AUTHORIZED
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

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

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

Note 2:   Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3:   This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performed by the publisher or manufacturer or one of their authorized agents.

SIN 132-62 – HSPD-12 PRODUCT AND SERVICE COMPONENTS

Deployment Services Under Enrollment and Registration Services; Systems Infrastructure Services; Card Management and Production Services; Card Activation and Finalization Services

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Serco Services Inc. (SERCO)
1818 Library Street
Reston, VA 20190
Phone: 703-939-6000
Fax: 703-939-6001
www.serco-na.com

Contract Number: **GS-35F-5029H**
Period Covered by Contract: NOVEMBER 26, 1997 THROUGH NOVEMBER 25, 2017

General Services Administration
Federal Supply Service

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

Pricelist Updated October 1, 2012

Serco Services Inc.

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INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS

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.fss.gsa.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.
        [X]   The Geographic Scope of Contract will be domestic delivery only.

2.   **CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:**

        Serco Services Inc.
        1818 Library St.
        Reston, VA   20190-5869
        Phone: (703) 939-6000
        Fax: (703) 939-6001

        Contractor's Service Area: All ordering activity locations within the scope of the contract.

        Contractor's Payment Address:

Lockbox U.S. Mail		**ACH/Wire Transfer**
Serco Services Inc	**OR**	Serco Services Inc.
P.O. Box 932702		Account No. 2000014792771
Atlanta, Georgia 31193-2702		Routing No. 051400549
		Bank: Wachovia Bank, N.A.

        Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards **will** be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer 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: **(703) 939-6000**

3.   LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4.   STATICAL 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): **014387489**
Block 30: Type of Contractor: **Large Business**
Block 31: Woman-Owned Small Business: **No**
Block 36: Contractor's Taxpayer Identification Number (TIN): **52-2127278**

4a.   CAGE CODE: 1NLU0
4b.   Contractor has registered with the Central Contractor Registration Database.

5.   FOB DESTINATION

6.   DELIVERY SCHEDULE

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

SPECIAL ITEM NUMBER   DELIVERY TIME (Days ARO)

132-51, 132-62   1-30 ARO or as negotiated between
                                         contractor and the ordering activity.

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.

a.   Prompt Payment: Net 30 Days
b.   Government Educational Institutions: Government Educational Institutions are offered the same discounts as all other Government customers.
e.   Other: Credit Card 1%

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:

Export packing is available at extra cost outside the scope of this contract.

10.   Small Requirements: The minimum dollar value of orders to be issued is:

The minimum order to be issued is forty (40) hours for services or unrestricted for all other items .

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

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

Special Item Number 132-51 - Information Technology (IT) Professional Services

c.   The Maximum Order value for the following Special Item Numbers (SINs) is $1,000,000:

Special Item Number 132-62 – HSPD-12 Product and Service Components

12.   ORDERING PROCEEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

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

b.   FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13.   FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:
ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1   FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2   FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14.   CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

(a)   Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b)   Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

(c)   Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d)   Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e)   Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f)   Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

(g)   Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

(h)   Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

(i)   Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

(j)   Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

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

15.   CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

16.   GSA ADVANTAGE!

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

  (1) Manufacturer;

  (2) Manufacturer's Part Number; and

  (3) Product categories.

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

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. 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.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

  (1) Time of delivery/installation quotations for individual orders;

  (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

  (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES

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

Overseas activity is outside the scope of this contract and therefore does not apply.

  Upon request of the contractor, the Government may provide the contractor with logistics support, as available, in accordance with all applicable Government regulations. Such Government support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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

23. SECTION 508 COMPLIANCE.

Not applicable.

24.   PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.
Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

    (a)   A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
    (b)   The following statement:
        This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25.   INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)
(a)   The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
(b)   Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
    (1)   For such period as the laws of the State in which this contract is to be performed prescribe; or
    (2)   Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
(c)   The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26.   SOFTWARE INTEROPERABILITY.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at http://www.core.gov.

27.   ADVANCE PAYMENTS

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

TERMS AND CONDITIONS APPLICABLE TO 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 Services within the scope of this Information Technology Schedule.

b.   The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

a.   Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.

b.   The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c.   Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

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

b.   All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

a.   The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b.   The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c.   The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d.   Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)
(a)   The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a

stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

      (1) Cancel the stop-work order; or

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

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

      (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

      (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6.   INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – 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 (JAN 1986) (Deviation – 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 – May 2003) Rights in Data – General, may apply.

8.   RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9.   INDEPENDENT CONTRACTOR

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

10.   ORGANIZATIONAL CONFLICTS OF INTEREST

a.   Definitions.

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

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

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

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

11.   INVOICES

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

12.   PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:
(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
        (1) The offeror;
        (2) Subcontractors; and/or
(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13.   RESUMES

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

14.   INCIDENTAL SUPPORT COSTS

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

15.   APPROVAL OF SUBCONTRACTS

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

16.   DESCRIPTION OF IT SERVICES AND PRICING

PRICING Serco Services Inc. Site Rate

Labor Category	Current GSA Rate Serco Services Site	Serco Services Site 11/26/12 - 11/25/13	Serco Services Site 11/26/13 - 11/25/14	Serco Services Site 11/26/14 - 11/25/15	Serco Services Site 11/26/15 - 11/25/16	Serco Services Site 11/26/16 - 11/25/17
Administrative Specialist	$31.49	$32.15	$32.83	$33.52	$34.22	$34.94
Senior Administrative Specialist	$77.73	$79.36	$81.03	$82.73	$84.47	$86.24
Administrative Support	$34.71	$35.44	$36.18	$36.94	$37.72	$38.51
Analyst I	$63.84	$65.18	$66.55	$67.95	$69.37	$70.83
Analyst II	$64.19	$65.54	$66.91	$68.32	$69.75	$71.22
Analyst III	$72.55	$74.07	$75.63	$77.22	$78.84	$80.49
Analyst IV	$88.31	$90.16	$92.06	$93.99	$95.96	$97.98
Applications Programmer	$65.05	$66.42	$67.81	$69.23	$70.69	$72.17
Applications Programmer – Senior	$93.70	$95.67	$97.68	$99.73	$101.82	$103.96
Applications Programmer – Principal	$116.08	$118.52	$121.01	$123.55	$126.14	$128.79
Application Expert	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Senior Application Expert	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Applications System Analyst-Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Applications System Analyst-Lead	$102.41	$104.56	$106.76	$109.00	$111.29	$113.62
Assistant Task Manager Data/Records	$50.59	$51.65	$52.74	$53.84	$54.98	$56.13
Associate Network Analyst	$56.01	$57.19	$58.39	$59.61	$60.87	$62.14
Business Process Analyst	$72.41	$73.93	$75.48	$77.07	$78.69	$80.34
Senior Business Process Analyst	$81.26	$82.97	$84.71	$86.49	$88.30	$90.16
Business Process Reengineering Specialist – Senior	$116.19	$118.63	$121.12	$123.66	$126.26	$128.91
Business Process Reengineering Specialist – Principal	$228.24	$233.03	$237.93	$242.92	$248.02	$253.23
Cable Installer	$50.79	$51.86	$52.95	$54.06	$55.19	$56.35
Cable Technician	$72.55	$74.07	$75.63	$77.22	$78.84	$80.49
Cable Installation Manager	$54.55	$55.70	$56.87	$58.06	$59.28	$60.52
Call Center Consultant	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Communications Specialist	$113.04	$115.41	$117.84	$120.31	$122.84	$125.42
Senior Communications Specialist	$119.94	$122.46	$125.03	$127.66	$130.34	$133.07
Computer Aided Design Specialist	$31.61	$32.27	$32.95	$33.64	$34.35	$35.07
Computer Operator	$44.04	$44.96	$45.91	$46.87	$47.86	$48.86
Senior Computer Operator	$49.95	$51.00	$52.07	$53.16	$54.28	$55.42
Computer Operator – Principal	$76.90	$78.51	$80.16	$81.85	$83.57	$85.32
Computer Scientist IV	$92.72	$94.67	$96.66	$98.68	$100.76	$102.87
Computer/Network Operator II	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Computer/Network Operator I	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Configuration Management Analyst – Junior	$58.04	$59.26	$60.50	$61.77	$63.07	$64.40
Configuration Management Analyst	$89.26	$91.13	$93.05	$95.00	$97.00	$99.03
Configuration Management Analyst – Senior	$107.11	$109.36	$111.66	$114.00	$116.39	$118.84
Configuration Management Analyst – Principal	$133.53	$136.33	$139.20	$142.12	$145.10	$148.15

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Configuration Management Specialist – Junior	$52.23	$53.33	$54.45	$55.59	$56.76	$57.95
Configuration Management Specialist	$66.73	$68.13	$69.56	$71.02	$72.51	$74.04
Configuration Management Specialist – Senior	$69.75	$71.21	$72.71	$74.24	$75.80	$77.39
Configuration Management Specialist – Principal	$81.26	$82.97	$84.71	$86.49	$88.30	$90.16
Configuration Task Manager	$37.87	$38.67	$39.48	$40.31	$41.15	$42.02
Curriculum Specialist Jr.	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Data Entry Clerk III	$34.45	$35.17	$35.91	$36.67	$37.44	$38.22
Data Entry Clerk II	$32.17	$32.85	$33.54	$34.24	$34.96	$35.69
Data Entry Clerk I	$39.35	$40.18	$41.02	$41.88	$42.76	$43.66
Data Technician III	$42.22	$43.11	$44.01	$44.94	$45.88	$46.84
Data Warehousing Engineer	$90.20	$92.09	$94.03	$96.00	$98.02	$100.08
Data Warehousing Specialist	$173.86	$177.51	$181.24	$185.04	$188.93	$192.90
Junior Database Administrator	$70.65	$72.13	$73.65	$75.20	$76.77	$78.39
Database Administrator	$87.91	$89.76	$91.64	$93.57	$95.53	$97.54
Database Administrator – Principal	$84.45	$86.22	$88.03	$89.88	$91.77	$93.70
Junior Database Analyst	$55.37	$56.53	$57.72	$58.93	$60.17	$61.43
Database Analyst	$83.02	$84.76	$86.54	$88.36	$90.22	$92.11
Senior Database Analyst	$84.59	$86.37	$88.18	$90.03	$91.92	$93.85
Database Analyst – Principal	$108.82	$111.11	$113.44	$115.82	$118.25	$120.74
Design Leader	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Development Manager	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Junior Documentation Specialist	$32.71	$33.40	$34.10	$34.81	$35.55	$36.29
Documentation Specialist	$106.85	$109.09	$111.38	$113.72	$116.11	$118.55
Engineering Technician	$48.40	$49.42	$50.45	$51.51	$52.60	$53.70
Engineer	$97.68	$99.73	$101.83	$103.96	$106.15	$108.38
Senior Engineer	$151.48	$154.66	$157.91	$161.23	$164.61	$168.07
EPSS Analyst	$129.74	$132.46	$135.25	$138.09	$140.99	$143.95
Functional Specialist	$83.45	$85.20	$86.99	$88.82	$90.68	$92.59
Help Desk Technician	$43.52	$44.43	$45.37	$46.32	$47.29	$48.29
Help Desk Coordinator	$65.20	$66.57	$67.97	$69.39	$70.85	$72.34
Help Desk Manager	$73.40	$74.94	$76.52	$78.12	$79.76	$81.44
Information Engineer – Senior	$120.64	$123.17	$125.76	$128.40	$131.10	$133.85
Information Engineer – Principal	$130.10	$132.83	$135.62	$138.47	$141.38	$144.35
Information Security Engineer	$105.41	$107.62	$109.88	$112.19	$114.55	$116.95
Information Systems Training Manager	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Information System Technician I	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Information System Technician II	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Information Technologist – Junior	$120.33	$122.86	$125.44	$128.07	$130.76	$133.51
Information Technologist – Senior	$121.40	$123.95	$126.55	$129.21	$131.92	$134.69
Information Technologist – Principal	$166.22	$169.71	$173.27	$176.91	$180.63	$184.42
Sr. Instructional Designer	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Instructional Designer	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Instructional Technologist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Junior Database Engineer	$72.17	$73.69	$75.23	$76.81	$78.43	$80.07
Intermediate Database Engineer	$81.89	$83.61	$85.37	$87.16	$88.99	$90.86
Senior Database Engineer	$102.23	$104.38	$106.57	$108.81	$111.09	$113.42

Junior LAN Technician	$35.34	$36.08	$36.84	$37.61	$38.40	$39.21
LAN Technician	$52.97	$54.08	$55.22	$56.38	$57.56	$58.77
Senior LAN Technician	$70.65	$72.13	$73.65	$75.20	$76.77	$78.39
Junior Management Analyst	$58.28	$59.50	$60.75	$62.03	$63.33	$64.66
Management Analyst	$65.35	$66.72	$68.12	$69.55	$71.01	$72.51
Senior Management Analyst	$80.03	$81.71	$83.43	$85.18	$86.97	$88.79
Media Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Network Administrator	$59.79	$61.05	$62.33	$63.64	$64.97	$66.34
Junior Network Analyst	$73.06	$74.59	$76.16	$77.76	$79.39	$81.06
Intermediate Network Analyst	$85.25	$87.04	$88.87	$90.73	$92.64	$94.59
Senior Network Analyst	$102.89	$105.05	$107.26	$109.51	$111.81	$114.16
Network Architect	$102.30	$104.45	$106.64	$108.88	$111.17	$113.50
Network Control Engineer	$73.06	$74.59	$76.16	$77.76	$79.39	$81.06
Junior Network Engineer	$35.34	$36.08	$36.84	$37.61	$38.40	$39.21
Network Engineer	$52.97	$54.08	$55.22	$56.38	$57.56	$58.77
Senior Network Engineer	$70.42	$71.90	$73.41	$74.95	$76.52	$78.13
Network Specialist	$79.78	$81.46	$83.17	$84.91	$86.70	$88.52
Network Engineer Specialist	$89.23	$91.10	$93.02	$94.97	$96.96	$99.00
Network Specialist I	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Network Specialist III	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Network Manager	$120.56	$123.09	$125.68	$128.32	$131.01	$133.76
Operations Specialist	$92.13	$94.06	$96.04	$98.06	$100.12	$102.22
Expert Consultant	$195.00	$199.10	$203.28	$207.54	$211.90	$216.35
Expert Consultant I	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Expert Consultant III	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Executive Consultant	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Principal Consultant	$263.48	$269.01	$274.66	$280.43	$286.32	$292.33
Principal Software Eng. Specialist	$136.93	$139.81	$142.74	$145.74	$148.80	$151.92
Processing Clerk	$31.67	$32.34	$33.01	$33.71	$34.42	$35.14
Program Manager I	$116.99	$119.45	$121.96	$124.52	$127.13	$129.80
Program Manager II	$124.25	$126.86	$129.52	$132.24	$135.02	$137.86
Program Manager III	$141.64	$144.61	$147.65	$150.75	$153.92	$157.15
Program Manager IV	$152.35	$155.55	$158.82	$162.15	$165.56	$169.03
Program Manager V	$157.83	$161.14	$164.53	$167.98	$171.51	$175.11
Programmer I	$63.60	$64.94	$66.30	$67.69	$69.11	$70.56
Programmer II	$69.66	$71.12	$72.62	$74.14	$75.70	$77.29
Programmer III	$74.19	$75.75	$77.34	$78.96	$80.62	$82.31
Programmer IV	$82.01	$83.73	$85.49	$87.29	$89.12	$90.99
Programmer V	$96.26	$98.28	$100.35	$102.45	$104.60	$106.80
Programmer/Analyst I	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Programmer/Analyst II	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Programmer/Analyst IV	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Project Control Specialist	$78.26	$79.90	$81.58	$83.29	$85.04	$86.83
Project Director	$139.06	$141.98	$144.96	$148.01	$151.11	$154.29
Sr. Project Director	$173.24	$176.88	$180.59	$184.38	$188.26	$192.21
Project Manager	$108.82	$111.11	$113.44	$115.82	$118.25	$120.74

