary: Bachelor Degree, 7 years experience

Minimum/General Experience: This position requires a minimum of seven years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific settings using a variety of information technology resources. Requires experience with current technologies and, where required, emerging technologies. Must have managed or had significant involvement with complex or substantive information technology projects including one year of experience in management and supervision.

Functional Responsibilities: Formulates and defines system scope and objectives for assigned projects. Prepares detailed specifications for programs. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. Duties also include

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instructing, directing and checking the work of other systems analysts and programming personnel. Responsible for quality assurance review and for directing and monitoring the work of team members.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

III.3. Systems Analyst Level III

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires a minimum of ten years of increasingly complex and progressive experience in performing systems analysis, development, and implementation for business, mathematical, engineering or scientific settings using a variety of information technology resources. Requires experience with current technologies and, where required for the task, emerging technologies.

Functional Responsibilities: Formulates and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs, and documents programs. Works at the highest technical level of all phases of applications, systems analysis and programming activities including the installation of enhancements, security features, and analytical tools. Provides guidance and training to less experienced analysts/programmers.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics - intensive discipline, or an applicable training certificate from an accredited training institution.

III.4. System Designer Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position requires a minimum of three years experience. Specialized experience includes: analysis and design of business applications on complex systems for enterprise solutions, including experience in data base management concepts, use of programming languages, and/or DBMS. Knowledge of appropriate storage and retrieval methods, experience designing technical applications and processes on computer systems and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in information systems design. Must demonstrate the ability to work independently or under only general direction on requirements that are moderately complex to analyze, plan, program, and implement.

Functional Responsibilities: Work with analysts on the feasibility of a conceptual design by taking technical specifications and designing system components to meet the set requirements. Draw/develop detailed design documentation including charts and diagrams that indicate the various components involved. Prepare instructions for programmer implementation. Collaborate with technical team members (analysts and programmers) to ensure functionality according to systems specifications, and develop solutions as problems or issues arise. Design monitoring and performance measurement processes.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

III.5. System Designer Level II

Requirements Summary: Bachelor Degree, 7 years experience

Minimum/General Experience: This position requires a minimum of seven years increasingly complex and progressive experience. Specialized experience includes: analysis and design of business applications on complex systems for enterprise solutions, including experience in data base management concepts, use of programming languages, and/or DBMS. Knowledge of appropriate storage and retrieval methods, experience designing technical applications and processes on computer systems and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.

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Functional Responsibilities: Work with analysts on the feasibility of a conceptual design by taking technical specifications and designing system components to meet the set requirements. Draw/develop detailed design documentation including charts and diagrams that indicate the various components involved. Prepare instructions for programmer implementation. Collaborate with technical team members (analysts and programmers) to ensure functionality according to systems specifications, and develop solutions as problems or issues arise. Design monitoring and performance measurement processes. Lead, support and assist less experienced system designers on researching, developing and delivering detailed systems design documentation.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

III.6. System Designer Level III

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires a minimum of ten years of increasingly complex and progressive experience in performing systems analysis, design, development, and implementation for business, mathematical, engineering or scientific settings using a variety of information technology resources. Requires experience with current technologies and, where required for the task, emerging technologies.

Functional Responsibilities: Work with analysts on the feasibility of a conceptual design by taking technical specifications and designing system components to meet the set requirements. Draw/develop detailed design documentation including charts and diagrams that indicate the various components involved. Prepare instructions for programmer implementation. Collaborate with technical team members (analysts and programmers) to ensure functionality according to systems specifications, and develop solutions as problems or issues arise. Design monitoring and performance measurement processes. Works at the highest technical level of all phases of applications, analysis and programming activities including the installation of enhancements, security features, and analytical tools. Provides guidance and training to less experienced designers/programmers.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

III.7. Application Developer Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position requires a minimum of three years experience, of which at least one year must be specialized. Specialized experience includes: experience as an application developer on data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. May take direction from application engineer to ensure program deadlines are met.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

III.8. Application Developer Level II

Requirements Summary: Bachelor Degree, 7 years experience

Minimum/General Experience: This position requires a minimum of seven years of increasingly complex and progressive experience in performing systems analysis, development, and implementation for business, mathematical, engineering or scientific settings using a variety of information technology resources. Requires

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experience with current technologies and, where required for the task, emerging technologies.

Functional Responsibilities: Formulates and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs, and documents programs. Works at the highest technical level of all phases of applications, systems analysis and programming activities including the installation of enhancements, security features, and analytical tools. Provides guidance and training to less experienced analysts/programmers.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

III.9. Application Developer Level III

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires a minimum of ten years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific setting using a variety of information technology resources. Requires experience with current technologies and, where required for the task, emerging technologies. Must have managed or had significant independent responsibility for managing/delivering complex or substantive features of information technology projects, including one year of experience in management and supervision.

Functional Responsibilities: Formulates and defines system scope and objectives for assigned projects. Prepares detailed specifications for programs. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. Duties also include instructing, directing and checking the work of other systems analysts and programming personnel. Responsible for quality assurance review and for directing and monitoring the work of team members.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

III.10. Database Specialist Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position requires a minimum of three years experience, of which at least one year must be specialized. Specialized experience includes: demonstrated experience using current DBMS's technologies, application design utilizing various DBMS and experience with DBMS internals. General experience includes increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to work independently with general direction.

Functional Responsibilities: Provides technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance..

III.11. Database Specialist Level II

Requirements Summary: Bachelor Degree, 7 years experience

Minimum/General Experience: This position requires a minimum of seven years of increasingly complex and progressive experience, of which at least three years must be specialized. Specialized experience includes: demonstrated experience using current DBMS's technologies, application design utilizing various DBMS and experience with DBMS internals. General experience includes increasing responsibilities in DBMS systems analysis and programming. Works at a high technical level of all phases of DBMS analysis and programming activities including the installation of enhancements, security features, and analytical tools. Provides guidance and training to less experienced analysts/programmers. Functional Responsibilities : Provides specialized or highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support

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validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

III.12. Database Specialist Level III

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least five years must be specialized. Specialized experience includes: demonstrated experience with data base design and system analysis, current operating systems software internals and data manipulation languages. General experience includes increasing responsibilities in the development and maintenance of data base systems.

Functional Responsibilities: Manages the development of data base projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on data base management systems (DBMS) concepts. May provide daily supervision and direction to support staff.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

III.13. Integration and Testing Specialist Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position requires three years of intensive and progressive experience in a computer related field with one year experience in performing software testing of simple to moderately complex software hardware applications and/or systems.

Functional Responsibilities: Documents and performs testing activities for a particular project or subset of a larger project under supervision of more experienced test personnel. May participate in support of user requirements for simple to moderately complex software/hardware applications under the direction of a Senior Test Engineer. Documents and executes test cases and procedures. Assists with the collection of data and technical information used in the development of test documentation. Assist in the development of test data to be used in performing required tests. Responsible for Documentation of test results in the proper logs and/or tracking systems. Participates in selected phases of risk management assessment and software/hardware development under the direction of more experienced personnel. May participate in the development of test scripts and is responsible for ensuring proper execution of those test scripts. Under the direction of more experienced personnel, may be responsible for ensuring that test designs and documentation supports selected client, agency or industry standards and time lines. Responsible for ensuring that testing conclusions and recommendations are supported by test results. Responsible for or assists in the analysis of test results and documents conclusions.

Minimum Education: Bachelor Degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable certificate of training from an accredited institution.

III.14. Integration and Testing Specialist Level II

Requirements Summary: Bachelor Degree, 7 years experience

Minimum/General Experience: This position requires seven years of intensive and progressive experience in a computer related field with three years within the last six calendar years of intensive and progressive experience in performing software testing for complex to highly complex software hardware applications and/or systems.