Project Manager – Senior	$130.58	$133.32	$136.12	$138.98	$141.90	$144.88
Project Manager – Principal	$162.50	$165.91	$169.40	$172.95	$176.59	$180.29
QA Analyst	$94.44	$96.42	$98.45	$100.52	$102.63	$104.78
QA Analyst – Senior	$140.11	$143.05	$146.06	$149.12	$152.26	$155.45
Quality Assurance Manager	$81.26	$82.97	$84.71	$86.49	$88.30	$90.16
Quality Assurance Specialist	$69.66	$71.12	$72.62	$74.14	$75.70	$77.29
Quality Assurance Specialist – Principal	$87.06	$88.89	$90.75	$92.66	$94.61	$96.59
Quality Specialist	$81.33	$83.04	$84.78	$86.56	$88.38	$90.24
Security Coordinator	$46.84	$47.82	$48.83	$49.85	$50.90	$51.97
Security Specialist	$87.06	$88.89	$90.75	$92.66	$94.61	$96.59
Security Specialist – Senior	$108.82	$111.11	$113.44	$115.82	$118.25	$120.74
Security Specialist – Principal	$130.58	$133.32	$136.12	$138.98	$141.90	$144.88
Senior Data Architect	$158.03	$161.35	$164.74	$168.20	$171.73	$175.33
Junior Software Engineer	$77.15	$78.77	$80.42	$82.11	$83.84	$85.60
Intermediate Software Engineer	$90.45	$92.35	$94.29	$96.27	$98.29	$100.35
Senior Software Engineer	$106.75	$108.99	$111.28	$113.62	$116.00	$118.44
System Engineer I	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
System Engineer III	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
System Engineer IV	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Systems Engineer – Junior	$60.07	$61.33	$62.62	$63.93	$65.28	$66.65
Intermediate Systems Engineer	$80.63	$82.32	$84.05	$85.82	$87.62	$89.46
Senior Systems Engineer	$109.74	$112.04	$114.40	$116.80	$119.25	$121.76
Chief Systems Engineer	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Software Engineer Analyst	$92.91	$94.86	$96.85	$98.89	$100.96	$103.08
Sr. Software Engineer Analyst	$96.59	$98.62	$100.69	$102.80	$104.96	$107.17
Software Engineer Programmer	$47.43	$48.43	$49.44	$50.48	$51.54	$52.62
Software Engineer Specialist	$96.74	$98.77	$100.85	$102.96	$105.13	$107.33
Software Program Manager	$101.04	$103.16	$105.33	$107.54	$109.80	$112.10
Software Technical Typist	$32.17	$32.85	$33.54	$34.24	$34.96	$35.69
Software Technical Writer	$46.63	$47.61	$48.61	$49.63	$50.67	$51.74
Sr. Information Management Technologist	$155.67	$158.94	$162.28	$165.68	$169.16	$172.72
Sr. Instructional Technologist	$97.43	$99.48	$101.57	$103.70	$105.88	$108.10
Sr. Software Engineer/Specialist	$76.90	$78.51	$80.16	$81.85	$83.57	$85.32
Sr. Software Product Engineer	$155.65	$158.92	$162.26	$165.66	$169.14	$172.69
Subject Matter Consultant	$173.37	$177.01	$180.73	$184.52	$188.40	$192.35
Subject Matter Specialist	$205.39	$209.70	$214.11	$218.60	$223.19	$227.88
Sr. Subject Matter Specialist	$233.41	$238.31	$243.32	$248.43	$253.64	$258.97
System Design Engineer Jr.	$103.93	$106.11	$108.34	$110.62	$112.94	$115.31
System Design Engineer	$134.22	$137.04	$139.92	$142.85	$145.85	$148.92
System Manager II	$69.25	$70.70	$72.19	$73.71	$75.25	$76.83
System Manager III	$83.26	$85.01	$86.79	$88.62	$90.48	$92.38
Systems Analyst I	$63.60	$64.94	$66.30	$67.69	$69.11	$70.56
Systems Analyst II	$68.89	$70.34	$71.81	$73.32	$74.86	$76.43
Systems Analyst III	$71.51	$73.01	$74.54	$76.11	$77.71	$79.34
Systems Analyst IV	$91.21	$93.13	$95.08	$97.08	$99.12	$101.20
Systems Analyst V	$95.14	$97.14	$99.18	$101.26	$103.39	$105.56

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Systems Analyst VI	$149.44	$152.58	$155.78	$159.05	$162.39	$165.80
Intermediate Systems Analyst/Test Engineer	$90.52	$92.42	$94.36	$96.34	$98.37	$100.43
Systems Analyst/Test Engineer	$92.07	$94.00	$95.98	$97.99	$100.05	$102.15
Systems Architect	$138.70	$141.61	$144.59	$147.62	$150.72	$153.89
Task Manager	$90.09	$91.98	$93.91	$95.89	$97.90	$99.96
Senior Task Manager	$126.31	$128.96	$131.67	$134.44	$137.26	$140.14
Technical Analyst I	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Technical Draftsman	$31.81	$32.48	$33.16	$33.86	$34.57	$35.29
Senior Technical Draftsman	$43.43	$44.34	$45.27	$46.22	$47.19	$48.19
Technical Writer	$43.52	$44.43	$45.37	$46.32	$47.29	$48.29
Senior Technical Writer	$49.45	$50.49	$51.55	$52.63	$53.74	$54.86
Technical Editor/Writer Specialist	$92.24	$94.18	$96.15	$98.17	$100.24	$102.34
Technical Information Specialist	$40.94	$41.80	$42.68	$43.57	$44.49	$45.42
Technical Specialist	$79.78	$81.46	$83.17	$84.91	$86.70	$88.52
Technical Support Specialist I	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Technical Support Specialist III	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Technologist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Telecommunications Engineer	$89.95	$91.84	$93.77	$95.74	$97.75	$99.80
Senior Telecommunications Engineer	$87.92	$89.77	$91.65	$93.58	$95.54	$97.55
Telecommunications Network Analyst	$81.26	$82.97	$84.71	$86.49	$88.30	$90.16
Telecommunications Systems Specialist	$92.85	$94.80	$96.79	$98.82	$100.90	$103.02
Training & Curriculum Developer	$90.99	$92.90	$94.85	$96.84	$98.88	$100.95
Training Coordinator	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Training Instructor	$58.78	$60.01	$61.27	$62.56	$63.88	$65.22
Training Specialist	$63.93	$65.27	$66.64	$68.04	$69.47	$70.93
Web Administrator	$72.55	$74.07	$75.63	$77.22	$78.84	$80.49
Web Administrator – Senior	$87.06	$88.89	$90.75	$92.66	$94.61	$96.59
Web Administrator – Principal	$101.57	$103.70	$105.88	$108.10	$110.37	$112.69
Web Developer	$94.31	$96.29	$98.31	$100.38	$102.49	$104.64
Web Developer – Senior	$123.33	$125.92	$128.56	$131.26	$134.02	$136.84
Web Developer – Principal	$149.44	$152.58	$155.78	$159.05	$162.39	$165.80
Web Portal Specialist	$166.84	$170.34	$173.92	$177.57	$181.30	$185.11
Word Processor	$41.87	$42.75	$43.65	$44.56	$45.50	$46.45

PRICING Gov't Site Rate

Labor Category	Current GSA Rate Gov't Site	Gov't Site 11/26/12 - 11/25/13	Gov't Site 11/26/13 - 11/25/14	Gov't Site 11/26/14 - 11/25/15	Gov't Site 11/26/15 - 11/25/16	Gov't Site 11/26/16 - 11/25/17
Administrative Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Senior Administrative Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Administrative Support	$44.02	$44.94	$45.89	$46.85	$47.84	$48.84
Analyst I	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Analyst II	$63.06	$64.38	$65.74	$67.12	$68.53	$69.97
Analyst III	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Analyst IV	$73.21	$74.75	$76.32	$77.92	$79.56	$81.23
Applications Programmer	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Applications Programmer – Senior	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Applications Programmer – Principal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Application Expert	$231.27	$236.13	$241.09	$246.15	$251.32	$256.59
Senior Application Expert	$334.69	$341.72	$348.89	$356.22	$363.70	$371.34
Applications System Analyst-Specialist	$73.00	$74.53	$76.10	$77.70	$79.33	$80.99
Applications System Analyst-Lead	$96.15	$98.17	$100.23	$102.34	$104.48	$106.68
Assistant Task Manager Data/Records	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Associate Network Analyst	$51.66	$52.74	$53.85	$54.98	$56.14	$57.32
Business Process Analyst	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Senior Business Process Analyst	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Business Process Reengineering Specialist – Senior	$133.64	$136.45	$139.31	$142.24	$145.22	$148.27
Business Process Reengineering Specialist – Principal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Cable Installer	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Cable Technician	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Cable Installation Manager	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Call Center Consultant	$281.43	$287.34	$293.37	$299.54	$305.83	$312.25
Communications Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Senior Communications Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Computer Aided Design Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Computer Operator	$39.40	$40.23	$41.07	$41.93	$42.82	$43.71
Senior Computer Operator	$44.70	$45.64	$46.60	$47.58	$48.57	$49.59
Computer Operator – Principal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Computer Scientist IV	$85.53	$87.33	$89.16	$91.03	$92.94	$94.90
Computer/Network Operator II	$56.15	$57.33	$58.53	$59.76	$61.02	$62.30
Computer/Network Operator I	$64.06	$65.41	$66.78	$68.18	$69.61	$71.07
Configuration Management Analyst – Junior	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

Configuration Management Analyst	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Configuration Management Analyst – Senior	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Configuration Management Analyst – Principal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Configuration Management Specialist – Junior	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Configuration Management Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Configuration Management Specialist – Senior	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Configuration Management Specialist – Principal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Configuration Task Manager	$90.43	$92.33	$94.27	$96.25	$98.27	$100.33
Curriculum Specialist Jr.	$79.70	$81.37	$83.08	$84.83	$86.61	$88.43
Data Entry Clerk III	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Data Entry Clerk II	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Data Entry Clerk I	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Data Technician III	$38.93	$39.75	$40.58	$41.43	$42.30	$43.19
Data Warehousing Engineer	$80.72	$82.42	$84.15	$85.91	$87.72	$89.56
Data Warehousing Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Junior Database Administrator	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Database Administrator	$78.64	$80.29	$81.98	$83.70	$85.46	$87.25
Database Administrator – Principal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Junior Database Analyst	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Database Analyst	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Senior Database Analyst	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Database Analyst – Principal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Design Leader	$433.56	$442.66	$451.96	$461.45	$471.14	$481.04
Development Manager	$395.53	$403.84	$412.32	$420.98	$429.82	$438.84
Junior Documentation Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Documentation Specialist	$71.60	$73.10	$74.64	$76.21	$77.81	$79.44
Engineering Technician	$41.25	$42.12	$43.00	$43.90	$44.83	$45.77
Engineer	$84.55	$86.33	$88.14	$89.99	$91.88	$93.81
Senior Engineer	$134.55	$137.38	$140.26	$143.21	$146.21	$149.28
EPSS Analyst	$87.92	$89.77	$91.65	$93.58	$95.54	$97.55
Functional Specialist	$54.31	$55.45	$56.61	$57.80	$59.02	$60.26
Help Desk Technician	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Help Desk Coordinator	$57.97	$59.19	$60.43	$61.70	$63.00	$64.32
Help Desk Manager	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Information Engineer – Senior	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Information Engineer – Principal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Information Security Engineer	$94.32	$96.30	$98.32	$100.39	$102.50	$104.65
Information Systems Training Manager	$78.00	$79.64	$81.31	$83.02	$84.76	$86.54
Information System Technician I	$25.75	$26.29	$26.84	$27.41	$27.98	$28.57
Information System Technician II	$29.04	$29.65	$30.27	$30.91	$31.56	$32.22

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Information Technologist – Junior	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Information Technologist – Senior	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Information Technologist – Principal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Sr. Instructional Designer	$71.85	$73.36	$74.90	$76.47	$78.08	$79.72
Instructional Designer	$71.39	$72.89	$74.42	$75.98	$77.58	$79.21
Instructional Technologist	$89.49	$91.37	$93.29	$95.25	$97.25	$99.29
Junior Database Engineer	$64.57	$65.93	$67.31	$68.72	$70.17	$71.64
Intermediate Database Engineer	$80.15	$81.83	$83.55	$85.31	$87.10	$88.93
Senior Database Engineer	$91.50	$93.42	$95.38	$97.39	$99.43	$101.52
Junior LAN Technician	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
LAN Technician	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Senior LAN Technician	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Junior Management Analyst	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Management Analyst	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Senior Management Analyst	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Media Specialist	$64.56	$65.92	$67.30	$68.71	$70.16	$71.63
Network Administrator	$53.48	$54.60	$55.75	$56.92	$58.12	$59.34
Junior Network Analyst	$65.39	$66.76	$68.17	$69.60	$71.06	$72.55
Intermediate Network Analyst	$76.26	$77.86	$79.50	$81.17	$82.87	$84.61
Senior Network Analyst	$92.05	$93.98	$95.96	$97.97	$100.03	$102.13
Network Architect	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Network Control Engineer	$75.77	$77.36	$78.99	$80.64	$82.34	$84.07
Junior Network Engineer	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Network Engineer	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Senior Network Engineer	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Network Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Network Engineer Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Network Specialist I	$69.62	$71.08	$72.57	$74.10	$75.65	$77.24
Network Specialist III	$94.63	$96.62	$98.65	$100.72	$102.83	$104.99
Network Manager	$107.87	$110.14	$112.45	$114.81	$117.22	$119.68
Operations Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Expert Consultant	$140.23	$143.17	$146.18	$149.25	$152.39	$155.59
Expert Consultant I	$136.76	$139.63	$142.56	$145.56	$148.61	$151.74
Expert Consultant III	$170.92	$174.51	$178.17	$181.92	$185.74	$189.64
Executive Consultant	$433.56	$442.66	$451.96	$461.45	$471.14	$481.04
Principal Consultant	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Principal Software Eng. Specialist	$76.90	$78.51	$80.16	$81.85	$83.57	$85.32
Processing Clerk	$28.34	$28.94	$29.54	$30.16	$30.80	$31.44
Program Manager I	$104.65	$106.85	$109.09	$111.38	$113.72	$116.11
Program Manager II	$114.59	$117.00	$119.45	$121.96	$124.52	$127.14

Program Manager III	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Program Manager IV	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Program Manager V	$86.10	$87.91	$89.75	$91.64	$93.56	$95.53
Programmer I	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Programmer II	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Programmer III	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Programmer IV	$80.12	$81.80	$83.52	$85.27	$87.07	$88.89
Programmer V	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Programmer/Analyst I	$37.15	$37.93	$38.73	$39.54	$40.37	$41.22
Programmer/Analyst II	$48.15	$49.16	$50.19	$51.25	$52.32	$53.42
Programmer/Analyst IV	$67.55	$68.97	$70.42	$71.90	$73.41	$74.95
Project Control Specialist	$70.02	$71.49	$72.99	$74.52	$76.09	$77.69
Project Director	$112.84	$115.21	$117.63	$120.10	$122.62	$125.20
Sr. Project Director	$123.42	$126.01	$128.66	$131.36	$134.12	$136.93
Project Manager	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Project Manager – Senior	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Project Manager – Principal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
QA Analyst	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
QA Analyst – Senior	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Quality Assurance Manager	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Quality Assurance Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Quality Assurance Specialist – Principal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Quality Specialist	$75.02	$76.60	$78.20	$79.85	$81.52	$83.23
Security Coordinator	$43.21	$44.12	$45.04	$45.99	$46.96	$47.94
Security Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Security Specialist – Senior	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Security Specialist – Principal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Senior Data Architect	$84.46	$86.23	$88.04	$89.89	$91.78	$93.71
Junior Software Engineer	$69.06	$70.51	$71.99	$73.50	$75.05	$76.62
Intermediate Software Engineer	$80.92	$82.62	$84.35	$86.13	$87.93	$89.78
Senior Software Engineer	$144.00	$147.02	$150.11	$153.26	$156.48	$159.77
System Engineer I	$64.73	$66.09	$67.48	$68.89	$70.34	$71.82
System Engineer III	$91.40	$93.32	$95.28	$97.28	$99.32	$101.41
System Engineer IV	$97.26	$99.30	$101.39	$103.52	$105.69	$107.91
Systems Engineer – Junior	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Intermediate Systems Engineer	$83.73	$85.49	$87.28	$89.12	$90.99	$92.90
Senior Systems Engineer	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Chief Systems Engineer	$175.24	$178.92	$182.68	$186.51	$190.43	$194.43
Software Engineer Analyst	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Sr. Software Engineer Analyst	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

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Software Engineer Programmer	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Software Engineer Specialist	$47.44	$48.44	$49.45	$50.49	$51.55	$52.63
Software Program Manager	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Software Technical Typist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Software Technical Writer	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Sr. Information Management Technologist	$144.00	$147.02	$150.11	$153.26	$156.48	$159.77
Sr. Instructional Technologist	$76.50	$78.11	$79.75	$81.42	$83.13	$84.88
Sr. Software Engineer/Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Sr. Software Product Engineer	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Subject Matter Consultant	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Subject Matter Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Sr. Subject Matter Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
System Design Engineer Jr.	$71.74	$73.25	$74.78	$76.36	$77.96	$79.60
System Design Engineer	$98.79	$100.86	$102.98	$105.15	$107.35	$109.61
System Manager II	$63.87	$65.21	$66.58	$67.98	$69.41	$70.86
System Manager III	$76.80	$78.41	$80.06	$81.74	$83.46	$85.21
Systems Analyst I	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Systems Analyst II	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Systems Analyst III	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Systems Analyst IV	$84.12	$85.89	$87.69	$89.53	$91.41	$93.33
Systems Analyst V	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Systems Analyst VI	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Intermediate Systems Analyst/Test Engineer	$78.94	$80.60	$82.29	$84.02	$85.78	$87.58
Systems Analyst/Test Engineer	$96.39	$98.41	$100.48	$102.59	$104.75	$106.95
Systems Architect	$97.19	$99.23	$101.31	$103.44	$105.61	$107.83
Task Manager	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Senior Task Manager	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Technical Analyst I	$72.64	$74.17	$75.72	$77.31	$78.94	$80.59
Technical Draftsman	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Senior Technical Draftsman	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Technical Writer	$54.13	$55.27	$56.43	$57.61	$58.82	$60.06
Senior Technical Writer	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Technical Editor/Writer Specialist	$60.00	$61.26	$62.55	$63.86	$65.20	$66.57
Technical Information Specialist	$37.73	$38.52	$39.33	$40.16	$41.00	$41.86
Technical Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Technical Support Specialist I	$40.26	$41.11	$41.97	$42.85	$43.75	$44.67
Technical Support Specialist III	$57.90	$59.12	$60.36	$61.62	$62.92	$64.24
Technologist	$67.75	$69.17	$70.63	$72.11	$73.62	$75.17
Telecommunications Engineer	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Senior Telecommunications Engineer	$87.91	$89.76	$91.64	$93.57	$95.53	$97.54

Telecommunications Network Analyst	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Telecommunications Systems Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Training & Curriculum Developer	$81.25	$82.96	$84.70	$86.48	$88.29	$90.15
Training Coordinator	$30.85	$31.50	$32.16	$32.83	$33.52	$34.23
Training Instructor	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Training Specialist	$46.72	$47.70	$48.70	$49.73	$50.77	$51.84
Web Administrator	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Web Administrator – Senior	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Web Administrator – Principal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Web Developer	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Web Developer – Senior	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Web Developer – Principal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Web Portal Specialist	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Word Processor	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

Skill Category Descriptions

Administrative Specialist:

Minimum Experience: Four (4) years of work experience, Two of which must be specialized.

Functional Responsibility: Under the supervision of the senior administrative specialist, develops solutions and procedures to improve specific departmental policies or work flow. Analyzes specific problems in daily departmental and field operations and procedures; evaluates data collected and prepares recommendations to improve organizational structure, procedures, and work flow. Makes special studies of administrative operations. Is knowledgeable in administrative practices and office management, work simplification, and organizational theory and practice, and human relations principles and practices.

Minimum Education: Bachelor's degree from an accredited university.

Senior Administrative Specialist:

Minimum Experience: Six (6) years of work experience, Four of which must be specialized.

Functional Responsibility: Supervises administrative assignments, developing solutions and procedures to improve specific departmental policies or work flow. Possesses planning skills to analyze program goals and objectives to make accurate short and long term projections to establish program needs and resource requirements. Analyzes problems in daily departmental and field operations and procedures, evaluates data collected, and prepares recommendations to improve organizational structure, procedures, and work flow. Makes special studies of administrative operations. Is knowledgeable in administrative practices and office management, work simplification, and organizational theory and practice, and human relations principles and practices.

Minimum Education: Bachelor's degree from an accredited university.

Administrative Support:

Minimum Experience: 3-5 years related experience

Functional Responsibility: Maintains project files and library, Makes travel arrangements for staff, Maintains time and cost records, Prepares project correspondence, purchase orders, and invoices, Provides word processing, receptionist, and general office support.

Minimum Education: AAS or equivalent

Analyst I:

Minimum Experience: Two (2) years of progressive experience in the development of application systems.

Functional Responsibility: Analysis of system requirements and the development of specifications for programs and modules.

Minimum Education: Bachelor's degree in computer science, information systems, business, engineering, or other related scientific or technical discipline.

Analyst II:

Minimum Experience: Four years of general work experience of which at least Two years have included exercising analytical techniques when gathering information from users, defining work problems, designing a system of computer programs and/or learning interventions, and developing procedures to resolve problems.

Functional Responsibility: Analyzes methods of approach, reviews requirements, gathers information, compares alternatives, develops guidelines and specifications and coordinates with developers and end users.

Minimum Education: Bachelor's degree in computer science, business, instructional design, instructional technology, or related field, or equivalent work experience.

Analyst III:

Minimum Experience: Five (5) years of progressive experience in the applications development of large-scale, on-line systems.

Functional Responsibility: Defining system conversion requirements and recommending solution; developing systems and programming specifications and defining system security and control procedures.

Minimum Education: Bachelor's degree in computer science.

Analyst IV:

Minimum Education: Bachelor's degree in computer science, instructional design, instructional technology, or related field, or equivalent work experience.

Minimum Experience: Six years of general work experience of which at least Three years have included exercising analytical techniques when gathering information from users, defining work problems, designing a system of computer programs and/or learning interventions, and developing procedures to resolve problems.

Functional Responsibility: Develops specifications for programmers and/or instructional designers and instructional technologists to develop identified interventions. Analyzes methods of approach, reviews requirements, gathers information, compares alternatives, develops guidelines and specifications and coordinates with developers and end users.

Applications Programmer:

Minimum Experience: Five (5) years experience as a general programmer. Includes Three (3) years experience as an applications programmer on large-scale data base management systems. Knowledge of 3gl/4gl, SQL and One or more large RDBMS's (e.g. Oracle, Informix, Sybase). Ability to develop complex software to satisfy design objectives. Generally works independently or only under general direction.
Or
Five (5) years progressively more important experience in DBMS systems analysis and programming. Includes Four (4) years experience using current DBMS technologies, including recent or current versions of One or more relational database management systems. Also, experience with DBMS internals.

Functional Responsibility: creates software programs from software specifications and functional requirements. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the software to produce the required product. Prepares required documentation, including program-level and user-level documentation. Maximizes software reuse and enhances software effectiveness to reduce operating time.
Or
Provides expertise in the design, development, and maintenance and/or life-cycle support of a DBMS system. Validates user requirements and recommends suitable DBMS products or tools. Define data base file organization and indexing methods.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline. .

Applications Programmer – Senior:

Minimum Experience: Eight (8) years experience as a general programmer Three (3) years experience as an applications programmer on large-scale data base management systems. Knowledge of 3gl/4gl, SQL and One or more large RDBMS's (e.g. Oracle, Informix, Sybase). Ability to develop complex software to satisfy design objectives. Generally works independently or only under general direction.

Or

Eight (8) years progressively more important experience in the development, maintenance and/or administration of database systems. Includes Five (5) years experience with DBMS analysis and design, current operating systems, software internals, and data manipulation languages. Five (5) years of identical experience with relational data base management systems (RDBMS's) is also required.

Functional Responsibility: Creates software programs from software specifications and functional requirements. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the software to produce the required product. Prepares required documentation, including program-level and user-level documentation. Maximizes software reuse and enhances software effectiveness to reduce operating time.

Or

Manages the development of data base projects and performs top-level and system design of the data base structure. Insures that databases are populated with accurate and non-contentious data that maximize effectiveness and system performance. Responsible for resolving all data base problems, including those of a highly complex nature. May provide daily supervision to subordinate staff.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Applications Programmer – Principal:

Minimum Experience: Ten (10) years experience as a general programmer. Includes Three (3) years experience as an applications programmer on large-scale data base management systems. Knowledge of Cobol/c, case, SQL and One or more large RDBMS's (e.g. Oracle, Informix, Sybase). Ability to develop complex software to satisfy design objectives. Generally works independently or only under general direction.

Or

Ten (10) years progressively more important experience in the development, maintenance and/or administration of database systems. Includes Six (6) years experience with DBMS analysis and design, current operating systems, software internals, and data manipulation languages. Six (6) years of identical experience with relational data base management systems (RDBMS's) is also required.

Functional Responsibility: Creates software programs from software specifications and functional requirements. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the software to produce the required product. Prepares required documentation, including program-level and user-level documentation. Maximizes software reuse and enhances software effectiveness to reduce operating time.

Or

Manages the development of database projects and performs top-level and system design of the data base structure. Insures that databases are populated with accurate and non-contentious data that maximize effectiveness and system performance. Responsible for resolving all data base problems, including those of a highly complex nature. May provide daily supervision to subordinate staff.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Applications Systems Analyst – Specialist:

Minimum Experience: Three years general work experience.

Functional Responsibility: works on fairly complex applications and assignments. Determines costs/quality choices as basis for measuring feasibility of various approaches. Communicates with internal and external sources to assure proper and timely project completion.

Minimum Education: Bachelor's degree in computer science or electrical engineering

Applications Systems Analyst – Lead:

Minimum Experience: Five years general work experience.

Functional Responsibility: Uses judgment and initiative in developing analytical and computational techniques and methodology for solving problems f unusual technical difficulty or complexity on projects which may be technically unique to the industry.

Minimum Education: Bachelor's degree in computer science or electrical engineering

Application Expert:

Minimum/General Experience: Five years of demonstrated business management and technology experience in at least one of the following areas: engineering, modeling and simulation product development/implementation, Information Systems/Information Technology (IS/IT) management, or other related discipline. Solid foundation in business and technology strategy and implementation. Ability to relate to executives and technical staff. Strong personal computer skills along with excellent verbal and written communication abilities.

 Functional Responsibility: Responsible for new program development and/or complete lifecycle support services. Provide expert guidance and direction for areas requiring innovation and research. Functional activities include the business and/or technical components of system architecture development, systems integration, modeling and simulation, designing and leading implementations of new systems and/or other IS/IT related activities. Lead process modeling and re-engineering efforts and discover new process automation techniques and technologies. Introduce and oversee the integration of new technologies, plans, designs and systems into ongoing operations. Lead efforts from requirements gathering through implementation and sustainment. Coordinate the efforts of a team performing similar work.

Minimum Education: Bachelors degree in computer science, mathematics, engineering, information systems, IS/IT discipline, or other related field.

Senior Application Expert:

Minimum General Experience: Over seven years of demonstrated technology and business management experience in the areas of engineering, modeling and simulation product development/implementation, Information Systems/Information Technology (IS/IT) management, and/or related discipline. Conversant in multiple technical fields. Solid foundation in technology, and in business strategy and implementation. Ability to relate to executives and technical staff. Strong personal computer skills along with excellent verbal and written communication abilities.

Functional Responsibility: Responsible for new program development and/or complete lifecycle support services. Provide expert guidance and direction at the highest expert and technical levels for areas requiring innovation, research, or tasks involving policy at a high level affecting the entire enterprise. Functional activities include the business and technical components of system architecture development, systems integration modeling, and simulation, designing and leading implementations of new systems and/or other IS/IT related activities. Lead process modeling and re-engineering efforts and discover new process automation techniques and technologies. Introduce and oversee the integration of new technologies, plans, designs and systems into ongoing operations. Lead efforts from requirements gathering through implementation and sustainment. Supervise and coordinate the efforts of a team performing similar work.

Minimum Education: Masters degree in computer science, mathematics, engineering, information systems, IS/IT discipline, or other related field. In lieu of Masters degree, a bachelors degree in one of these disciplines plus an additional five years related professional experience.

Assistant Task Manager Data/Records:

Minimum Experience: Two (2) years of general experience.

Functional Responsibility: Helps supervise the operation of a large file facility dedicated to storage of paper files. Oversees 10 to 20 file clerks. Helps supervise the unloading and loading of boxes of files onto and from large trucks. Helps supervise timely shipments of files, singly or in large batches, to other file facilities within the united states. Is responsible for assuring that each file can be located at all times. Responsible for maintaining computerized database showing location of each file in the warehouse. Reports directly to the file facility supervisor. As a team leader, provides technical direction for the systems development effort from requirements analysis and feasibility studies to post-implementation evaluation. May serve as a technical expert in a specific area. May be assisted on a project by other systems analysts, programmers, or technical personnel.

Minimum Education: Bachelor's degree from an accredited university.

Associate Network Analyst:

Minimum Experience: Two (2) years experience with local area networks. Three (3) years experience performing microcomputer system setup, installation, repair, and modification.

Functional Responsibility: Responsible for all aspects of data communications network system administration activities and microcomputer support functions. Interface with customers on network and microcomputer support matters.

Minimum Education: Bachelor's degree in an engineering discipline. An equivalent combination of education and experience which provides comparable knowledge is acceptable.

Business Process Analyst:

Minimum Experience: Three (3) years of general experience.

Functional Responsibility: Assists in studying a client's existing manual and automated processes. Prepares €reports or transmits information to a technical writer for documentation. Designs new processes to increase the efficiency and effectiveness of the client's operations and provides evidence of the superiority of the suggested methods. Reads, understands, and produces documentation concerning large organization policies and procedures.

Minimum Education: Bachelor's degree from an accredited university.

Senior Business Process Analyst:

Minimum Experience: Five (5) years of general experience.

Functional Responsibility: Studies a client's existing manual and automated processes. Prepares reports or transmits information to a technical writer for documentation. Designs new processes to increase the efficiency and effectiveness of the client's operations and provides evidence of the superiority of the suggested methods. Reads, understands, and produces documentation concerning large organization policies and procedures.

Minimum Education: Bachelor's degree from an accredited university.

Business Process Re-Engineering Specialist – Senior:

Minimum Experience: Seven (7) years progressively more important experience in the areas of business, process, and organizational requirements analysis, including Five (5) years experience in facilitation, training, methodology development and evaluation, process engineering across all project phases, identifying best practices, change management techniques, organizational development, logical process modeling or information system development methods and practices. May provide daily supervision to subordinate staff.