Functional Responsibilities: Performs analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for moderately complex to complex software/hardware applications. Reviews user application system requirements documentation; designs, defines and documents unit

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and application test plans; Transforms test plans into test scripts and executes those scripts. May participate in all phases of risk management assessment and software/hardware development under the direction of a Senior Integration and Testing Specialist. Responsible for ensuring proper execution of test scripts and documentation of test results in test logs or defect tracking systems. Responsible for ensuring that the test designs and documentation support all applicable client, agency or industry standards, time lines and budgets. Responsible for the development of test data to be used in performing the required tests. Responsible that testing conclusions and recommendations are fully supported by test results, and those project managers are fully informed of testing status and application deviations from documented user requirements. Responsible for/ or assists in the analysis of test results, documents conclusions and makes recommendations as supported by such analysis.

Minimum Education: Bachelor Degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable certificate of training from an accredited institution.

III.15. Integration and Testing Specialist Level III

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires ten years of intensive and progressive experience in a computer related field with five years within the last eight calendar years of intensive and progressive experience in performing software testing for complex to highly complex software hardware applications and/or systems.

Functional Responsibilities: Subject matter expert providing testing expertise in for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. Responsible for ensuring that the test design and documentation support all applicable client, agency, or industry standards time lines and budgets. Responsible for ensuring that testing conclusions and recommendations are fully supported by test results, and project managers are fully informed of testing status and application deviations from documented user requirements.

Minimum Education: Bachelor Degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable certificate of training from an accredited institution.

III.16. Functional Analyst Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position is entry level, requiring three years of unrelated technology project experience with a related degree.

Functional Responsibilities: Applies minimal subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. Participates in or carries out Joint Application Design (JAD) operations, aggregates intimate/incumbent business knowledge to develop business-driven requirements. Resolves problems which require an minimal knowledge of the related technical subject matter. Applies principals and methods of the subject matter to specialized solutions. Includes but not limited to; identity management, medical and legal transcription, scientific encoding, environmental, scientific, maintenance and repair processes, business processes, and logistical support activities.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

III.17. Functional Analyst Level II

Requirements Summary: Bachelor Degree, 7 years experience

Minimum/General Experience: This position requires seven years of general experience with two years of intensive and progressive experience in the applicable specialty field.

Functional Responsibilities: Applies intermediate subject matter knowledge to high level analysis, collection,

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assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. Participates in or carries out Joint Application Design (JAD) operations with general direction, aggregates intimate/incumbent business knowledge to develop business-driven requirements. Resolves problems, which require an intermediate knowledge of the related technical subject matter. Applies principles and methods of the subject matter to specialized solutions. Includes but not limited to; identity management, medical and legal transcription, scientific encoding environmental, scientific, maintenance and repair processes, business processes, and logistical support activities.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

III.18. Functional Analyst Level III

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires ten years of general experience with five years of intensive and progressive experience in the applicable specialty field.

Functional Responsibilities: Applies expert subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. Plans, participates in and carries out Joint Application Design (JAD) operations, aggregating intimate/incumbent business knowledge to develop business-driven requirements. Resolves problems, which require an expert intimate knowledge of the related technical subject matter. Applies principles and methods of the subject matter to specialized solutions. Includes but not limited to; identity management, medical and legal transcription, scientific encoding, environmental, scientific, maintenance and repair processes, business processes, and logistical support activities.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

III.19. Quality Assurance Analyst Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position requires a minimum of three years experience, of which at least one year is specialized experience in areas such as the following: analysis and design of business applications on complex systems for large-scale computers, data base management, use of programming languages, and/or DBMS. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in assignments of a technical nature. Proven understanding and application of government documentation standards. Proven ability to work independently or under only general direction on complex application problems involving all phases of systems analysis is required.

Functional Responsibilities: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

III.20. Quality Assurance Analyst Level II

Requirements Summary: Bachelor Degree, 7 years experience

Minimum/General Experience: This position requires a minimum of seven years experience of increasing

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complexity with the planning, organization, and control of Quality Procedures for complex Automated Information Systems (AIS) projects as well as experience with current and emerging technologies.

Functional Responsibilities: Responsible for development of project Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Responsible for verifying that each functional component of the project follows a defined process which is in conformance with contractual requirements. Reports findings to project staff, line management of the organization, and the customer, as appropriate. Provides an independent assessment of how project processes are being implemented relative to the defined process and recommends methods to optimize the organization's process.

Minimum Education: Bachelor Degree from an accredited college or university in computer science, mathematics, engineering, or a mathematics-intensive discipline, or an applicable training certificate from an accredited institution.

III.21. Quality Assurance Analyst Level III

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires a minimum of ten years IT experience, of which at least five years are specialized experience in QA areas such as the following: configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment. Experience includes increasing responsibilities in quality assurance, quality control, and team leader responsibilities.

Functional Responsibilities: Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. May provide daily supervision and direction to support staff.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

III.22. Modeling and Simulation Specialist Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position requires three years of increasingly complex and progressive experience in subject matter related to simulation models being used.

Functional Responsibilities: Experience in modeling and simulation functions or operations such as, but not limited to exercises, plans, coordination, demonstrations, and instruction in the fields such as, but not limited to health, environmental, transportation, law enforcement, and security for military, and civil agencies. Provides support and guidance on the proper operation and use of simulation models and exercises. May support live, constructive, or virtual training.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

III.23. Modeling and Simulation Specialist Level II

Requirements Summary: Bachelor Degree, 7 years experience

Minimum/General Experience: This position requires seven years of increasingly complex and progressive experience in subject matter related to simulation models being used.

Functional Responsibilities: Demonstrated leadership in modeling and simulation functions or operations such as, but not limited to exercises, plans, coordination, demonstrations, and instruction in the fields such as, but not limited to health, environmental, transportation, law enforcement, and security for military, and civil agencies. Provides supervision and guidance on the proper operation and use of simulation models and exercises. May support live, constructive, or virtual training.

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Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

III.24. Modeling and Simulation Specialist Level III

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires ten years of increasingly complex and progressive experience in subject matter related to simulation models being used.

Functional Responsibilities: Expert in modeling and simulation functions or operations such as, but not limited to health, environmental, transportation, law enforcement, and security for military, and civil agencies. Provides supervision and guidance on the proper operation and use of simulation models and exercises. May support live, constructive, or virtual training.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV. Engineering and Technical Services**IV.1. Integration Engineer Level I**

Requirements Summary: Bachelor Degree, 3years experience with ERP systems (Oracle, SAP, Microsoft)

Minimum/General Experience: This position requires a minimum of three years of ensuring optimal performance for Enterprise Resource Planning (ERP) systems. Assist with the implementation, evaluation and the design of ERP systems and applications. Troubleshoots ERP-related issues and monitors ERP systems security. This position requires assisting in the installation of new releases, system upgrades and patches, as required. This position relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a manager

Functional Responsibilities: Helps with the implementation and ongoing maintenance of the Enterprise Resource Planning (ERP) system. Tests ERP layout to ensure the system is meeting the businesses' needs. Customizes and configures workflow to facilitate ERP integration with other applications. This position relies on established guidelines and instructions to perform daily job functions. Evaluates, assesses and enhances the programming systems needed to support an organization's Enterprise Resource Planning (ERP) applications. Ensures other software can be fully integrated into the ERP system. Assist with developing new modules to enhance system performance. Works under immediate supervision.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV.2. Integration Engineer Level II

Requirements Summary: Bachelor Degree, 7 years experience with ERP systems (Oracle, SAP, Microsoft)

Minimum/General Experience: This position requires a minimum of three years of ensuring optimal performance for Enterprise Resource Planning (ERP) systems. Assist with the implementation, evaluation and the design of ERP systems and applications. Troubleshoots ERP-related issues and monitors ERP systems security. This position requires assisting in the installation of new releases, system upgrades and patches, as required. This position relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a manager

Functional Responsibilities: Helps with the implementation and ongoing maintenance of the Enterprise Resource Planning (ERP) system. Tests ERP layout to ensure the system is meeting the businesses' needs. Customizes and configures workflow to facilitate ERP integration with other applications. This position relies on established

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guidelines and instructions to perform daily job functions. Evaluates, assesses and enhances the programming systems needed to support an organization's Enterprise Resource Planning (ERP) applications. Ensures other software can be fully integrated into the ERP system. Assist with developing new modules to enhance system performance. Works under immediate supervision.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV.3. Integration Engineer Level III

Requirements Summary: Bachelor Degree, 10 years experience with ERP systems (Oracle, SAP, Microsoft)

Minimum/General Experience: This position requires a minimum of three years of ensuring optimal performance for Enterprise Resource Planning (ERP) systems. Assist with the implementation, evaluation and the design of ERP systems and applications. Troubleshoots ERP-related issues and monitors ERP systems security. This position requires assisting in the installation of new releases, system upgrades and patches, as required. This position relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a manager

Functional Responsibilities: Helps with the implementation and ongoing maintenance of the Enterprise Resource Planning (ERP) system. Tests ERP layout to ensure the system is meeting the businesses' needs. Customizes and configures workflow to facilitate ERP integration with other applications. This position relies on established guidelines and instructions to perform daily job functions. Evaluates, assesses and enhances the programming systems needed to support an organization's Enterprise Resource Planning (ERP) applications. Ensures other software can be fully integrated into the ERP system. Assist with developing new modules to enhance system performance. Works under immediate supervision.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV.4. Application Engineer Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position requires a minimum of three years of application experience, of which at least two years must be specialized. Specialized experience includes: experience as an applications programmer on database management systems, limited knowledge of computer equipment and ability to develop general applications to satisfy design objectives. Generally works under supervised instructions.

Functional Responsibilities: Applies a systematic, disciplined, quantified engineering approach to the development, operation and maintenance of applications. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer applications. Tests, debugs, and refines the computer application to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances applications to reduce operating time or improve efficiency.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV.5. Application Engineer Level II

Requirements Summary: Bachelor Degree, 7 years experience

Minimum/General Experience: This position requires a minimum of seven years of application experience, of which at least five years must be specialized. Specialized experience includes: experience as an applications programmer on database management systems, limited knowledge of computer equipment and ability to develop general applications to satisfy design objectives. Generally works under supervised instructions.

Functional Responsibilities: Applies a systematic, disciplined, quantified engineering approach to the

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development, operation and maintenance of applications. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer applications. Tests, debugs, and refines the computer application to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances applications to reduce operating time or improve efficiency.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV.6. Application Engineer Level III

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires a minimum of ten years of application experience, of which at least seven years must be specialized. Specialized experience includes: experience as an applications programmer on database management systems, limited knowledge of computer equipment and ability to develop general applications to satisfy design objectives. Generally works under supervised instructions.

Functional Responsibilities: Applies a systematic, disciplined, quantified engineering approach to the development, operation and maintenance of applications. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer applications. Tests, debugs, and refines the computer application to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances applications to reduce operating time or improve efficiency.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV.7. Product Engineer Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position requires three years of experience in researching, developing and creating processes for new products.

Functional Responsibilities: Assist in the design and testing of beta prototype products for systems. Assist in conducting research and creating design proposals for customer projects. Assist with design concepts, performance, and production criteria while providing input for design briefs. Calculate and relay all cost of production requirements to customer. Plan marketing initiative and operating procedures for customer product requirements. Must assist with improving product quality and securing product reliability by balancing cost of test and test coverage that could impact product life cycle.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV.8. Product Engineer Level II

Requirements Summary: Bachelor Degree, 7 years experience

Minimum/General Experience: This position requires seven years of experience in researching, developing and creating processes for new products.

Functional Responsibilities: Design and test beta prototype products for systems. Conduct research and create design proposals for customer projects. Design concepts, performance, and production criteria while establishing design briefs. Calculate and relay all cost of production requirements to customer. Plan marketing initiative and operating procedures for customer product requirements. Improve product quality and secure product reliability by balancing cost of test and test coverage that could impact product life cycle.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a

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physical science, engineering or a mathematics-intensive discipline.

IV.9. Product Engineer Level III

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires ten years of experience in researching, developing and creating processes for new products.

Functional Responsibilities: Design and test beta prototype products for systems. Conduct research and create design proposals for customer projects. Design concepts, performance, and production criteria while establishing design briefs. Calculate and relay all cost of production requirements to customer. Plan marketing initiative and operating procedures for customer product requirements. Improve product quality and secure product reliability by balancing cost of test and test coverage that could impact product life cycle.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV.10. Software Engineer (coders) Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position requires three years of experience in practical knowledge of one or more platforms/operating systems, and of programming languages. Normally requires knowledge of one or more system architectures such as client/server and distributed processing.

Functional Responsibilities: Assist in the design and coding of software product components, units and modules according to customer requirements. Participates in analysis and development of test plans. Provides test results and recommends corrections to senior developers.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV.11. Software Engineer (coders) Level II

Requirements Summary: Bachelor Degree, 7 years experience

Minimum/General Experience: This position requires seven years of experience in software development and comprehensive knowledge of one or more platforms/operating systems, and programming languages. Normally requires knowledge of one or more systems architectures such as client/server and distributed processing.

Functional Responsibilities: Designs and codes software components, units, and modules that meet product specification and development schedules. Tests and debugs assigned components and units. Participates in large systems and subsystem planning. Adheres to product build and release schedules and strategies.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV.12. Software Engineer (coders) Level III

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires ten years of experience in software development and comprehensive knowledge of one or more platforms/operating systems, and programming languages. Requires knowledge of multiple system architectures including client/server and distributed processing.

Functional Responsibilities: Designs and codes software components, units, and modules that meet product specification and development schedules. Tests and debugs assigned components and units. Leads large systems and subsystem planning. Adheres to product build and release schedules and strategies. Acts as a technical resource for lower-level engineers.

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Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV.13. Test Engineer Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position requires three years of experience in a computer related field with two years experience in performing software testing of simple to moderately complex software hardware applications and/or systems.

Functional Responsibilities: Performs system testing activities for a particular project or subset of a larger project under supervision of more senior test personnel. May participate in support of user requirements for simple to moderately complex software/hardware applications under the direction of a Senior Test Engineer. Executes defined test cases and procedures as detailed in the test documentation. Assists with the collection of data and technical information used in the development of test documentation. Assist in the development of test data to be used in performing required tests. Responsible for Documentation of test results in the proper logs and/or tracking systems. Participates in selected phases of risk management assessment and software/hardware development under the direction of more experienced personnel. May participate in the development of test scripts and is responsible for ensuring proper execution of those test scripts. Under the direction of more experienced personnel, may be responsible for ensuring that test designs and documentation supports selected client, agency or industry standards and time lines. Responsible for ensuring that testing conclusions and recommendations are supported by test results. Responsible for or assists in the analysis of test results and documents conclusions.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV.14. Test Engineer Level II

Requirements Summary: Bachelor Degree, 7 years experience

Minimum/General Experience: This position requires seven years of experience in a computer related field with five years of experience in performing software testing for complex to highly complex software hardware applications and/or systems.