Functional Responsibility: Applies process improvement and re-engineering methodologies and principles to conduct business and process modernization projects. Duties include activity modeling, development of modern business methods, identification of best practices, and creation/assessment of performance metrics. Provides group facilitation, interviews, training, and additional forms of knowledge transfer.

Minimum Education: Bachelor's degree in management sciences, psychology, computer science, information systems, business, engineering, or other related scientific or technical discipline.

Business Process Re-Engineering Specialist – Principal:

Minimum Experience: Ten (10) years progressively more important experience in the areas of business, process, and organizational requirements analysis, including Seven (7) years experience in facilitation, training, methodology development and evaluation, process engineering across all project phases, identifying best practices, change management techniques, organizational development, logical process modeling or information system development methods and practices. May provide daily supervision to subordinate staff.

Functional Responsibility: Applies process improvement and re-engineering methodologies and principles to conduct business and process modernization projects. Responsible for effective transitioning of existing project teams and the facilitation of project teams to accomplish project activities and objectives. Provides group facilitation and other forms of knowledge transfer. May be key coordinator between multiple project teams to insure enterprise-wide integration of re-engineering efforts.

Minimum Education: Masters degree in management sciences, psychology, computer science, information systems, business, engineering or other related scientific or technical discipline.

Cable Installer:

Minimum Experience: One (1) to Two (2) years of related experience in telecommunications or fiber optic cabling.

Functional Responsibility: Duties include, but are not limited to pulling cable, providing full support to the cable technician in the performance of his/her duties.

Minimum Education: High school diploma

Cable Technician:

Minimum Experience: Two (2) to Three (3) years of related experience in telecommunications or fiber optic cabling..

Functional Responsibility: Duties include, but are not limited to the monitoring of the pulling of cable, preparing cable ends for connectors or splices, installation of closures, fusion or mechanical splices, documentation of job.

Minimum Education: Associates degree in an associated discipline and/or high school diploma

Cable Installation Manager:

Minimum Experience: Four (4) years of related experience in project management.

Functional Responsibility: Responsible for all aspects of project performance. Interacts with the customer to address all services required and report project progress. Manages and supervised personnel involved in all aspects of the project activity. Organizes and assigns responsibilities to subordinates and oversees the successful completion of all assigned tasks. Also establishes and maintains technical and financial reports.

Minimum Education: Bachelor's degree in an associated discipline

Call Center Consultant:

Minimum/General Experience: One year minimum experience in client management, system administration, consulting, product development, project implementation or equivalent demonstrable skills.

Functional Responsibility: Responsible for providing "help desk" style administrative assistance in the form of answering questions regarding basic operator level functions and troubleshooting on AS/400, UNIX, and various other client server platforms. Must possess excellent communication skills with regards to technical and administrative information transfer with customers of varying degrees of knowledge. Must possess basic problem solving, organizational and system testing capabilities. Customer Service capabilities are a must.

Minimum Education: Bachelors Degree in Computer Science, Engineering, or related technical field. In lieu of a Bachelors Degree in a relevant field, 2 years of additional

Communications Specialist:

Minimum Experience: Three (3) years of related experience.

Functional Responsibility: Under general supervision, develops computer system communications, including networks and telecommunications. Evaluates and recommends action on the requirements and specifications for the data communication equipment systems and/or networks. Develops procedures governing the operation and management of data communications programs and systems. Assists in the review and development of telecommunications policies and standards.

Minimum Education: Bachelor's degree from an accredited university.

Senior Communications Specialist:

Minimum Experience: Six (6) years of related experience.

Functional Responsibility: Provides overall guidance for the design and development of computer system communications including networks and telecommunications. Evaluates and recommends action on the requirements and specifications for the data communication equipment systems and/or networks. Provides technical advisory assistance pertaining to the design, development, and installation of unique data transmission systems. Develops policies and standards governing the operation and management of data communications programs and systems.

Minimum Education: Bachelor's degree from an accredited university.

Computer Aided Design Specialist:

Minimum Experience: One (1) to Three (3) years of related experience in CAD design

Functional Responsibility: Duties include, but are not limited to, preparing detailed drawings and support documentation; working from verbal information, sketches and rough drafts and provide guidance in drawing composition, layout and format to ensure continuity to supporting requirements.

Minimum Education: Two (2) years technical schooling in cad design

Computer Operator:

Minimum Experience: Up to 3 years experience

Functional Responsibility: Performs routine computer related tasks, Develops supporting documentation for system changes
Thorough knowledge of environment, Diagnoses computer related problems

Minimum Education: AAS, or equivalent experience

Senior Computer Operator:

Minimum Experience: 4-7 years experience

Functional Responsibility: Responds to user complaints/questions, Maintains logs of activities, Performs routine computer related tasks, Develops supporting documentation for system changes, Thorough knowledge of environment, Diagnoses computer related problems, Follow-up with user to ensure problem resolution, Thorough knowledge and expertise on software applications and hardware, Responsible for end-user requests, Coordinates resources

Minimum Education: AAS, or equivalent experience

Computer Operator – Principal:

Minimum Experience: Six (6) years experience operating mainframe or server based multi-user systems. Experience using MYS, UNIX, LINUX or NT operating systems.

Functional Responsibility: Establish and maintain day-to-day computer operations on CPU's, servers, and peripherals. Provide routine backup/recovery procedures. Provide assistance to management and the user community. May lead operations team and make individual assignments.

Minimum Education: High school degree.

Computer Scientist IV:

Minimum Experience: Seen (7) years professional experience in an engineering discipline or technically related field.

Functional Responsibility: Provide creativity and sound judgment in solving unusual and complex engineering and technical problems. To plan and direct engineering projects.

Minimum Education: Bachelor's degree in an engineering discipline or technically related field. A Master's degree is highly desirable. An equivalent combination of education and experience which provides comparable knowledge is acceptable.

Computer/Network Operator II:

Minimum Experience: Five years work experience

Functional Responsibility: Performs network/communication installations and site surveys. Supervises network installations. Provides assistance to users in network installation and support. Troubleshoots network related problems, provides technical expertise for performance and configuration of networks.

Minimum Education: Bachelor's or equivalent

Computer/Network Operator I:

Minimum Experience: Eight years general work experience

Functional Responsibility: installs and configures network/communications systems and accomplishing site surveys.   Provides assistance to users and supports and troubleshoots network related problems, provides technical expertise for performance and configuration of networks.

Minimum Education: Bachelor's or equivalent

Configuration Management Analyst - Junior:

Minimum Experience: Two (2) to Four (4) years of hands-on experience in configuration management.

Functional Responsibility: Oversight of design and/or implementation of large physical systems and in-depth knowledge of structured wiring systems.

Minimum Education: Bachelor's degree in electrical engineering or related field.

Configuration Management Analyst:

Minimum Experience: Three (3) years of experience with analysis of software systems. One (1) year of specialized experience managing software configurations using PVCS or other automated tools.

Functional Responsibility: Analyze software systems working with development and maintenance staff to keep automated development, test, production and history libraries.

Minimum Education: Bachelor's degree in electrical engineering or related field.

Configuration Management Analyst – Senior:

Minimum Experience: Five (5) years of experience with analysis of software systems. Two (2) years of specialized experience managing software configurations using PVCS or other automated tools.

Functional Responsibility: Analyze software systems working with development and maintenance staff to keep automated development, test, production and history libraries

Minimum Education: Bachelor's degree in electrical engineering or related field.

Configuration Management Analyst - Principal:

Minimum Experience: Eight (8) years of experience with analysis of software systems. Three (3) years of specialized experience managing software configurations using PVCS or other automated tools.

Functional Responsibility: Analyze software systems working with development and maintenance staff to keep automated development, test, production and history libraries

Minimum Education: Bachelor's degree in electrical engineering or related field.

Configuration Management Specialist – Junior:

Minimum Experience: Two (2) years experience with configuration management of applications systems in the development and operational environment.

Functional Responsibility: Establish the applications software configuration baseline, control access to the software, implement approved changes, and maintain version control with the ability to recover earlier versions.

Minimum Education: Associates degree in computer science, MIS, EE or related field.

Configuration Management Specialist:

Minimum Experience: Four (4) years experience with configuration management of applications systems in the development and operational environment.

Functional Responsibility: Establish the applications software configuration baseline, control access to the software, implement approved changes, and maintain version control with the ability to recover earlier versions.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Configuration Management Specialist – Senior:

Minimum Experience: Six (6) years experience with configuration management of applications systems in the development and operational environment.

Functional Responsibility: Establish the applications software configuration baseline, control access to the software, implement approved changes, and maintain version control with the ability to recover earlier versions.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Configuration Management Specialist – Principal:

Minimum Experience: Ten (10) years experience with configuration management of applications systems in the development and operational environment.

Functional Responsibility: Establish the applications software configuration baseline, control access to the software, implement approved changes, and maintain version control with the ability to recover earlier versions.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Configuration Task Manager:

Minimum Experience: 3-6 years experience—1-year supervisory experience

Functional Responsibility: Oversees the performance of a team of technical staff, Manages various administrative aspects of a project or task, Reviews all products for compliance with established quality standards, Ensures that all project staff are trained in applicable quality processes, Develops configuration management standards specific to the project, Trains project staff in configuration management procedures, Enforces configuration management procedures

Minimum Education: BS or equivalent experience

Curriculum Specialist – Junior:

Minimum Experience: One year general training experience which includes the analysis and development of training curriculum.

Functional Responsibility: Conducts assessments, evaluations, selections, surveys, requirements analysis and definition, prototyping, and cost analyses related to training technology.

Minimum Education: Bachelor's degree business, instructional systems design, education or computer science

Data Entry Clerk III:

Minimum Education: High school diploma or general education degree (GED).

Functional Responsibility: Inputs data from source documents into a keyboard-controlled data entry device. Extracts, cross-references, and prepares data for entry. Compiles and summarizes data and performs mathematical computations. Develops charts, graphs, and other statistical reports. Maintains files and records. Transcribes, deciphers, and codes alphanumeric data from source documents and verifies data for accuracy and completeness. The clerk performs these functions as they may relate to a variety of tasks including, but not limited to, creating and maintaining files, creating and maintaining records, fee collection and servicing file requests. Works under the supervision of a data entry clerk i.

Minimum Experience: Must demonstrate rudimentary computer and keyboard skills.

Data Entry Clerk II:

Minimum Experience: Two (2) years of work experience, One of which must be specialized.

Functional Responsibility: Inputs data from source documents into a keyboard-controlled data entry device. Extracts, cross-references, and prepares data for entry. Compiles and summarizes data and performs mathematical computations. Develops charts, graphs, and other statistical reports. Maintains files and records. Transcribes, deciphers, and codes alphanumeric data from source documents and verifies data for accuracy and completeness. The clerk performs these functions as they may relate to a variety of tasks including, but not limited to, creating and maintaining files, creating and maintaining records, fee collection and servicing file requests. Works under the supervision of a data entry clerk i.

Minimum Education: High school diploma or general education degree (GED).

Data Entry Clerk I:

Minimum Experience: Four (4) years of work experience, one of which must be specialized.

Functional Responsibility: inputs data from source documents into a keyboard-controlled data entry device. Extracts, cross references, and prepares data for entry. Compiles and summarizes data and performs mathematical computations. Develops charts, graphs, and other statistical reports. Maintains files and records. Transcribes, deciphers, and codes alphanumeric data from source documents and verifies data for accuracy and completeness. The clerk performs these functions as they may relate to a variety of tasks including, but not limited to, creating and maintaining files, creating and maintaining records, fee collection and servicing file requests. May instruct entry-level operators on procedures.

Minimum Education: High school diploma or general education degree (GED).

Data Technician III:

Minimum Experience: Six months to one year related experience and/or training

Functional Responsibility: Applies standardized mathematical formulas, principles, and methodology to technological problems in engineering and physical science in relation to specific industrial and research objectives.

Minimum Education: Associate's degree or equivalent from two year college or technical college. An equivalent combination of education and experience which provides comparable knowledge is acceptable.

Data Warehousing Engineer:

Minimum Experience: 4-7 years experience

Functional Responsibility: Maintains code control, Establishes new codes as required, Amends database, Performs job control functions, Schedules work and reconciles conflicting user demands, Monitors quality of work Measures performance and initiates personnel actions.

Minimum Education: BS or equivalent experience

Data Warehousing Specialist:

Minimum Experience: Ten (10) years experience with the design and development of multi-user databases using relational, hierarchical or network database management systems. Two (2) years of specialized experience with star/snowflake schema design for fact and dimension tables.

Functional Responsibility: Design and develop data warehouses to facilitate rapid information retrieval and support online analytical processing. Define data cleansing and transformation requirements to ensure data integrity and standardization.

Minimum Education: Masters degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Data Warehousing Engineer:

Minimum Experience: 4-7 years experience

Functional Responsibility: Maintains code control, Establishes new codes as required, Amends database Performs job control functions, Schedules work and reconciles conflicting user demands, Monitors quality of work Measures performance and initiates personnel actions

Minimum Education: BS or equivalent experience

Junior Database Administrator:

Minimum Experience: Two (2) years of general experience

Functional Responsibility: Assists the senior database administrator in the design and use of databases, the global view of databases, and access to the databases. Assures the safekeeping of the databases (from accidental or intentional damage or loss), monitors the usage of databases, and develops standards, procedures, and conventions for use. Designs databases and uses database management systems.

Minimum Education: Bachelor's degree from an accredited university.

Database Administrator:

Minimum Experience: 4-7 years experience

Functional Responsibility: Responsible for day-to-day database operations, Monitors logs and usage statistics Updates system user and resource configurations, Troubleshoots normal database problems, Performs systems backups; handles system security

Minimum Education: BS or equivalent experience

Database Administrator – Principal:

Minimum Experience: Six (6) years experience with administration of multi-user databases and database management systems in mainframe or server based computer systems.

Functional Responsibility: Implement physical databases, perform backup/recovery to ensure data integrity and availability, and provide performance tuning to satisfy throughput and response time requirements.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Junior Database Analyst:

Minimum Experience: One (1) year of related experience.

Functional Responsibility: Under general supervision, analyzes organizational and computer database systems. Designs and implements computer database systems in both standalone and network configurations. Is knowledgeable in both commercially available off-the-shelf (cots) and custom database software platforms. Develops technical documentation detailing the installation procedures.

Minimum Education: Bachelor's degree from an accredited university.

Database Analyst:

Minimum Experience: Three (3) years of related experience.

Functional Responsibility: Under general supervision, analyzes organizational and computer database systems. Designs and implements computer database systems in both stand-alone and network configurations. Is knowledgeable in both commercially available off-the-shelf (cots) and custom database software platforms. Develops technical documentation detailing the installation procedures.

Minimum Education: Bachelor's degree from an accredited university.

Senior Database Analyst:

Minimum Experience: Five (5) years of related experience.

Functional Responsibility: analyzes organizational and computer database systems. Designs and implements computer database systems in both stand-alone and network configurations. Is knowledgeable in both commercially available off-the-shelf (cots) and custom database software platforms. Develops technical documentation detailing the installation procedures.

Minimum Education: Bachelor's degree from an accredited university.

Database Analyst – Principal:

Minimum Experience: Eight (8) years experience with the design and development of multi-user databases using relational, hierarchical or network database management systems.

Functional Responsibility: Design and develop physical databases using normalized table structures. Apply performance-tuning design techniques to satisfy throughput and response time requirements.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Design Leader:

Minimum/General Experience: Three year experience with full-life cycle development projects. Experience with warehouse management systems, software implementation and management, inventory management systems, and order-processing systems are a preferred.