Functional Responsibilities: Performs analysis of documented user requirements and directs or assists in the design of test plans in support of customer requirements for moderately complex to complex software/hardware applications. Reviews user application system requirements documentation; designs, defines and documents unit and application test plans; Transforms test plans into test scripts and executes those scripts. Participates in all phases of risk management assessment and software/hardware development under the direction of a Senior Test Engineer. Responsible for ensuring proper execution of test scripts and documentation of test results in test logs or defect tracking systems. Responsible for ensuring the test designs and documentation support all applicable client, or industry standards, budgets and time lines. Responsible for validating test conclusions and recommendations are fully supported by test results, and those project managers are fully informed of testing status and application deviations from documented customer requirements. Responsible for/or assists in the analysis of test results, documents conclusions and makes recommendations as supported by such analysis

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV.15. Test Engineer Level III

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires ten years of experience in a computer related field with seven years of intensive and progressive experience in performing software testing for complex to highly complex software hardware applications and/or systems.

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Functional Responsibilities: Provides testing expertise for the support of customer requirements on complex to highly complex software/hardware applications. Directs all phases of risk management assessments and software/hardware development with emphasis on analysis of customer requirements, test design and test tools validation. Responsible for ensuring the test design and documentation support all applicable client, or industry standards budgets and time lines. Responsible for ensuring testing conclusions and recommendations are fully supported by test results, and project managers are fully informed of testing status and application deviations from documented user requirements.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV.16. Systems Engineer Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position requires three years of experience in performing systems analysis, development, and implementation of business, mathematical, or scientific settings using a variety of information technology resources. Requires experience with current technologies and, emerging technologies. Must have had limited involvement with complex information technology projects.

Functional Responsibilities: Assist in creating and defining specifications for operating system applications or modifies and maintains existing applications using engineering updates and utilities from the manufacturer. Responsibilities include assisting with program design, modeling, simulation, coding, testing, debugging and documentation. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications/communications networks, computer accounting and advanced mathematical/scientific software packages. Responsible for quality assurance review and the evaluation of existing and new software products on all systems.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV.17. Systems Engineer Level II

Requirements Summary: High school graduate or equivalent and operating system certification, 7 years experience

Minimum/General Experience: This position requires seven years of experience in performing systems analysis, development, and implementation of business, mathematical, or scientific settings using a variety of information technology resources. Requires experience with current technologies and, emerging technologies. Must have managed or had significant involvement with complex information technology projects.

Functional Responsibilities: Creates and defines specifications for operating system applications or modifies and maintains existing applications using engineering updates and utilities from the manufacturer. Responsibilities include program design, modeling, simulation, coding, testing, debugging and documentation. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications/communications networks, computer accounting and advanced mathematical/scientific software packages. Instructs, directs, and checks the work of other task engineers. Responsible for quality assurance review and the evaluation of existing and new software products on all systems.

Minimum Education: High school graduate or equivalent and operating system certification.

IV.18. Systems Engineer Level III

Requirements Summary: High school graduate equivalent, Operating System Certification, 10 years experience

Minimum/General Experience: This position requires ten years of specialized experience. Ten years of specialized experience includes all aspects of network and computer communications software, and a mixture of experience of the operating systems and the demonstrated ability to work independently or under minimal supervision. Must have lead the system engineering of large, complex, interconnected/distributed system

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environments. Demonstrated experience in developing, testing, installing, and operating network and computer (host) communications software using and implementing communications standards.

Functional Responsibilities: Performs complex analysis, design, development, integration, testing and debugging of computer software. Activities range from operating system architecture integration and software design to recommendation of products. Expert level knowledge of Operating Systems, LANs, WANs, VPNs, PKI, routers, firewalls, network protocols, data encryption, and key management. Provides functional and empirical analysis related to the design, development and implementation of software operating systems for products including, but not limited to, IA utility software, IA development software, and IA diagnostic software. Expert knowledge of Common Operating Environment (COE). Develops system level scripts in various common languages. Analyzes network and computer communications hardware characteristics for IA requirements. Assists and coordinates with communications network specialists in the area of communications hardware.

Minimum Education: High school graduate or equivalent and operating system certification

IV.19. Information Engineer Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position requires a minimum of three years of experience, of which at least two year must be specialized. Specialized experience includes information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Must have demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming, systems planning, business information planning, and business analysis. General works under supervisory direction.

Functional Responsibilities: Applies business process practices to re-engineer methodologies/principles and business process modernization projects. Applies, as required, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in creating standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs business improvement opportunities consistent with corporate information management guide lines, cost savings, and open system architecture objectives.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline..

IV.20. Information Engineer Level II

Requirements Summary: Bachelor Degree, 7 years experience

Minimum/General Experience: This position requires a minimum of seven years of experience, of which at least five years must be specialized. Specialized experience includes information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Must have demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming, systems planning, business information planning, and business analysis. Must possess the ability to work independently or under only general supervisory direction.

Functional Responsibilities: Applies business process practices to re-engineer methodologies/principles and business process modernization projects. Applies, as required, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in creating standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs business improvement opportunities consistent with corporate information management guide lines, cost savings, and open system architecture objectives. May provide some daily supervision and direction to staff.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

**CONTRACT NO: GS-35F-314CA****IV.21. Information Engineer Level III**

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires a minimum of ten years of experience in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Of the ten years general experience, a minimum of seven 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. Competent managerial and supervisory skills. Demonstrated exceptional written and oral communications skills, including giving formal presentations to different audiences

Functional Responsibilities: Utilize an enterprise-wide set of disciplines for the planning, analysis, design and construction of 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 the planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provides technical guidance in software engineering techniques and automated support tools.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

IV.22. Enterprise Architect Level I

Requirements Summary: Bachelor Degree, Operating System Certification, 3 years experience

Minimum/General Experience: This position requires a minimum of three years of specialized experience. Specialized experience includes: supervision of system architects, use of structured analysis, design methodologies and design tools, object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems.

Functional Responsibilities: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of organizational work flows, and develops appropriate corrective action. May provide daily supervision and direction to other engineers.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline and an Operating System Certification.

IV.23. Enterprise Architect Level II

Requirements Summary: Bachelor Degree, Operating System Certification, 7 years experience

Minimum/General Experience: This position requires a minimum of seven years of specialized experience. Specialized experience includes: supervision of system architects, use of structured analysis, design methodologies and design tools, object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems.

Functional Responsibilities: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for

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present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of organizational work flows, and develops appropriate corrective action. Provides daily supervision and direction to other engineers.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline and an Operating System Certification.

IV.24. Enterprise Architect Level III

Requirements Summary: Masters Degree, Operating System Certification, 10 years experience

Minimum/General Experience: This position requires a minimum of ten years of specialized experience. Specialized experience includes: supervision of system architects, use of structured analysis, design methodologies and design tools, object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems.

Functional Responsibilities: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of organizational work flows, and develops appropriate corrective action. Provides daily supervision and direction to other engineers.

Minimum Education: Master Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline and an Operating System Certification.

IV.25. Subject Matter Expert Level I

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires a minimum of ten years of specialized experience.

Functional Responsibilities: Provides insight into industry trends and makes recommendations on future direction for the customer. Provides technical/analytical recommendations for improvement to IT Service processes. Often asked to review, improve, and approve technical work; to guide others; and to teach industry standards on a particular subject. Must provide expert oversight and supervision of a broad range of IT Service processes and research in an organization. Position involves technical review and oversight of system changes, escalated Tier III support, and network support personnel. This position provides leadership in the development of operations procedures, development processes support tools and utilities. Maximizes the use of existing tools to correlate information and synthesize data into usable and actionable events. Identifies and provides an agile approach to the automation of any manual and inefficient processes that a customer may exhibit in their organization. Must exhibit the highest level of expertise in performing a specialized job, task, or skill of broad definition within an organization.