Functional Responsibility: Formulates/defines specifications for complex software programming applications or modifies/maintains complex existing applications. Responsible for leading the definition and documentation of the functional design effort. Provide support for integration with overall scope and budget of project, suggest changes as appropriate, lead detailed design process, lead the project development, and ensure delivery. Develops and directs software testing procedures, programming, and documentation. Consults with regards to maintenance and development of software systems with software consultants and customers. Coordinates the installation of software systems and assists software engineers with understanding of moderately complex systems and applications.

Minimum Education: Bachelor's of Science in Computer Science, Engineering, Information Systems, or related discipline.   In lieu of a Bachelors Degree in a relevant field, 4 years of additional experience in software development may be substituted.

Development Manager:

Minimum/General Experience: 3 years of experience in full life cycle development and warehouse management industry or equivalent demonstrable skills and 2 years of experience in software development.

Functional Responsibility: Serves as a manager in providing specific technical, business and operational expertise of the system and software package for the development unit within the company. Leads the implementation of business plans and provides overall direction. Monitors and directs work to ensure objectives are met. Performs high-level design and coding reviews on an as needed basis. Works with medium to large sized projects and has the ability to manage Tier I accounts. Responsible for managing the projects of experienced and trained associates. Directs work activities of predominantly experienced associates and associates who exercise the highest levels of judgment and independence in their assignments. Becomes minimally involved in work assignments when associates require assistance in meeting established schedules or resolving complex problems, but becomes very involved when technical leaders require assistance. Oversees the development of scheduling commitments to internal and external customers and is responsible for ensuring commitments are achieved. Ensures department obtains adequate resources to meet commitments. Assists with staffing, leading, and managing departmental personnel, to include hiring decisions, performance evaluations, counseling, etc.

Minimum Education: Bachelors Degree in Computer Science, Engineering, Information Systems or related discipline. In lieu of a Bachelors Degree in a relevant field, 2 years of additional experience in software development may be substituted.

Jr. Documentation Specialist:

Minimum Experience: One (1) year experience in word processing operations.

Functional Responsibility: Performs duties required to collect, compile, evaluate, and publish technical information systems documents, records, forms, reports, plans, policies and regulations. Requires typist and general office skills to consolidate information. Needs knowledge of office automation systems using several types of software for various office needs. May utilize PC's and packaged software, including spreadsheet, DBMS, word processing and graphics.

Minimum Education: High school degree.

Documentation Specialist:

Minimum Experience: Two years general work experience

Functional Responsibility: Works on fairly complex documentation assignments. Determine costs/quality choices as basis for measuring feasibility of various approaches. Compiles, types, revises, edits and formats complex documents. Communicates with internal and external sources to assure proper and timely project completion.

Minimum Education: High school or equivalent

Engineering Technician:

Minimum Experience: Four (4) years work experience in a communications technician discipline or technically related field.

Functional Responsibility: Perform standardized or prescribed assignment involving a sequence or related operations. Provides technical support for engineers working in such areas as site surveys, requirement definition, network/architecture design, equipment/materials procurement, equipment installations, system testing and acceptance.

Minimum Education: High school degree. An equivalent combination of education and experience which provides comparable knowledge is acceptable.

Engineer:

Minimum Experience: minimum of Eight year related work experience in developing and modifying complex systems and subsystems to enhance the overall operational system and/or experience analyzing and developing automated information system applications.

Functional Responsibility: applies analytical techniques when gathering information from users, defining work problems, designing a system of computer programs, and developing procedures to resolve the problems. Develops complete specifications to enable computer programmers to prepare required programs. Analyzes methods of approach. Reviews task proposal requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications for programs, resolves processing problems, coordinates work with programmers, and orients users to new systems. May also have experience in testing and debugging software.

Minimum Education: Bachelor's degree in computer science, engineering, mathematics or a related discipline, or equivalent work experience.

Senior Engineer:

Minimum Experience: Ten years of professional experience in specialized areas of large customer applications.

Functional Responsibility: A deep understanding of architecture, techniques and management processes across a broad spectrum of systems, applications and requirements.

Minimum Education: Bachelor's degree in computer science, engineering, mathematics or a related discipline, or equivalent work experience.

EPSS Analyst:

Minimum Experience: Six years general work experience in computer science, education and training, technical writing or media design, including Two years experience in a business instructional systems environment designing, developing on at least One lifecycle EPSS system development project.

Functional Responsibility: performs analysis, design and development for EPSS systems. The individual must possess technical knowledge of hardware and software, including a knowledge of various development environments and development tools, such as hypertext tools, authoring systems, and expert system shells.

Minimum Education: Bachelor's degree business, instructional systems design, education or computer science

Functional Specialist:

Minimum Experience: Demonstrated experience in a specialized or emerging technology with a minimum of 4 years relevant experience.

Functional Responsibility: Performs job and task analyses for software systems. Contributes special expertise to the design, development, and implementation of complex systems which employ specialized or emerging technologies

Minimum Education: Bachelor's degree in computer science, engineering, mathematics or a related discipline, or equivalent work experience.

Help Desk Technician:

Minimum Experience: Two (2) years experience providing user support in a mainframe or server based multi-user computer environment.

Functional Responsibility: Operate help desk, assist users with routine questions concerning computer access and usage, and record and route problems for resolution.

Minimum Education: High school degree.

Help Desk Coordinator:

Minimum Experience: Two years experience in data processing plus One-year experience in UNIX data processing, basic UNIX system administration, and NT system administration. Additional experience in help desk support and interacting/supporting end users in a production environment is desired

Functional Responsibility: Duties include but are not limited to providing first level end user and system support services. Physical capability to visit with users to resolve problems, assist with maintenance support of public/LAN printers, move and install h/w equipment is required: e.g.: Aix/AFS/NFS user administration, NT user administration, COTS/GOTS administration, Log, route, and track closure of user help requests, Perform use rid management: adds, deletes, password resets, Customer service (help desk operation and end-user support)

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

SERCO SERVICES INC.

Help Desk Manager:

Minimum Experience: Ten (10) years experience providing user support in a mainframe or server based multi-user computer environment.

Functional Responsibility: Lead user support team to ensure the user community has access and knowledge needed to successfully interact with the information system environment. Trouble shoots problems and assists with their resolution.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Information Engineer – Senior:

Minimum Experience: Seven (7) years progressively more important experience performing information systems development activities, data requirement analysis, systems analysis and design, and programming. Includes Five (5) years experience performing information systems development, data requirements analysis, implementation of information engineering projects, and design and programming using case and ie tools and methods

Functional Responsibility: Applies a rigorous set of disciplines to the planning, analysis, design, and construction of information systems to a major organization segment or to the entire enterprise. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis, modern business methods and performance measurement techniques. Applies standards for information system procedures. Develops and applies project-wide information models for use in designing and constructing integrated software and data base management systems. May provide daily supervision and direction to subordinate technical staff.

Minimum Education: Bachelor's degree in computer science, information systems, business, engineering, or other scientific or technical discipline.

Information Engineer – Principal:

Minimum Experience: Ten (10) years progressively more important experience managing and/or performing information systems development activities, data requirements analysis, systems analysis and design, programming, and project management. Includes Five (5) years experience managing the implementation of information engineering projects and experience in systems analysis, design and programming using computer aided software engineering (case) and information engineering (ie) tools and methods. Must possess exceptional written and oral communications skills.

Functional Responsibility: Applies a rigorous set of disciplines to the planning, analysis, design, and construction of information systems to a major organization segment or to the entire enterprise. Develops and/or applies analytical techniques and methodologies to obtain the most effective solutions. Performs process and data modeling in support of the strategic systems planning and business information planning phases. Routinely applies a variety of automated case tools and diverse i.e. methodologies and techniques.

Minimum Education: Masters degree in computer science, information systems, business, engineering, or other scientific or technical discipline.

Information Security Engineer:

Minimum Experience: 8+ years experience

Functional Responsibility: Provides technical management to teams of information security engineers, Provides daily engineering oversight to ongoing information security projects, Defines information security engineering approaches; delegates work based on task requirements, Reviews, comments, and approves all task deliverables Monitors status of projects; reports status to customer, Assists in conducting information system security engineering analysis on a variety of information processing systems at various security levels; has specific knowledge of UNIX, NT, MLS, and TCP/IP, among others, Develops security accreditation/certification planning documentation, Develops security certification test plans and procedures, Conducts security certification engineering analysis and testing, Develops security risk and vulnerability assessments, Develops security processes, policies, and procedures, Conceptualizes/designs and implements security systems and architectures

Minimum Education: - Bachelor's degree or equivalent experience

Information Systems Training Manager:

Minimum Experience: Five (5) years general work experience which includes at least Two (2) years in a position with duties commensurate with the task order requirements.

Functional Responsibility: Provides training and/or administrative direction of information systems program or several smaller programs to ensure timely and cost effective accomplishments of business objectives. Planning and conducting an overall performance development program.   An adult education program, secondary school, college, industrial or government training activity. Performs classroom instruction, training program administration, development and/or review training needs, acts upon those training/development needs analyses, selects methods of training.

Minimum Education: Bachelor's degree business, instructional systems design, education or computer science.

Information Systems Technician I

Minimum Experience and Education: Requires six months experience in the field of information systems including computer concepts, hardware and/or software. Relevant experience includes, but is not limited to, knowledge of network and/or PC hardware, operating systems, applications, or network components.

Functional Responsibility: Duties may include hardware/software receipt, installation, operation, repair and/or inventory; user support; help desk; and troubleshooting of hardware or software problems.

Information Systems Technician II

Minimum Experience and Education: Requires one year experience in the field of information systems including computer concepts, hardware and/or software. Relevant experience includes, but is not limited to, knowledge of network and/or PC hardware, operating systems, applications, or network components.

Functional Responsibility: Duties may include hardware/software receipt, installation, operation, repair and/or inventory; user support; help desk; and troubleshooting of hardware or software problems.

Information Technologist – Junior:

Minimum Experience: Five (5) years of experience with the integration of cots and custom solutions. Two (2) years of experience using automated development or testing tools.

Functional Responsibility: Analyzes and defines problems; prepares detailed flow charts, programs, and tests. Coordinates closely with programmers to insure proper implementation of the system specifications.

Or

Participates in the development of training courses and applications. Prepares instructional and student materials, aids, and/or interactive courseware.

Minimum Education: High School Degree

Information Technologist – Senior:

Minimum Experience: Seven (7) years of experience with the integration of cots and custom solutions. Three (3) years of experience using automated development or testing tools.

Functional Responsibility: Analyzes and develops training courses and applications. Prepares instructional and student materials, aids, and/or interactive courseware. Trains personnel either by conducting formal classroom setting courses or by developing applications for computer-based distance learning modes and media.
Or
Provides technical and administrative direction to personnel performing software development tasks. Insures adherence to the design concept, schedule and user standards. Make recommendations of major system installations.

Minimum Education: Bachelor's Degree

Information Technologist – Principal:

Minimum Experience: Ten (10) years of experience with the integration of cots and custom solutions. Five (5) years of experience using automated development or testing tools.

Functional Responsibility: Analyzes and develops application software containing numerous businesses, records management, or engineering type functions. Analyzes and defines problems; prepares detailed flow charts, programs, and tests. Coordinates closely with programmers to insure proper implementation of the system specifications. In conjunction with functional users, develops alternative solutions.

Or

Participates in the development of training courses and applications. Prepares instructional and student materials, aids and/or interactive courseware. Trains personnel either by conducting formal classroom courses or by developing applications for computer-based distance learning modes and media.

Minimum Education: Bachelor's Degree

Senior Instructional Designer:

Minimum Experience: Six (6) years general work experience. Three (3) years of computer systems instruction, curriculum development, and/or experience in the design of technology delivered curriculum or performance support.

Functional Responsibility: Analyzes learning needs and performance gaps to design responsive learning and/or performance support programs, curriculum and schedules. Explores and evaluates potential training methods and alternatives to training delivery. Responsible for the development and documentation of instructor based and technology delivered curriculum.

Minimum Education: Bachelor's degree in instructional systems design, education or related field, or equivalent work experience.

Instructional Designer:

Minimum Experience: Four (4) years of general work experience. Two (2) years of computer systems instruction, curriculum development, and or experience in the design of technology delivered training.

Functional Responsibility: Develops and presents customized and commercial off the shelf (cots) training. Assists the senior instructor staff in analyzing learning needs to design responsive learning and/or performance support programs, curriculum and schedules. Explores and evaluates potential training methods and alternatives to training delivery. Assists in development and documentation of instructor based and technology delivered curriculum and/or performance support.

Minimum Education: Bachelor's degree in instructional systems design, education or related field, or equivalent work experience.

Instructional Technologist:

Minimum Experience: One (1) year general training experience which includes experience in instructional systems design and computer programming.

Functional Responsibility: Requirements analysis, programming and prototyping of instructional systems.

Minimum Education: Bachelor's degree business, instructional systems design, education or computer science

Junior Database Engineer:

Minimum Experience: Three (3) years of general work experience.

Functional Responsibility: Performs analysis of system requirements; converts functional design to detailed logic for coding into computer language for a software system. Analyzes problems; develops sequences of program steps; converts steps to computer process able language. Prepares written code instructions; creates or builds system(s) as designed. Develops and executes unit tests.   Documents program.

Minimum Education: Bachelor's Degree

Intermediate Database Engineer:

Minimum Experience: Four (4)- Seven (7) years of general work experience.

Functional Responsibility: Analyzes general requirements to develop the design of the system. Develops lower level requirements and translates written requirements into the design of the system

Minimum Education: Bachelor's Degree

Senior Database Engineer:

Minimum Experience: 8+ years experience

Functional Responsibility: Designs database across system boundaries; interfaces multiple configuration items. Knows and is able to react to hardware and operating system environments. Knows and recommends effective hardware configuration to accomplish overall task

Minimum Education: Bachelor's Degree

Junior LAN Technician:

Minimum Experience: One (1) year of related experience.

Functional Responsibility: Under direct supervision or as part of a team, participates in cable plant installation, workstation connection, and integration of hardware/software of a LAN. Assists with configuring, installing, and testing a LAN.

Minimum Education: High school diploma, or general education degree (GED) or vocational/technical certificate.

LAN Technician:

Minimum Experience: Four (4) years of related experience.

Functional Responsibility: Under general supervision and as part of a team, responsible for cable plant installation, workstation connection, and integration of hardware/software for a LAN. Responsible for configuring, installing, and testing LAN projects. Knowledgeable about standards, safety, cable pulling, media characteristics, cable termination, and cable testing.

Minimum Education: High school diploma or vocational/technical certificate.

Senior LAN Technician:

Minimum Experience: Seven (7) years of related experience.

Functional Responsibility: Works independently on all cable plant installations, workstation connections, and integration of hardware/software for a LAN. Responsible for developing configuration, installation, and testing procedures for LAN installations. Assists the installation in monitoring work of LAN technicians and training of junior LAN technicians. Possesses knowledge of the following subject areas: structured premise cabling systems; grounding, bonding, and electrical protection; pulling cable; cable termination; retrofits and system upgrades; LAN cabling system characteristics; media characteristics; safety; preparation for installation; cable testing; and cable trouble shooting. Performs administrative tasks, such as producing documentation and reports.

Minimum Education: High school diploma, or general education degree (GED) or vocational/technical certificate.

Junior Management Analyst:

Minimum Experience: One (1) year of general experience.

Functional Responsibility: Works under the senior management analyst to develop, implement, and monitor policies and procedures. Analyzes areas of concern and presents feasible alternatives and recommendations based on thorough research and analyses. Conducts interviews to retrieve essential information. Collects, compiles, and assembles data for financial and analytical documents and reports.

Minimum Education: Bachelor's degree from an accredited university.

Management Analyst:

Minimum Experience: Three (3) years of work experience, One (1) of which must be specialized.

Functional Responsibility: Aids in developing, implementing, and monitoring policies and procedures. Analyzes areas of concern and presents feasible alternatives and recommendations based on thorough research and analyses. Conducts interviews to retrieve essential information. Collects, compiles, and assembles data for financial and analytical documents and reports.

Minimum Education: Bachelor's degree from an accredited university.

Senior Management Analyst:

Minimum Experience: Six (6) years of work experience, Three (3) of which must be specialized.

Functional Responsibility: Develops, implements, and monitors policies and procedures. Analyzes areas of concern and presents feasible alternatives and recommendations based on thorough research and analyses. Conducts interviews to retrieve essential information. Collects, compiles, and assembles data for financial and analytical documents and reports.

Minimum Education: Bachelor's degree from an accredited university.

Media Specialist:

Minimum Experience: One (1) year in a related field or comparable education/training in instructional technology.

Functional Responsibility: Design and create media elements (video, audio, or computer-generated graphics) for use in computer-based training, web-based training and other miscellaneous computer and print-based collateral. Design, create, and evaluate user interfaces for interactive multimedia applications.

Minimum Education: Bachelor's degree in communications, education technology, or a related field.

Network Administrator:

Minimum Experience: Three (3) to Five (5) years experience

Functional Responsibility: Responsible for day-to-day network operations. Monitors logs and usage statistics; adjusts configuration settings as needed. Updates system user and resource configurations. Troubleshoots normal network problems. Performs system backup; handles system security.

Minimum Education: Bachelor's Degree

Junior Network Analyst:

Minimum Experience: Three (3) years experience

Functional Responsibility: Supervises plans, organizes, and schedules network installers. Performs site survey to determine requirements for project. Coordinates installation, de-installation, and relocation activities. Responsible for administrative work for installers.

Minimum Education: Bachelor's Degree

Intermediate Network Analyst:

Minimum Experience: Four (4) to Seven (7) years experience

Functional Responsibility: Analyzes customer LAN/wan hardware/software requirement(s). Designs LAN/wan and recommends hardware, software, and communications solutions. Provides recommended solutions for future LAN/wan growth. Provides solutions for problems incurred during LAN/wan installations.

Minimum Education: Bachelor's Degree

Senior Network Analyst:

Minimum Experience: 8+ years experience

Functional Responsibility: Designs networks across system boundaries; interfaces multiple configuration items. Knows and is able to react to hardware and operating system environments. Knows and recommends effective hardware configuration to accomplish overall task.

Minimum Education: Bachelor's Degree

Network Architect:

Minimum Experience: Seven (7) or more years of experience in field of expertise.

Functional Responsibility: Duties include network engineering, installation, troubleshooting configuration, operation and management. Also responsible for assessing client network needs, developing and integrating LAN configurations and designing systems.

Minimum Education: Bachelor's degree

Network Control Engineer:

Minimum Experience: Eight (8) years general work experience which includes a minimum of Three (3) years specialized experience in network control.

Functional Responsibility: Accomplishes protocol analysis, communication network systems design and maintenance, knowledge of communications protocols and devices. Operating and maintaining communication network systems. Various aspects of communication networks planning, installation and support.

Minimum Education: Bachelor's degree in computer science or electrical engineering

Junior Network Engineer:

Minimum Experience: One (1) year of experience with office automation.

Functional Responsibility: Under direct supervision or as part of a team, participates in cable plant installation, workstation connection, and integration of hardware/software computer networks. Assists with configuring, installing, and testing networks.

Minimum Education: Bachelor's degree from an accredited university.

Network Engineer:

Minimum Experience: Three (3) years of related experience, including at least Two (2) Network projects conforming with IEEE 802.3 standard.

Functional Responsibility: Under general supervision, responsible for cable plant installation, workstation connection, and integration of hardware/software for computer networks. Responsible for the design, configuration, and topology of local area networks. Assists in the evaluation of hardware and software, including peripheral, output, and telecommunications equipment. Installs network hardware and software, including network operating systems. Monitors data communications to ensure that network is available to all users. Troubleshoots and resolves routine problems.

Minimum Education: Bachelor's degree from an accredited university.

Senior Network Engineer:

Minimum Experience: Six (6) years of work experience, including at least Five (5) network projects conforming with IEEE 802.3 standard.

Functional Responsibility: Responsible for the design, cable plant installation, workstation connection and integration of hardware/software for computer networks. Responsible for the design, configuration, and topology of local area networks. Conducts site surveys, reviews design documentation, and supports the project manager. Specifies and documents proper hardware selection and setup. Assists technical personnel in troubleshooting problems and runs required testing operations to ensure proper network operation.

Minimum Education: Bachelor's degree from an accredited university.

Network Specialist:

Minimum Experience: One (1) to Four (4) years of experience in a networked environment.

Functional Responsibility: Responsibilities include, but are not limited to, monitors network operations to ensure properly set configurations options; provides technical expertise and technical direction in integration and testing of LAN/WANs and instructs operations personnel on use of new equipment.

Minimum Education: Bachelor's degree in an associated discipline

Network Engineer Specialist:

Minimum Experience: One (1) to Four (4) years of experience in a networked environment.

Functional Responsibility: Responsibilities include, but are not limited to, monitors network operations to ensure properly set configurations options, provides technical expertise and technical direction in integration and testing of laneways and instructs operations personnel on use of new equipment.

Minimum Education: Bachelor's degree in an associated discipline.

Network Specialist I

Minimum Experience and Education: Requires three years experience and a Bachelor's degree (or an additional 4 years general IT experience). Relevant experience includes, but is not limited to, designing, developing, maintaining, and/or modifying complex network hardware and/or software systems and knowledge of routing, switching, and network protocols.

Functional Responsibility: Duties may include providing technical direction for communications and networking activities, evaluation of network systems, network design and development, and providing day-to-day network maintenance and administration support.

Network Specialist III

Minimum Experience and Education: Requires seven years experience and a Bachelor's degree (or an additional 4 years general IT experience). Relevant experience includes, but is not limited to, designing, developing, maintaining, and/or modifying complex network hardware and/or software systems and knowledge of routing, switching, and network protocols.
Functional Responsibility: Duties may include providing technical direction for communications and networking activities, evaluation of network systems, network design and development, and providing day-to-day network maintenance and administration support.

Network Manager:

Minimum Experience: 8+ years experience with Three (3) years of supervisory experience

Functional Responsibility: Plans, conducts, oversees, and is responsible for all network activities. Evaluates and recommends new network technology to meet requirements. Manages network staff and network resources. Communicates effectively with employees throughout the organization.

Minimum Education: Bachelor's Degree

Operations Specialist:

Minimum Experience: Ten (10) plus years of experience in management.

Functional Responsibility: Responsible for the management of 25+ personnel working in the areas of computing and network services. Also required to perform design, development and program management of multimillion dollar initiatives.

Minimum Education: Bachelor's degree in a related field of discipline.

Expert Consultant:

Minimum Experience: 15+ years experience

Functional Responsibility: Provides expert, independent services and leadership in specialized technical areas. Provides expert advice and assistance in state-of-the-art software and hardware.

Minimum Education: Master's Degree

Expert Consultant I

Minimum Experience and Education: Requires ten years experience in information systems, including five years of specialized experience providing state-of-the-art solutions in information systems technology, and a Master's degree (or an additional 2 years general IT experience). If the area of expertise is new state-of-the-art technology, experience must be consistent with the age of the technology. Vendor certification in RDBMS, development language, or telecommunication technology may be substituted for advanced degree or experience requirements.

Functional Responsibility: Duties may include providing expert services and leadership in specialized technical areas, generally providing technical expertise in state-of-the-art technology.

Expert Consultant III

Minimum Experience and Education: Requires twenty years experience in information systems, including twelve years of specialized experience providing state-of-the-art solutions in information systems technology, and a Master's degree (or an additional 2 years general IT experience). If the area of expertise is new state-of-the-art technology, experience must consistent with the age of the technology. Vendor certification in RDBMS, development language, or telecommunication technology may be substituted for advanced degree or experience requirements.

Functional Responsibility: Duties may include providing expert services and leadership in specialized technical areas, generally providing technical expertise in state-of-the-art technology.

Executive Consultant:

Minimum/General Experience: Ten years of software implementation, project management or equivalent demonstrable skills as well as experience in managing software or related projects, of $100K-$500K or more, with durations in excess of six months.

Functional Responsibility: Assumes overall supervisory accountability for project success, including closure of issues, meeting client expectations, and successful transition of project to Account Management. Must understand all contractual terms and conditions or verbal commitments with client. Responsible for effectively communicating policies and procedures for billing, budgeting, and collections. May be used as the first line of support, outside of the core project team, for issue escalation. Participates in project review with client against budgetary and functional expectations. Responsible for final review of deliverables.

Minimum Education: Bachelor's degree in engineering, logistics, information systems or related technical field. In lieu of a Bachelors Degree in a relevant field, 4 years of additional relevant experience may be substituted.

Principal Consultant:

Minimum Experience: Eight years which includes at least Five years in a position with duties commensurate with the task order requirements.

Functional Responsibility: Provide consulting to managers, supervisors and workforce on quality improvement. Present quality workshops. Conduct and assist with benchmarking and surveys. Facilitate process improvement efforts. High-level data contributor, may act an internal consultant. Uses own judgment and initiative in solving problems and performing technical tasks of the highest degree of complexity. Operates under deadlines and extreme workloads.

Minimum Education: Bachelor's degree in a field related to tasking.

Principal SW Engineer Specialist:

Minimum Experience: Seven (7) years general software experience including Four years specific system analysis experience.

Functional Responsibility: Performs and/or directs advanced theoretical studies and/or laboratory experiments of a highly complex nature in a variety of software systems/engineering fields to discover concepts, techniques and applications that will advance the state of the art and ultimately contribute to profitable systems development and/or new business acquisitions.

Minimum Education: Bachelor's degree in computer science or electrical engineering

Processing Clerk:

Minimum Experience: Three (3) years experience

Functional Responsibilities: Operates data entry devices, verifies data, performs related clerical duties, including image, text, and scanning operations. Assists and trains less experienced operators. Responsible for instructing, directing and checking the work of others. Assists in scheduling the work of operators. Receives and records data from users. Performs job control functions, catalogs descriptions of documents, maintains code control, and establishes new codes as required. Amends database. May assist in training.

Minimum Education: Bachelor's Degree

Program Manager I:

Minimum Experience: Seven (7) years experience with Three (3) years management experience

Functional Responsibility: Is responsible for overall performance of a project. Maintains and oversees schedules and costs. Reviews all products to ensure that they meet quality standards.

Minimum Education: Bachelor's Degree

Program Manager II:

Minimum Experience: Eight (8) year s of technical work experience, such as engineering or information processing, including Three(3) years of supervisory/management experience, such as project planning and control.

Functional Responsibility: Provide management of projects, ensuring maximum effectiveness in the use of resources of the timely completion of projects.

Minimum Education: Bachelor's degree in computer science, engineering, business, finance, management or other applicable field. An equivalent combination of education and experience which provides comparable knowledge is acceptable.

Program Manager III:

Minimum Experience: Fifteen (15) years of progressively more important ADP design and management experience including Ten (10) years complete project management from inception to deployment, management and control of funds and resources, and demonstrated capability in managing multi-task projects of this type and complexity.

Functional Responsibility: Serves as the contractor's contract manager, and is the contractor's authorized interface with the government contracting officer (co), contracting officer representative (COR), government management personnel, and customer agency representatives. Shall be responsible for the overall contract performance.

Minimum Education: Bachelor's degree in computer science, information systems, business, engineering, or other related scientific or technical discipline.

Program Manager IV:

Minimum Experience: Eighteen (18) years of progressively more important ADP design and management experience including Twelve (12) years complete project management from inception to deployment, management and control of funds and resources, and demonstrated capability in managing multiple projects of this type and complexity.

Functional Responsibility: Shall serve directly as the contractor's POC with the government co and COR or may manage multiple program managers serving in this capacity. He/she shall be responsible for overall contract performance.

Minimum Education: Bachelor's degree in computer science, information systems, business, engineering, or other related scientific or technical discipline.

Program Manager V:

Minimum Experience: Twenty (20) years of progressively more important ADP design and management experience including Fourteen (14) years complete project management from inception to deployment, management and control of funds and resources, and demonstrated capability in managing multiple projects of this type and complexity.

Functional Responsibility: Shall serve directly as the contractor's POC with the government co and COR or may manage multiple program managers serving in this capacity. He/she shall be responsible for overall contract performance.

Minimum Education: Bachelor's degree in computer science, information systems, business, engineering, or other related scientific or technical discipline.

Programmer I:

Minimum Experience: One (1) year of related experience.

Functional Responsibility: under direct supervision, works on simple, routine projects and computer programs. Codes, tests, debugs, modifies, and installs the operating programs and procedures from documented specifications and instructions. Prepares routine programs and test documentation.

Minimum Education: Bachelor's degree from an accredited university.

Programmer II:

Minimum Experience: General familiarity with structured system development methodologies, entity diagrams, Warnier diagrams and project management techniques. Three (3) years of progressive experience in the programming of large scale IBM-based on-line systems and/or Three (3) years progressive experience in the programming of minicomputers.

Functional Responsibility: Responsible for writing, testing, debugging and documenting computer programs and JCL for batch add on-line systems. Knowledge in One or more of the following areas: CICS, COBOL/COBOL ii, Db2, IMS Db/Dc, SQL, Sybase, Oracle.

Minimum Education: Bachelor's degree in computer science, MIS, EE or related field.

Programmer III:

Minimum Experience: Three (3) years of work experience, One (1) of which must be specialized.

Functional Responsibility: Develops, modifies, and maintains conventional programs. Uses standard procedures and detailed specifications to independently devise program logic; modify interrelationship of files and record, diagnose, and correct errors; test and document work; and write computer operator instructions. The programs developed are typically linked to several other technical personnel on assigned work.

Minimum Education: Bachelor's degree from an accredited university.

Programmer IV:

Minimum Experience: Five (5) years general work experience which includes a minimum of Two (2) years in a higher level computer programming language.

Functional Responsibility: Translates system designs into the plans of instructions and logic by which the computer produces desired actions or products and the capacity to accept change and pace with evolving computer technology. Develops and implements specifications for applications programs. Uses judgment and initiative in developing analytical and computational techniques and methodology for solving problems of unusual technical difficulty or complexity.

Minimum Education: Bachelor's degree in computer science or electrical engineering

Programmer V:

Minimum Experience 8+ year's experience

Functional Responsibility: Is responsible for the performance of the task team. Defines work assignments Serves as first line of review for quality assurance.

Minimum Education: Bachelor's Degree

Programmer/Analyst I

Minimum Experience and Education: Requires one year experience in the field of information systems and some specialized programming experience. Relevant experience includes, but is not limited to, knowledge of management information systems and IT systems concepts and systems analysis or programming experience.

Functional Responsibility: Duties may include assisting in the design, development, documentation, and implementation of software applications.

Programmer/Analyst II

Minimum Experience and Education: Requires three years experience in the field of information systems and two years specialized programming experience. Relevant experience includes, but is not limited to, knowledge of management information systems and IT systems concepts and systems analysis or programming experience.

Functional Responsibility: Duties may include assisting in the design, development, documentation, and implementation of software applications.

Programmer/Analyst IV

Minimum Experience and Education: Requires seven years experience in the field of information systems and four years specialized programming experience. Relevant experience includes, but is not limited to, knowledge of management information systems and IT systems concepts and systems analysis or programming experience.