Support decision making and special projects on integration issues to include the preparation, production, and coordination of written products and briefings for senior management, policy makers, military decisions makers, members of Congress, and other major stakeholders on integration efforts. Must conduct reviews of collection and analysis data against hard targets, identifying gaps, recommending solutions, and ensuring alignment with their identified strategies. Supports the planning, facilitation, and after action needs for Community sessions and

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outreach initiatives to address integration matters. Supporting decision making and special projects to include the preparation, production, and coordination of written products and briefings for senior management, policy makers, military decisions makers, members of Congress, and other major stakeholders on efforts sponsored by the assigned office. Flexible to support surges in work, such as staging multiple events simultaneously at different locations. Ability to produce deliverables in formats as required by senior leadership. Formats may include standard Microsoft documents (Excel, Word, and Powerpoint), electronic/soft copy matrices and/or web-enabled formats. Ability to produce timely, logical, and concise work products. Ability to work with senior officials, to build and sustain professional networks in a diverse, fast-paced, multi-task environment, and to manage competing priorities. Be adaptable and flexible to perform a range of tasks and work with many different offices and organizations across the organization and the community. Be proactive in developing innovative ideas and in communicating them effectively to Government sponsors.

Minimum Education: Bachelor Degree from an accredited college or university.

IV.26. Subject Matter Expert Level II

Requirements Summary: Bachelor Degree, 15 years experience

Minimum/General Experience: This position requires a minimum of fifteen years of specialized experience.

Functional Responsibilities: Provides insight into industry trends and makes recommendations on future direction for the customer. Provides technical/analytical recommendations for improvement to IT Service processes. Often asked to review, improve, and approve technical work; to guide others; and to teach industry standards on a particular subject. Must provide expert oversight and supervision of a broad range of IT Service processes and research in an organization. Position involves technical review and oversight of system changes, escalated Tier III support, and network support personnel. This position provides leadership in the development of operations procedures, development processes support tools and utilities. Maximizes the use of existing tools to correlate information and synthesize data into usable and actionable events. Identifies and provides an agile approach to the automation of any manual and inefficient processes that a customer may exhibit in their organization. Must exhibit the highest level of expertise in performing a specialized job, task, or skill of broad definition within an organization.

Support decision making and special projects on integration issues to include the preparation, production, and coordination of written products and briefings for senior management, policy makers, military decisions makers, members of Congress, and other major stakeholders on integration efforts. Must conduct reviews of collection and analysis data against hard targets, identifying gaps, recommending solutions, and ensuring alignment with their identified strategies. Supports the planning, facilitation, and after action needs for Community sessions and outreach initiatives to address integration matters. Supporting decision making and special projects to include the preparation, production, and coordination of written products and briefings for senior management, policy makers, military decisions makers, members of Congress, and other major stakeholders on efforts sponsored by the assigned office. Flexible to support surges in work, such as staging multiple events simultaneously at different locations. Ability to produce deliverables in formats as required by senior leadership. Formats may include standard Microsoft documents (Excel, Word, and Powerpoint), electronic/soft copy matrices and/or web-enabled formats. Ability to produce timely, logical, and concise work products. Ability to work with senior officials, to build and sustain professional networks in a diverse, fast-paced, multi-task environment, and to manage competing priorities. Be adaptable and flexible to perform a range of tasks and work with many different offices and organizations across the organization and the community. Be proactive in developing innovative ideas and in communicating them effectively to Government sponsors.

Minimum Education: Bachelor Degree from an accredited college or university.

IV.27. Subject Matter Expert Level III

Requirements Summary: Bachelor Degree, 15 years experience

Minimum/General Experience: This position requires a minimum of fifteen years of specialized experience.

Functional Responsibilities: Provides insight into industry trends and makes recommendations on future direction for the customer. Provides technical/analytical recommendations for improvement to IT Service processes. Often asked to review, improve, and approve technical work; to guide others; and to teach industry standards on a particular subject. Must provide expert oversight and supervision of a broad range of IT Service processes and

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research in an organization. Position involves technical review and oversight of system changes, escalated Tier III support, and network support personnel. This position provides leadership in the development of operations procedures, development processes support tools and utilities. Maximizes the use of existing tools to correlate information and synthesize data into usable and actionable events. Identifies and provides an agile approach to the automation of any manual and inefficient processes that a customer may exhibit in their organization. Must exhibit the highest level of expertise in performing a specialized job, task, or skill of broad definition within an organization.

Support decision making and special projects on integration issues to include the preparation, production, and coordination of written products and briefings for senior management, policy makers, military decisions makers, members of Congress, and other major stakeholders on integration efforts. Must conduct reviews of collection and analysis data against hard targets, identifying gaps, recommending solutions, and ensuring alignment with their identified strategies. Supports the planning, facilitation, and after action needs for Community sessions and outreach initiatives to address integration matters. Supporting decision making and special projects to include the preparation, production, and coordination of written products and briefings for senior management, policy makers, military decisions makers, members of Congress, and other major stakeholders on efforts sponsored by the assigned office. Flexible to support surges in work, such as staging multiple events simultaneously at different locations. Ability to produce deliverables in formats as required by senior leadership. Formats may include standard Microsoft documents (Excel, Word, and Powerpoint), electronic/soft copy matrices and/or web-enabled formats. Ability to produce timely, logical, and concise work products. Ability to work with senior officials, to build and sustain professional networks in a diverse, fast-paced, multi-task environment, and to manage competing priorities. Be adaptable and flexible to perform a range of tasks and work with many different offices and organizations across the organization and the community. Be proactive in developing innovative ideas and in communicating them effectively to Government sponsors.

Minimum Education: Bachelor Degree from an accredited college or university.

V. Management Services

V.1. Help Desk Manager Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position requires a minimum of three years experience or one year of specialized experience. Specialized experience includes: management of help desks in a multi-server environment, comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Functional Responsibilities: Provides daily supervision and direction to staff that are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. These personnel serve as the first point of contact for troubleshooting hardware/software PC and printer problems.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

V.2. Help Desk Manager Level II

Requirements Summary: Bachelor Degree, 7 years experience

Minimum/General Experience: This position requires a minimum of seven years experience or four years of specialized experience. Specialized experience includes: management of help desks in a multi-server environment, comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

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Functional Responsibilities: Provides daily supervision and direction to staff that are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. These personnel serve as the first point of contact for troubleshooting hardware/software PC and printer problems.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

V.3. Help Desk Manager Level III

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires a minimum of ten years experience or seven years of specialized experience. Specialized experience includes: management of help desks in a multi-server environment, comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Functional Responsibilities: Provides daily supervision and direction to staff that are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. These personnel serve as the first point of contact for troubleshooting hardware/software PC and printer problems.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

V.4. Task Manager/Site Manager Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position requires a minimum of three years of progressive and intensive experience managing with at least one year of relevant experience in a position with duties commensurate to those defined in the task order requirement or one year specialized experience in a position with duties commensurate to those defined in the task order requirement.

Functional Responsibilities: Responsible for applications systems analysis and programming activities for a Government site, facility or multiple locations. Identifies changes in computer and systems technology and interprets their meaning to senior management, bringing current and future knowledge of technology and systems as applied to the client's requirements. Provides technical assistance to facilitate planning and directing the design, installation, modification and operation of an information systems capability. Prepares long and short range plans for application selection, systems development, systems maintenance, production activities and for necessary support resources. Also responsible for applications systems analysis and programming activities for a group or section. Responsible for feasibility studies, time and cost estimates, and the establishment and implementation of new and revised applications systems and programs. Assists in projecting software and hardware requirements. Assigns personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding the activities of the applications systems and programming section. Confers and consults with Government personnel regarding performance and scheduling issues on tasks.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline..

V.5. Task Manager/Site Manager Level II

Requirements Summary: Bachelor Degree , 7 years experience

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Minimum/General Experience: This position requires a minimum of seven years of progressive and intensive experience managing with at least four years of relevant experience in a position with duties commensurate to those defined in the task order requirement or five years specialized experience in a position with duties commensurate to those defined in the task order requirement.

Functional Responsibilities: Responsible for applications systems analysis and programming activities for a Government site, facility or multiple locations. Identifies changes in computer and systems technology and interprets their meaning to senior management, bringing current and future knowledge of technology and systems as applied to the client's requirements. Provides technical assistance to facilitate planning and directing the design, installation, modification and operation of an information systems capability. Prepares long and short range plans for application selection, systems development, systems maintenance, production activities and for necessary support resources. Also responsible for applications systems analysis and programming activities for a group or section. Responsible for feasibility studies, time and cost estimates, and the establishment and implementation of new and revised applications systems and programs. Assists in projecting software and hardware requirements. Assigns personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding the activities of the applications systems and programming section. Confers and consults with Government personnel regarding performance and scheduling issues on tasks.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

V.6. Task Manager/Site Manager Level III

Requirements Summary: Master degree, 10 years experience

Minimum/General Experience: This position requires a minimum of ten years of progressive and intensive experience managing with at least seven years of relevant experience in a position with duties commensurate to those defined in the task order requirement or five years specialized experience in a position with duties commensurate to those defined in the task order requirement.

Functional Responsibilities: Responsible for applications systems analysis and programming activities for a Government site, facility or multiple locations. Identifies changes in computer and systems technology and interprets their meaning to senior management, bringing current and future knowledge of technology and systems as applied to the client's requirements. Provides technical assistance to facilitate planning and directing the design, installation, modification and operation of an information systems capability. Prepares long and short range plans for application selection, systems development, systems maintenance, production activities and for necessary support resources. Also responsible for applications systems analysis and programming activities for a group or section. Responsible for feasibility studies, time and cost estimates, and the establishment and implementation of new and revised applications systems and programs. Assists in projecting software and hardware requirements. Assigns personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding the activities of the applications systems and programming section. Confers and consults with Government personnel regarding performance and scheduling issues on tasks.

Minimum Education: Master Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

V.7. QA/QC Manager Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: This position requires a minimum of three years IT experience, of which at least one year is specialized experience in QA areas such as the following: configuration management, verification and

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validation, software testing and integration, software metrics and their application to software quality assessment. Experience includes increasing responsibilities in quality assurance, quality control, and team leader responsibilities..

Functional Responsibilities: Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. May provide daily supervision and direction to support staff.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

V.8. QA/QC Manager Level II

Requirements Summary: Bachelor Degree, 7 years experience

Minimum/General Experience: This position requires a minimum of seven years IT experience, of which at least five years are specialized experience in QA areas such as the following: configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment. Experience includes increasing responsibilities in quality assurance, quality control, and team leader responsibilities..

Functional Responsibilities: Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. May provide daily supervision and direction to support staff.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

V.9. QA/QC Manager Level III

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires a minimum of ten years IT experience, of which at least five years are specialized experience in QA areas such as the following: configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment. Experience includes increasing responsibilities in quality assurance, quality control, and team leader responsibilities..

Functional Responsibilities: Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. May provide daily supervision and direction to support staff.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

V.10. Project Manager Level I

Requirements Summary: Bachelor Degree, PMP, 3 years experience

Minimum/General Experience: This position requires a minimum of 3 years IT experience. Experience includes increasing responsibilities in information systems design and management.

Functional Responsibilities: Serves as project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the ordering activity Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), ordering activity management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and

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insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

Minimum Education: Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline and PMP certification.

V.11. Project Manager Level II

Requirements Summary: Bachelor Degree, PMP, 7 years experience

Minimum/General Experience: This position requires a minimum of seven years IT experience. Experience includes increasing responsibilities in information systems design and management.

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

Minimum Education: Bachelor Degree Bachelor Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline and PMP certification.

V.12. Project Manager Level III

Requirements Summary: Masters degree, PMP, 10 years experience

Minimum/General Experience: This position requires a minimum of ten years IT experience. Experience includes increasing responsibilities in information systems design and management.

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

Minimum Education: Master degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline and PMP certification.

V.13. Program Manager Level I

Requirements Summary: Bachelor Degree, PMP, 3 years experience

Minimum/General Experience: This position requires a minimum of three years IT experience. Experience includes increasing responsibilities in information systems design and management.

Functional Responsibilities: Responsible for and leads team on large complex projects. Translates customer requirements into formal agreements and plans to culminate in customer acceptance or results. Possesses expert knowledge of business processes. Responsible for performance, cost, scope, schedule, quality, and appropriate business measurements for their project, according to their project charter. Has extensive professional knowledge of market segment/industry/technology/discipline trends. Works with client to identify business requirements and develops the proposal. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project (or segment of a project) to produce the solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test, and final delivery. Anticipates future customer, industry, and business trends. Applies this understanding to complex problems to meet project

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objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implements actions independently and or through the management team, to ensure project objectives are met. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools and solution components. Possesses significant breadth of knowledge in business matters, finance, planning, and forecasting and personnel in order to manage team and business processes.

Minimum Education: Bachelor Degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business. This position also requires a PMP certification.

V.14. Program Manager Level II

Requirements Summary: Bachelor Degree, PMP, 7 years experience

Minimum/General Experience: This position requires a minimum of seven years IT experience. Experience includes increasing responsibilities in information systems design and management.

Functional Responsibilities: Responsible for and leads team on large complex projects. Translates customer requirements into formal agreements and plans to culminate in customer acceptance or results. Possesses expert knowledge of business processes. Responsible for performance, cost, scope, schedule, quality, and appropriate business measurements for their project, according to their project charter. Has extensive professional knowledge of market segment/industry/technology/discipline trends. Works with client to identify business requirements and develops the proposal. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project (or segment of a project) to produce the solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test, and final delivery. Anticipates future customer, industry, and business trends. Applies this understanding to complex problems to meet project objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implements actions independently and or through the management team, to ensure project objectives are met. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools and solution components. Possesses significant breadth of knowledge in business matters, finance, planning, and forecasting and personnel in order to manage team and business processes.

Minimum Education: Bachelor Degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business. This position also requires a PMP certification.

V.15. Program Manager Level

Requirements Summary: Master degree, PMP, 10 years experience

Minimum/General Experience: This position requires a minimum of ten years IT experience. Experience includes increasing responsibilities in information systems design and management.

Functional Responsibilities: Responsible for and leads team on large complex projects. Translates customer requirements into formal agreements and plans to culminate in customer acceptance or results. Possesses expert knowledge of business processes. Responsible for performance, cost, scope, schedule, quality, and appropriate business measurements for their project, according to their project charter. Has extensive professional knowledge of market segment/industry/technology/discipline trends. Works with client to identify business requirements and develops the proposal. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project (or segment of a project) to produce the solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test, and final delivery. Anticipates future customer, industry, and business trends. Applies this understanding to complex problems to meet project objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implements actions independently and or

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through the management team, to ensure project objectives are met. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools and solution components. Possesses significant breadth of knowledge in business matters, finance, planning, and forecasting and personnel in order to manage team and business processes.

Minimum Education: Master degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business. This position also requires a PMP certification.

VI. Computer System Support**VI.1. Help Desk Analyst Level I**

Requirements Summary: High school graduate or equivalent, 3 years experience

Minimum/General Experience: Three years of experience. Requires knowledge of the employer's (or client's) computer equipment and software.

Functional Responsibilities: Provides technical assistance to system users. Responses to users' requests for assistance by phone and in person. May staff a help desk or information center. Installs and modifies computer hardware and software.

Minimum Education: High school graduate or equivalent.

VI.2. Help Desk Analyst Level II

Requirements Summary: High school graduate or equivalent, 5 years experience

Minimum/General Experience: Three years of experience. Requires knowledge of the employer's (or client's) computer equipment and software.

Functional Responsibilities: Provides technical assistance to system users. Responses to users' requests for assistance by phone and in person. May staff a help desk or information center. Installs and modifies computer hardware and software.