Functional Responsibility: Duties may include performing as a lead programmer in the design, development, documentation, and implementation of software applications.

Project Control Specialist:

Minimum Experience: 4+ years experience

Functional Responsibility: Maintains and monitors official project schedules. Maintains records of project expenditures. Prepares financial progress reports. Identifies schedule and/or cost problems.

Minimum Education: Bachelor's Degree

Project Director:

Minimum Experience: Six (6) years general work experience which includes at least Two (2) years in a position with duties commensurate with the task order requirements.

Functional Responsibility: schedules and allocates work, provides advice, guidance, and training to subordinates and recommends/determines personnel actions for department. Responsible for project planning, execution, and performance.

Minimum Education: Bachelor's degree business, instructional systems design, education or computer science

Senior Project Director:

Minimum Experience: Eight (8) years general work experience which includes at least Two (2) years in a position with duties commensurate with the task order requirements.

Functional Responsibility: schedules and allocates work, provides advice, guidance, and training to subordinates and recommends/determines personnel actions for department, responsible for departmental and /project planning, execution, and performance.

Minimum Education: Bachelor's degree business, instructional systems design, education or computer science.

Project Manager:

Minimum Experience: Four (4) years of related experience in project management.

Functional Responsibility: Responsible for all aspects of project performance. Interacts with the customer to address all services required and report project progress. Manages and supervises personnel involved in all aspects of the project activity. Organizes and assigns responsibilities to subordinates and oversees the successful completion of all assigned tasks. Also establishes and maintains technical and financial reports.

Minimum Education: Bachelor's degree in an associated discipline.

Project Manager-Senior:

Minimum Experience: Six (6) years of it project management experience.

Functional Responsibility: Shall serve directly as the contractor's technical project manager or may manage multiple project managers serving in this capacity. He/she shall be responsible for overall technical performance under the contract. This includes planning, organizing, staffing, directing, and controlling multiple projects and tasks.

Minimum Education: Bachelor's degree in computer science, information systems, business, engineering, or other related scientific or technical discipline.

Project Manager – Principal:

Minimum Experience: Eight (8) years of it project management experience.

Functional Responsibility: Shall serve directly as the contractor's technical project manager or may manage multiple project managers serving in this capacity. He/she shall be responsible for overall technical performance under the contract. This includes planning, organizing, staffing, directing, and controlling multiple projects and tasks.

Minimum Education: Bachelor's degree in computer science, information systems, business, engineering, or other related scientific or technical discipline.

Quality Assurance Analyst:

Minimum Experience: Three (3) years of experience with analysis of software systems. One (1) year of specialized experience managing testing activities using silk or other automated tools.

Functional Responsibility: Analyze software systems working with development and maintenance staff to manually and automatically test software solutions.

Minimum Education: Bachelor's Degree

Quality Assurance Analyst – Senior:

Minimum Experience: Five (5) years of experience with analysis of software systems. Two (2) years of specialized experience managing testing activities using silk or other automated tools.

Functional Responsibility: Analyze software systems working with development and maintenance staff to manually and automatically test software solutions.

Minimum Education: Bachelor's Degree

Quality Assurance Manager:

Minimum Experience: Eight (8) years experience with quality assurance of applications systems in the development and operational environment.

Functional Responsibility: Lead the quality assurance team to establish quality assurance standards, monitor development and maintenance activities for adherence to standards, provide validation and verification reviews, and participate in integration, system, and acceptance testing to ensure accuracy, adequacy and usability.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Quality Assurance Specialist:

Minimum Experience: Four (4) years experience with quality assurance of applications systems in the development and operational environment.

Functional Responsibility: Establish quality assurance standards, monitor development and maintenance activities for adherence to standards, provide validation and verification reviews, and participate in integration, system, and acceptance testing to ensure accuracy, adequacy and usability.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Quality Assurance Specialist – Principal:

Minimum Experience: Ten (10) years experience with quality assurance of applications systems in the development and operational environment.

Functional Responsibility: Establish quality assurance standards, monitor development and maintenance activities for adherence to standards, provide validation and verification reviews, and participate in integration, system, and acceptance testing to ensure accuracy, adequacy and usability.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Quality Specialist:

Minimum Experience: Two (2) years experience in courseware development, data analysis, training, or adult education. Two (2) years experience in technical writing or editing.

Functional Responsibility: Ensure quality of instructional systems development process and products throughout each step of the analysis and design phase, development/production phase and validation phase.

Minimum Education: High school diploma or equivalent. A Bachelor's degree in psychology, education, instructional technology or other relevant field is desired. An equivalent combination of education and experience which provides comparable knowledge is acceptable.

Security Coordinator:

Minimum Experience: Three (3) years experience with industrial security. Familiarity with the industrial security manual. Maintain the office security program filing system in accordance with DOD. Maintains security databases in a microcomputer.

Functional Responsibility: Provides support to the customers and other companies on security matters.

Minimum Education: High school diploma or equivalent.

Security Specialist:

Minimum Experience: Six (6) years experience in system, network, and database or application security on mainframe or server based multi-user computing environments.

Functional Responsibility: Establishes security guidelines and implements security mechanisms to protect information resources from unauthorized access or destruction. Monitors and audits system resources against attempted break-in or attack and implements measures to reduce system vulnerabilities.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Security Specialist-Senior:

Minimum Experience: Eight (8) years experience in system, network, and database or application security on mainframe or server based multi-user computing environments.

Functional Responsibility: Establishes security guidelines and implements security mechanisms to protect information resources from unauthorized access or destruction. Monitors and audits system resources against attempted break-in or attack and implements measures to reduce system vulnerabilities.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline. Notes #1 and #2 apply.

Security Specialist-Principal:

Minimum Experience: Ten (10) years experience in system, network, and database or application security on mainframe or server based multi-user computing environments.

Functional Responsibility: Establishes security guidelines and implements security mechanisms to protect information resources from unauthorized access or destruction. Monitors and audits system resources against attempted break-in or attack and implements measures to reduce system vulnerabilities.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Senior Data Architect:

Minimum Experience: Seven (7) years of engineering and/or system analysis and programming experience, including Four (4) years of configuration management experience.

Functional Responsibility: Responsible for providing technical leadership for the design and development of client databases. Responsible for maintaining knowledge of current databases and database development activities. Performing high-level data analysis and formulating an effective technical strategy for accomplishing those objectives that will increase overall performance and database efficiency. Developing complete specifications for proposed database enhancements/upgrades. Coordinating closely with the systems integration team. Reviewing work products for correctness, adherence to design concepts, satisfaction of user requirements, and adherence to schedules. Coordinating with management and the technical specialists to ensure problem resolution and user satisfaction. Ensure conformance to standards and quality control procedures. Prepare presentations on system architecture modifications for peers, subordinates, and management. Responsible for supervising lower level personnel and shall possess strong oral and written communications skills.

Minimum Education: Master's Degree in a related field.

Junior Software Engineer:

Minimum Experience: Three (3) years experience

Functional Responsibility: Designs and develops compilers and assemblers, utility programs, and operating systems such as executive programs.

Minimum Education: Bachelor's Degree

Intermediate Software Engineer:

Minimum Experience: Four (4) to Seven (7) years experience

Functional Responsibility: Designs and develops compilers and assemblers, utility programs, and operating systems such as executive programs.

Minimum Education: Bachelor's Degree

Senior Software Engineer:

Minimum Experience: 8+ years experience

Functional Responsibility: Conducts or participates in multi-disciplinary research; collaborates with equipment designers and/or hardware engineers in the design, development, and utilization of electronic data processing system software.

Minimum Education: Bachelor's Degree

Systems Engineer I

Minimum Experience and Education: Requires one year experience and a Bachelor's degree (or an additional 4 years general IT experience). Relevant experience includes, but is not limited to, analysis and design of complex systems applications, such as web-based systems; use of programming languages; knowledge of database management systems; and software development management experience.

Functional Responsibility: Duties may include performing activities to support the development of complex systems in one or more of the following areas: requirements analysis, design analysis, design, programming, software integration, documentation, test and evaluation, and other technical tasks.

Systems Engineer III

Minimum Experience and Education: Requires seven years experience and a Bachelor's degree (or an additional 4 years general IT experience). Relevant experience includes, but is not limited to, analysis and design of complex systems applications, such as web-based systems; use of programming languages; knowledge of database management systems; and software development management experience.

Functional Responsibility: Duties may include performing, leading, and coordinating activities for the development of complex systems in one or more of the following areas: requirements analysis, design analysis, design, programming, software integration, documentation, test and evaluation, and other technical tasks.

Systems Engineer IV

Minimum Experience and Education: Requires ten years experience and a Bachelor's degree (or an additional 4 years general IT experience). Relevant experience includes, but is not limited to, analysis and design of complex systems applications, such as web-based systems; use of programming languages; knowledge of database management systems; and software development management experience.

Functional Responsibility: Duties may include performing, leading, and coordinating activities for the development of complex systems in one or more of the following areas: requirements analysis, design analysis, design, programming, software integration, documentation, test and evaluation, and other technical tasks.

Systems Engineer - Junior:

Minimum Experience: Three (3) years progressively more important experience in the field of systems engineering. Includes Three (3) years' experience in using analytical tools and processes to solve workflow, organization, and planning problems.

Or

Three (3) years experience with the design of system-wide information requirements. Includes Six (6) years experience encompassing use of structured analysis, use of design methodologies and tools (e.g. Idef1x, entity-relationship diagrams), and other design techniques, object oriented principles and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems.

Functional Responsibility: Analyzes information requirements and performs analytical problem solving. Provides appropriate corrective action.

Or

Establishes system information requirements, using analyses prepared by information engineers, in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support all or a portion of the requirements as well as provide for present and future cross-functional requirements and interfaces. Insures these systems are compliant with the standards for open system architectures, including OSI and ISO reference models. Performs quantitative analyses of problems associated with workflows, organization, and planning and develops appropriate corrective action. May provide supervision and direction to others.

Minimum Education: Bachelor's degree in computer science, information systems, business, engineering, or other scientific or technical discipline.

Intermediate Systems Engineer:

Minimum Experience: Four (4) to Seven (7) years experience

Functional Responsibility: Prepares written code instructions; creates or builds system as designed. Develops and executes unit tests of code. Documents program.

Minimum Education: Bachelor's Degree

Senior Systems Engineer:

Minimum Experience: Six (6) years progressively more important experience in the field of systems engineering. Includes Three (3) years experience in using analytical tools and processes to solve workflow, organization, and planning problems.

Or
Six (6) years experience with the design of system-wide information requirements. Includes Eight (8) years experience encompassing supervision, use of structured analysis, use of design methodologies and design tools (e.g. Idef1x, entity-relationship diagrams), and other design techniques, object oriented principles and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems.

Functional Responsibility: Analyzes information requirements and performs analytical problem solving. Provides appropriate corrective action.

Or
Establishes system information requirements, using analyses prepared by information engineers, in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the complete requirements as well as provide for present and future cross-functional requirements and interfaces. Insures these systems are compliant with the standards for open system architectures, the open system interconnection (OSI) and international standards organization (ISO) reference models. Performs quantitative analyses of problems associated with workflows, organization, and planning and develops appropriate corrective action. Provides daily supervision and direction to subordinate staff.

Minimum Education: Bachelor's degree in computer science, information systems, business, engineering, or other scientific or technical discipline.

Chief Systems Engineer:

Minimum/General Experience: The Chief Systems Engineer must have at least 15 years experience in technical leadership roles for Government or Industry customers. Management experience shall include manpower, financial, process development, and planning responsibility. It is required that at least five years of this experience shall be in programs with particular relevance to SIGINT, Communications Systems, and Information Technology. This individual must have at least three years experience managing technical projects that required coordinating/managing the efforts of multiple project members/multiple activities totaling more than $5M/year.

Functional Responsibility: The Chief Systems Engineer shall be responsible for planning and execution of systems-related financial, personnel, planning, and process issues.   Areas of responsibility may include system architecture, requirements analysis, design, production, integration, test and transition into operations.
Minimum Education: Master's Degree or higher in Electrical, Systems, or Computer Engineering or related discipline is desired. Minimum qualification is a Bachelor's Degree in Electrical, Systems or Computer Engineering, or related discipline. Meets the criteria for certification by the Defense Acquisition Workforce Improvement Act (DAWIA) at a Level III in Program Management is desirable, or equivalent commercial certification.

Software Engineer Analyst:

Minimum Experience: Three (3) years' data processing experience with One and a half (1.5) years of specific language for assigned task.

Functional Responsibility: Demonstrated strong analytical skills in system design, coding, and implementation using prototyping. Experience in analysis and design of large systems using structured techniques and life cycle methodologies a must.

Minimum Education: Bachelor's degree (computer science, engineering, mathematics, business administration or related discipline).

Senior Software Engineer Analyst:

Minimum Experience: Five (5) years data processing experience with at least Two (2) years' experience with specific language for assigned task.

Functional Responsibility: Demonstrated strong analytical skills. Data processing experience in system design, coding, and implementation using prototyping. Experience in analysis and design of large systems using structured techniques and life cycle methodologies.

Minimum Education: Bachelor's degree (computer science, engineering, mathematics, business administration or related discipline).

Software Engineer Programmer:

Minimum Experience: Two (2) years' data processing experience to include at least One (1) year of experience with specific language for assigned task.

Functional Responsibility:
Familiar with system design, coding and implementation using prototyping. Must possess experience in analysis and design of systems using structured techniques.

Minimum Education: Bachelor's degree (computer science, engineering, mathematics, business administration or related discipline).

Software Engineer Specialist:

Minimum Experience: Two (2) years general software experience.

Functional Responsibility: Performs difficult and complex engineering activities relative to the research , design, development and modification of existing and planned software systems and subsystems using prescribed methods. Generally works under deadlines.

Minimum Education: Bachelor's degree in computer science or electrical engineering

Software Program Manager:

Minimum Experience: Eight (8) years of software engineering or related experience with Four (4) years of experience with large-scale systems in software design and/or development.

Functional Responsibility: Knowledgeable in the implementation and application of standard testing techniques. Demonstrate the ability to apply standards for quality assurance, quality control, and independent verification and validation techniques. Possesses experience in managing personnel and projects and presenting briefings to senior management.

Minimum Education: Master's degree (computer science, operation research, engineering, mathematics, business administration, or related discipline).

Software Technical Typist:

Minimum Experience: One (1) year of typing experience using word processing or desktop publishing software.

Functional Responsibility: Working knowledge of English grammar, spelling, and punctuation of documents being typed. Experience in reviewing documents with highly specialized terminology relating to automatic data processing equipment for proper English grammar, spelling, and punctuation.

Minimum Education: High school graduate.

Software Technical Writer:

Minimum Experience: Two (2) years of experience in technical writing for computer systems including user documentation (draft through final document preparation).

Functional Responsibility: Experience verifying typed manuscripts for omission of materials, typing errors, and adherence to documentation standards.

Minimum Education: Bachelor's degree (English, journalism, or related discipline).

Senior Information Management Technologist:

Minimum Experience: Fifteen (15) years of broad-based automated data processing experience.

OR

Twenty (20) years experience in systems analysis, planning, and system acquisitions.

Functional Responsibility: Broad experience in information resource management, communications, and automated data processing. Multidisciplinary individual with experience in analyzing and managing information technology programs and services. Experience in information planning and automated data processing acquisitions. He/she shall be able to understand, design, develop, test, select, implement, manage and enhance a total, integrated information processing system.

Minimum Education: Master's Degree

Senior Instructional Technologist:

Minimum Experience: Six (6) years general work experience which includes a minimum of Three (3) years of computer systems instruction, curriculum design and development, documentation development, media development and/or design of technology delivered learning or performance support interventions.