Minimum Education: High school graduate or equivalent.

VI.3. Help Desk Analyst Level III

Requirements Summary: High school graduate or equivalent, 7 years experience

Minimum/General Experience: Three years of experience. Requires knowledge of the employer's (or client's) computer equipment and software.

Functional Responsibilities: Provides technical assistance to system users. Responses to users' requests for assistance by phone and in person. May staff a help desk or information center. Installs and modifies computer hardware and software.

Minimum Education: High school graduate or equivalent.

VI.4. End User Specialist Level I

Requirements Summary: High school graduate or equivalent, Technical Certification, 3 years experience

Minimum/General Experience: Five years of experience. Requires knowledge of employer's (or client's) computer equipment, software, and application processes. Requires experience in providing technical assistance and on-the-job training. Generally requires extensive knowledge of one or more operating systems and environments.

Functional Responsibilities: Responds to user requests for assistance by phone and in person. Installs and modifies computer hardware and software. Diagnoses hardware, software, and operator problems and



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recommends remedial actions or procedural changes. May load and configure software such as operating systems and environments and application. Provides technical assistance and training to system users.

Minimum Education: High school graduate or equivalent and Technical certification.

VI.5. End User Specialist Level II

Requirements Summary: High school graduate or equivalent, Technical certification, 7 years experience

Minimum/General Experience: Five years of experience. Requires knowledge of employer's (or client's) computer equipment, software, and application processes. Requires experience in providing technical assistance and on-the-job training. Generally requires extensive knowledge of one or more operating systems and environments.

Functional Responsibilities: Responds to user requests for assistance by phone and in person. Installs and modifies computer hardware and software. Diagnoses hardware, software, and operator problems and recommends remedial actions or procedural changes. May load and configure software such as operating systems and environments and application. Provides technical assistance and training to system users.

Minimum Education: High school graduate or equivalent and Technical certification.

VI.6. End User Specialist Level III

Requirements Summary: High school graduate or equivalent and operating system certification, 7 years experience

Minimum/General Experience: Ten years of experience. Requires knowledge of employer's (or client's) computer equipment, software, and application processes. Requires experience in providing technical assistance and on-the-job training. Generally requires extensive knowledge of one or more operating systems and environments.

Functional Responsibilities: Responds to user requests for assistance by phone and in person. Installs and modifies computer hardware and software. Diagnoses hardware, software, and operator problems and recommends remedial actions or procedural changes. May load and configure software such as operating systems and environments and application. Provides technical assistance and training to system users.

Minimum Education: High school graduate or equivalent and Technical certification.

VI.7. System Administrator Level I

Requirements Summary: Bachelor Degree, Operating System Certification, 3 years experience

Minimum/General Experience: This position requires a minimum of three years experience, of which at least one year must be specialized experience in administrating computer systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

Functional Responsibilities: Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

Minimum Education: Bachelor Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and an operating system certification.

VI.8. System Administrator Level II

Requirements Summary: Bachelor Degree, Operating System Certification, 7 years experience

Minimum/General Experience: This position requires a minimum of three years experience, of which at least three years must be specialized experience in administrating computer systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

Functional Responsibilities: Supervises and manages the daily activities of configuration and operation of

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business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

Minimum Education: Bachelor Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and an operating system certification.

VI.9. System Administrator Level III

Requirements Summary: Bachelor Degree, Operating System Certification, 10 years experience

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least seven years must be specialized experience in administrating computer systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

Functional Responsibilities: Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

Minimum Education: Bachelor Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance and an operating system certification.

VI.10. Installer (ie: Cable, Hardware, Software) Level I

Requirements Summary: High school graduate or equivalent, 3 years experience

Minimum/General Experience: Requires three years experience in installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable.

Functional Responsibilities: Configures computers, communications devices and peripheral equipment. Installs End User network hardware/software devices. Analyzes existing requirements and prepares specifications for hardware/software acquisitions. Trains site personnel in proper use of hardware/software. Adds, deletes, and modifies; as required, host, terminal, and network devices. Possess a thorough understanding of necessary requirements to support and install network infrastructure equipment including space, power, HVAC, network cabling and connectivity and have experience performing the installation of such equipment.

Conducts sites surveys. Analyzes existing requirements and prepares specifications for hardware/software acquisitions. Assist in preparing engineering plans and site installation Technical Design Packages. Assist in developing hardware/software installation schedules. Prepare drawings documenting configuration changes at each site. Prepares site installation and test reports. Configures computers, communications devices and peripheral equipment. Installs network hardware/software. Trains site personnel in proper use of hardware/software. Builds specialized interconnecting cables. Performs first line support for service interruptions such as printer routings, power outages, wiring problems, and malfunctioning servers. Escalates unresolved problems to expedite resolution.

Minimum Education: High school graduate or equivalent with applicable training certificate from an accredited training institution.

VI.11. Installer (ie: Cable, Hardware, Software) Level II

Requirements Summary: High school graduate or equivalent, 7 years experience

Minimum/General Experience: Requires seven years experience in installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable.

Functional Responsibilities: Configures computers, communications devices and peripheral equipment. Installs End User network hardware/software devices. Analyzes existing requirements and prepares specifications for hardware/software acquisitions. Trains site personnel in proper use of hardware/software. Adds, deletes, and modifies; as required, host, terminal, and network devices. Possess a thorough understanding of necessary requirements to support and install network infrastructure equipment including space, power, HVAC, network

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cabling and connectivity and have experience performing the installation of such equipment.

Assesses and documents current site network configuration and user requirements. Designs and optimize network topologies. Analyzes existing requirements and prepares specifications for hardware/software acquisitions. Prepares engineering plans and site installation Technical Design Packages. Develops hardware/software installation schedules. Prepares drawings documenting configuration changes at each site. Prepares site installation and test reports. Configures computers, communications devices and peripheral equipment. Installs network hardware/software. Trains site personnel in proper use of hardware/software. Builds specialized interconnecting cables. Performs first line support for service interruptions such as printer routings, power outages, wiring problems, and malfunctioning servers. Escalates unresolved problems to expedite resolution.

Minimum Education: High school graduate with applicable training certificate from an accredited training institution.

VI.12. Installer (ie: Cable, Hardware, Software) Level III

Requirements Summary: High school graduate or equivalent, 10 years experience

Minimum/General Experience: Requires ten years experience in installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable.

Functional Responsibilities: Configures computers, communications devices and peripheral equipment. Installs End User network hardware/software devices. Analyzes existing requirements and prepares specifications for hardware/software acquisitions. Trains site personnel in proper use of hardware/software. Adds, deletes, and modifies; as required, host, terminal, and network devices. Possess a thorough understanding of necessary requirements to support and install network infrastructure equipment including space, power, HVAC, network cabling and connectivity and have experience performing the installation of such equipment.

Monitors, operates and maintains hardware, and software, for computing platforms. Organizes and directs hardware installations on site surveys. Assesses and documents current site network configuration and user requirements. Maintains disaster recovery procedures for hardware and resident software, and related network communications equipment. Designs and optimizes network topologies. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Directs and leads preparation of engineering plans and site installation technical design packages. Develops hardware installation schedules. 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. Performs system backup and recovery activities. Audits the hardware/software inventory to ensure integrity as well as licensing compliance. Updates and maintains site administration manual documentation. May provide user orientation on hardware and software operations.

Minimum Education: High school graduate with applicable training certificate from an accredited training institution.

VI.13. Technical Writer/Editor Level I

Requirements Summary: Bachelor Degree , 3 years experience

Minimum/General Experience: This position requires a minimum of three years experience, of which at least one year must be specialized. Specialized experience includes: demonstrated experience in editing documents, including technical documents. Demonstrated ability to work independently or under only general direction.

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

Minimum Education: Bachelor Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, Education, English or Literature or business/finance.

VI.14. Technical Writer/Editor Level II

Requirements Summary: Bachelor Degree, 7 years experience



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Minimum/General Experience: This position requires a minimum of seven years experience, of which at least one year must be specialized. Specialized experience includes: demonstrated experience in editing documents, including technical documents. Demonstrated ability to work independently or under only general direction.

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

Minimum Education: Bachelor Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, Education, English or Literature or business/finance.

VI.15. Technical Writer/Editor Level III

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least seven years must be specialized. Specialized experience includes: demonstrated experience in editing documents, including technical documents. Demonstrated ability to work independently or under only general direction.

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

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, Education, English or Literature or business/finance.

VI.16. Graphics Specialist Level I

Requirements Summary: High school graduate or equivalent, 3 years experience

Minimum/General Experience: Minimum of two years experience in office administration and developing graphic/artistic presentations for publications and documents (preferably technical documentation). At minimum, one year of specialized experience using commercial automated word processing, graphics systems, and desktop publishing systems. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Directly supports Program Manager or Project Manager by maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Minimum Education: High school graduate or equivalent.

VI.17. Graphics Specialist Level II

Requirements Summary: High school graduate or equivalent, 7 years experience

Minimum/General Experience: Minimum of seven years experience in office administration and developing graphic/artistic presentations for publications and documents (preferably technical documentation). At minimum, one year of specialized experience using commercial automated word processing, graphics systems, and desktop publishing systems. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Directly supports Program Manager or Project Manager by maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Minimum Education: High school graduate or equivalent.

VI.18. Graphics Specialist Level III

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Requirements Summary: High school graduate or equivalent, 10 years experience

Minimum/General Experience: Minimum of ten years experience in office administration and developing graphic/artistic presentations for publications and documents (preferably technical documentation). At minimum, five years of specialized experience using commercial automated word processing, graphics systems, and desktop publishing systems. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Directly supports Program Manager or Project Manager by maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Minimum Education: High school graduate or equivalent.

VI.19. Instructional Systems Designer Level I

Requirements Summary: Bachelor Degree, 3 years experience

Minimum/General Experience: Three years intensive or progressive experience in design, development of instructional programs. Experience utilizing instructional systems design (ISD) theories.

Functional Responsibilities: Designs and develops leader-led and/or self-paced instructional programs and materials in an Information Technology (IT) environment. Applies instructional systems design (ISD) theories and adjusts learning principles. Conducts evaluations and revises programs and materials based on feedback. Utilizes desktop tools and multi-media design tools to develop learning solutions. Leverages the knowledge of subject matter experts. Assesses customer needs, provides recommendations, and develops solutions. Understands how training interventions fit within a business solution. Typical outputs/deliverables: paper based training materials, multi-media training materials.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, business/finance, English, education, or human resources.

VI.20. Instructional Systems Designer Level II

Requirements Summary: Bachelor Degree, 7 years experience

Minimum/General Experience: Seven years intensive or progressive experience in design, development of instructional programs. Experience utilizing instructional systems design (ISD) theories.

Functional Responsibilities: Designs and develops leader-led and/or self-paced instructional programs and materials in an Information Technology (IT) environment. Applies instructional systems design (ISD) theories and adjusts learning principles. Conducts evaluations and revises programs and materials based on feedback. Utilizes desktop tools and multi-media design tools to develop learning solutions. Leverages the knowledge of subject matter experts. Assesses customer needs, provides recommendations, and develops solutions. Understands how training interventions fit within a business solution. Typical outputs/deliverables: paper based training materials, multi-media training materials.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, business/finance, English, education, or human resources.

VI.21. Instructional Systems Designer Level III

Requirements Summary: Bachelor Degree, 10 years experience

Minimum/General Experience: Seven years intensive or progressive experience in design, development of instructional programs. Experience utilizing instructional systems design (ISD) theories.

Functional Responsibilities: Designs and develops leader-led and/or self-paced instructional programs and

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materials in an Information Technology (IT) environment. Applies instructional systems design (ISD) theories and adjusts learning principles. Conducts evaluations and revises programs and materials based on feedback. Utilizes desktop tools and multi-media design tools to develop learning solutions. Leverages the knowledge of subject matter experts. Assesses customer needs, provides recommendations, and develops solutions. Understands how training interventions fit within a business solution. Typical outputs/deliverables: paper based training materials, multi-media training materials.

Minimum Education: Bachelor Degree from an accredited college or university in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, business/finance, English, education, or human resources.

VI.22. VTC Specialist Level I

Requirements Summary: High school graduate or equivalent, Sec+ CE, 3 years experience

Minimum/General Experience: This position requires three years of experience in supporting all aspects of videoconferencing including call set up, end user training, troubleshooting, and follows through on escalation of trouble incidents occurring during ticket incidents.

Functional Responsibilities: Knowledge of various VTC Technologies (Polycom VTC, CISCO/Tandberg VTC, etc.) Must exemplify exceptional communication and organization skills with limited experience in the integration of video conferencing and closely related technologies. Must possess limited problem solving skills to troubleshoot general VTC problems. Troubleshoot system repairs as required. Perform first level problem determination and resolution. Assist, as required, with the support (hands-on if necessary) of meetings requiring videoconferencing support, as directed by client.

Minimum Education: High school graduate or equivalent.

VI.23. VTC Specialist Level II

Requirements Summary: High school graduate or equivalent, 7 years experience

Minimum/General Experience: This position requires seven years of experience in supporting all aspects of videoconferencing including call set up, end user training, troubleshooting, and follows through on escalation of trouble incidents occurring during ticket incidents.

Functional Responsibilities: Proficient with various VTC Technologies (Polycom VTC, CISCO/Tandberg VTC, etc.) Must exemplify exceptional communication and organization skills with intermediate experience in the integration of video conferencing and closely related technologies. Must possess excellent problem solving skills to troubleshoot complex VTC problems. Troubleshoot, assess, and coordinate equipment and systems repair as required. Interface with technology vendors for equipment servicing, training, etc. Perform second level problem determination and resolution. Lead, as required, with the support (hands-on if necessary) of special events/high profile meetings requiring videoconferencing coordination, as directed by client.

Minimum Education: High school graduate or equivalent.

VI.24. VTC Specialist Level III

Requirements Summary: High school graduate or equivalent, 10 years experience

Minimum/General Experience: This position requires ten years of experience in supporting all aspects of videoconferencing including call set up, end user training, troubleshooting, and follows through on escalation of trouble incidents occurring during ticket incidents.

Functional Responsibilities: Expert skill with various VTC Technologies (Polycom VTC, CISCO/Tandberg VTC, etc.) Must exemplify exceptional communication, organization and leadership skills with strong experience in the integration of video conferencing and closely related technologies. Must possess excellent problem solving skills to troubleshoot complex VTC problems. Manage projects while leading in the installation of video conferencing units. Successfully plan, implement, test, train, and close high profile VTC projects. Troubleshoot, assess, and coordinate equipment and systems repair as required. Interface with technology vendors for equipment servicing, training, etc. Perform third level problem determination and resolution. Lead, as required,



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with the support (hands-on if necessary) of special events/high profile meetings requiring videoconferencing coordination, as directed by client.

Minimum Education: High school graduate or equivalent.



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**USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS**

PREAMBLE

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.



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BPA NUMBER _____ (CUSTOMER NAME)

BLANKET PURCHASE AGREEMENT

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

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

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

- (2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

- (3) The ordering activity estimates, but does not guarantee that the volume of purchases through this agreement will be _____.
- (4) This BPA does not obligate any funds.
- (5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

- (6) The following office(s) is hereby authorized to place orders under this

BPA: OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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



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



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**BASIC GUIDELINES FOR USING
“CONTRACTOR TEAM ARRANGEMENTS”**

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

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

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract. Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements. Here is a general outline on how it works:

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