Functional Responsibility: Functions as lead member of all technology delivered learning and performance support development teams. Uses a variety of tools and languages to generate high quality technology delivered instruction and/or performance support tools and systems. Produces design documents, flow charts, and associated documentation for all authoring/development tasks.

Minimum Education: Bachelor's degree in instructional technology, computer science, instructional design or related field, or equivalent work experience.

Senior Software Engineer Specialist:

Minimum Experience: Three (3) years in-depth experience in the specified subject matter.

Functional Responsibility: Experience shall include activities in the design, configuration and implementation of product suites. Shall have experience and/or exposure to other technical areas which enable incorporation of other technologies into the overall project.

Minimum Education: Bachelor's degree (computer science, engineering, mathematics, business administration or related discipline).

Senior Software Product Engineer:

Minimum Experience: Five (5) years in-depth experience in specified subject matter.

Functional Responsibility: Superior technical expertise in the specified subject matter. Experience shall include activities such as formulation of overall architecture and resultant project and implementation plans. Experience shall also include the review, assessment and mid-course recommendations in the implementation of the specified subject matter.

Minimum Education: Master's degree (computer science, engineering, mathematics, business administration or related discipline).

Subject Matter Consultant:

Minimum Experience: Two (2) to Three (3) years in-depth experience in specified subject matter.

Functional Responsibility: Shall have technical expertise or functional expertise in the specified subject matter. Must be able to implement the specific subject matter technology. Must be conversant in the strengths and weaknesses of the specific subject matter technology, and be able to recommend and implement appropriate technical solutions.

Minimum Education: Bachelor's degree in computer science, engineering, mathematics, business administration or related discipline.

Subject Matter Specialist:

Minimum Experience: Four (4) years in-depth experience in specified subject matter.

Functional Responsibility: Technical expertise or functional expertise in the specified subject matter – including all kills of the subject matter consultant. Must be able to develop and execute project plans to implement the specific technology. Must be able to conduct trade-off and design assessment supporting specific subject matter technology. Must be able to troubleshoot the implemented specific subject matter technology environment.

Minimum Education: Bachelor's degree in computer science, engineering, mathematics, business administration or related discipline.

Senior Subject Matter Specialist:

Minimum Experience: Five (5) years in-depth experience in specified subject matter.

Functional Responsibility: Technical expertise or functional expertise in the specified subject matter – including all kills of the subject matter specialist. Must be able to advise clients on the feasibility, usability and successful implementation of the specific subject matter technology. Conducts seminars and is industry-recognized expert in the specific subject matter technology. Must be able to lead teams of specialists in the implementation and operations of the specific subject matter technology.

Minimum Education: Bachelor's degree in computer science, engineering, mathematics, business administration or related discipline.

System Design Engineer, Jr.:

Minimum Experience: Two (2) years general work experience

Functional Responsibility: Uses judgment and creativity in solving highly complex technical problems and providing proper advice and recommendations. Regularly operates under deadlines, subject to extreme workloads. Works closely with customers which may impact future business.

Minimum Education: Bachelor's degree in computer science or electrical engineering

System Design Engineer:

Minimum Experience: Five (5) years general work experience which includes a minimum of Four (4) years

Functional Responsibility: Provides overall technical and/or administrative direction of major applications systems programs to ensure timely and cost effective accomplishments of business results. Makes complex decisions that are recognized as authoritative and have an important impact on business activities.

Minimum Education: Bachelor's degree in computer science or electrical engineering

System Manager II:

Minimum Experience: Two (2) years of related experience

Functional Responsibility: Lays out, builds, tests, troubleshoots, repairs and modifies developmental and production electronic components, parts, equipment, and systems.

Minimum Education: One (1) year certificate from a college or technical school. An equivalent combination of education and experience which provides comparable knowledge is acceptable.

System Manager III:

Minimum Experience: Seven (7) years professional experience consistent with the specific requirements of the contract and progressively more technical and managerial in nature. Apply specific and diversified knowledge of engineering principles and practices in assigned technical area.

Functional Responsibility: Provides engineering and technical assistance in problem identification, solution, and execution. Reviews, monitors, and evaluates technical documentation and analyses. Develops and evaluates test method, test procedures and test databases.

Minimum Education: Bachelor's degree in an engineering discipline or a technically related field. A master's is highly desirable. An equivalent combination of education and experience which provides comparable knowledge is acceptable.

Systems Analyst I:

Minimum Experience: Two (2) years of general experience.

Functional Responsibility: Initial assignments are designed to expand practical experience in applying systems analysis techniques and procedures. Performs fact-finding and analysis for an activity or routine problem. Using clear precedent, proposes modifications to the design of existing systems. Applies established procedures where the nature of system, feasibility, computer equipment, and programming language are predetermined. Receives definitive objectives, priorities, and deadlines from supervisor.

Minimum Education: Bachelor's degree from an accredited university.

Systems Analyst II:

Minimum Experience: Four (4) years of work experience, Two (2) of which must be specialized.

Functional Responsibility: Develops and modifies complex systems and develops subsystems to enhance the overall operational system. Exercises analytical techniques when gathering information from users, defining work problems, designing a system of computer programs, and developing procedures to resolve the problems. Develops complete specifications to enable computer programmers to prepare required programs. Independently works on routine assignments. However, receives guidance from senior systems analyst on complex assignments. Analyzes methods of approach, reviews task proposal requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications for programs, resolves processing problems, coordinates work with programmers, and orients users to new systems.

Minimum Education: Bachelor's degree from an accredited university.

Systems Analyst III:

Minimum Experience: Six (6) years progressively more important experience in information systems design and development and the demonstrated ability to successfully work under only general direction on requirements that are moderately complex.

Or

Six (6) years experience in developing and providing ADP and end-user training in formal classrooms or using computer hardware and application software as an aid to formal classroom training or interactively, through distance learning technologies. Requires proficiencies in applying state-of-the-art computer training technologies and processes to the establishment of a dynamic and effective instructional environment.

Functional Responsibility: Analyzes and develops application software containing numerous business, records management, or engineering type functions. Analyzes and defines problem; prepares detailed flow charts, programs, and tests. Coordinates closely with programmers to insure proper implementation of the system specifications. In conjunction with functional users, develops alternative solutions.

Or

Participates in the development of training courses and applications. Prepares instructional and student materials, aids, and/or interactive courseware. Trains personnel either by conducting formal classroom courses or by developing applications for computer-based distance learning modes and media.

Minimum Education: Bachelor's degree in Computer Science, Information Systems, Business, Engineering, or other scientific or technical discipline.

System Analyst IV:

Minimum Experience: Seven (7) years experience in a technical area

Functional Responsibility: Provide for the acquisition or development of hardware and software to fulfill specified functions and capabilities through the use of structured requirements analysis. Performs needs modeling, informal and formal evaluations of hardware applicability, software design or design review through development of algorithms and technical analysis of changes to the operational environment to include recommended action to minimize impacts.

Minimum Education: Bachelor's degree in a related field. A master's degree in One of the disciplines or in management is highly desirable. Nine (9) years experience may be substituted.

Systems Analyst V:

Minimum Experience: Ten (10) years progressively more important experience in areas of application design and development and proven ability to work independently on projects of a complex nature. Also includes Eight (8) years experience in analysis and design of business applications on complex systems for large-scale computers having data base management systems, and use of programming languages such as: Cobol, ADA, 3/4gl, SQL, and RDBMS's.

Or

Ten (10) years experience in developing and providing ADP and end-user training in formal classrooms or using computer hardware and application software as an aid to formal classroom training or interactively, through distance learning technologies. Requires proficiencies in applying state-of-the-art computer training technologies and processes to the establishment of a dynamic and effective instructional environment.

Functional Responsibility: Provides technical and administrative direction to personnel performing software development tasks. Insures adherence to the design concept, schedule and user standards. Make recommendations of major system installations.

Or

Analyzes and develops training courses and applications. Prepares instructional and student materials, aids, and/or interactive courseware. Trains personnel either by conducting formal classroom courses or by developing applications for computer-based distance learning modes and media.

Minimum Education: Bachelor's degree in computer science, information systems, business, engineering, or other scientific or technical discipline.

Systems Analyst VI:

Minimum Experience: Twelve (12) years progressively more important experience in areas of application design and development and proven ability to work independently on projects of a complex nature. Also includes (10) years experience in analysis and design of business applications on complex systems for large-scale computers having data base management systems, and use of programming languages such as: Cobol, c, SQL, and case.

Or

Ten (10) years experience in developing and providing ADP and end-user training in formal classrooms or using computer hardware and application software as an aid to formal classroom training or interactively, through distance learning technologies. Requires proficiencies in applying state-of-the-art computer training technologies and processes to the establishment of a dynamic and effective instructional environment.

Functional Responsibility: Analyzes and develops application software containing numerous business, records management, or engineering type functions. Analyzes and defines problems; prepares detailed flow charts, programs, and tests. Coordinates closely with programmers to insure proper implementation of the system specifications. In conjunction with functional users, develops alternative solutions.

Or

Participates in the development of training courses and applications. Prepares instructional and student materials, aids and/or interactive courseware. Trains personnel either by conducting formal classroom courses or by developing applications for computer-based distance learning modes and media.

Minimum Education: Bachelor's degree in computer science, information systems, business, engineering, or other related scientific or technical discipline.

Intermediate Systems Analyst/Test Engineer:

Minimum Experience: Five (5) to Seven (7) years of work experience.

Functional Responsibility: Performs a variety of complex project tasks applied to specialized technology problems (e.g., signal processing, navigation and guidance, communications, etc.). Typical assignments involve integration of electronic processes or methodologies to resolve total system, problems or applications. Processes used may range from simple electromechanical applications to sophisticated use of computer or other electronic technology and equipment. Incumbents may be trained in a variety of technical specialties ranging from engineering to math and physics. This level typically works under little supervision.

Minimum Education: College degree or equivalent in a related technical discipline

Systems Analyst/Test Engineer:

Minimum Experience: Eight to Ten years of work experience.

Functional Responsibility: Performs a variety of highly complex project tasks applied to specialized technology problems (e.g., signal processing, navigation and guidance, communications, etc.). Typical assignments involve integration of electronic processes or methodologies to resolve total system, problems or applications. Processes used may range from simple electromechanical applications to sophisticated use of computer or other electronic technology and equipment. Incumbents may be trained in a variety of technical specialties ranging from engineering to math and physics. This level typically works under little supervision.

Minimum Education: College degree or equivalent in a related technical discipline and Advanced degree (ms) preferred.

Systems Architect:

Minimum Experience: Eight (8)+ years of applicable progressively complex systems design experience, including hardware/software integration of complex systems.

Functional Responsibility: Develops and applies advanced methods, theories, and research techniques in the investigation and solution of advanced system requirements and problems. Plans, conducts, and technically directs projects or major phases of significant projects, coordinating the efforts of technical support staff in the performance of assigned projects. Conducts investigations and tests of considerable complexity. Reviews literature, patents and current practices relevant to the solution of assigned projects. Reviews completion and implementation of system additions and/or enhancements and makes recommendations to management. Evaluates vendor capabilities to provide required products or services. May provide technical consultation to other organizations and work leadership for lower level employees. Excludes those with full supervisory responsibilities.

Minimum Education: Masters degree in computer science, a related field or equivalent experience.

Task Manager:

Minimum Experience: Five (5) years of specialized experience.

Functional Responsibility: As a team leader, provides technical direction for the systems development effort from requirements analysis and feasibility studies to post-implementation evaluation. May serve as a technical expert in a specific area. May be assisted on a project by other systems analysts, programmers, or technical personnel.

Minimum Education: Bachelor's degree from an accredited university.

Senior Task Manager:

Minimum Experience: Twelve (12) years progressively more important ADP design and management experience including Ten (10) years project management experience and control of funds and resources, and demonstrated capability in managing multi-tasks of this type and complexity.

Functional Responsibility: Serves as the contractor's project manager and assists the program manager in working with the government contracting officer (co), contracting officer representative (COR), and contracting officer technical representative (COTR), government management officials, and customer agency representatives. Under the guidance of the program manager, is responsible for specific portions of the contract. Performs organizational wide integration planning and interfaces to other systems.
Minimum Education: Bachelor's degree in computer science, information systems, business, engineering, or other scientific or technical discipline.

Technical Analyst I

Minimum Experience and Education: Requires one year experience and a Bachelor's degree (or an additional 4 years general IT experience). Relevant experience includes, but is not limited to, expertise in the required hardware, software, and/or communications specialty, knowledge of analytical techniques, and experience in gathering data to solve complex technical problems.

Functional Responsibility: In conjunction with the provision of professional information technology services, duties may include analysis of complex problems, definition of functional requirements, planning and implementation of QA activities, systems integration, network design and implementation, database analysis and design, and developing and providing training materials.

Technical Draftsman:

Minimum Experience: Two (2) years of experience with various cad tools.

Functional Responsibility: Participates in developing LAN cable plant design documentation by preparing design drawings for cable plant implementation documentation. Prepares connectivity databases to be used in project implementation. Creates as-built drawings for completed projects for inclusion in completed network facilities management package. Is responsible for drawing design and format. Oversees work completed by a cad operator.

Minimum Education: High school diploma or vocational/technical certificate.

Senior Technical Draftsman:

Minimum Experience: Four (4) years of experience with various cad tools.

Functional Responsibility: Takes lead in developing LAN cable plant design documentation by preparing design drawings for cable plant implementation documentation. Prepares connectivity databases to be used in project implementation. Creates as-built drawings for completed projects for inclusion in completed network facilities management package. Is responsible for drawing design and format. Oversees work completed by a cad operator.

Minimum Education: High school diploma or vocational/technical certificate.

Technical Writer

Minimum Experience and Education: Requires five years experience and a Bachelor's degree (or an additional 4 years general IT experience). Relevant experience includes, but is not limited to, writing and editing technical documents and knowledge of information systems.

Functional Responsibility: Duties may include writing and editing technical documents, user documentation, and training course materials.

Technical Writer:

Minimum Experience: Previous work experience in documenting technical guidelines and procedures. Superior written communication skills and familiarity with terms and techniques of technology are essential.

Functional Responsibility: Responsibilities include, but are not limited to, analyzing, organizing, developing, preparing, writing, editing and printing manuals, presentations, technical system specifications, and documentation and process/data flow diagrams in an information systems environment.

Minimum Education: Bachelor's degree in English.

Senior Technical Writer:

Minimum Experience: Six (6) years of work experience, Two of which must be specialized experience writing and producing technical materials and using software to develop technical reports.

Functional Responsibility: Works independently or under general supervision. Writes, edits, and rewrites material of a technical nature from oral discussion or rough notes. Possesses excellent writing skills. Organizes and writes technical materials. Prepares user manuals and user guides and produces technical documentation for presentations and training sessions. Communicates information clearly, concisely, and accurately and is familiar with computer-related terminology.

Minimum Education: Bachelor's degree from an accredited university.

Technical Editor/Writer Specialist:

Minimum Experience: Two (2) years general work experience which includes technical writing and editing of a wide-range of products.

Functional Responsibility: Uses fundamental concepts and practices of technical editing. Requires good communications skills; interacts with internal/eternal levels of management. Work involves significant non-repetitive duties; requires independent judgment.

Minimum Education: Bachelor's degree English, business, or related field

Technical Information Specialist:

Minimum Experience: Two (2) years of relevant experience acquired through technical positions.

Functional Responsibility: Provide all database management functions to applications developers in the areas of database choice, maintenance, specifications, procedures, troubleshooting, and develops and "canned document" procedures for customers and staff. Oversees the library in the production and control of classified documentation in accordance within defense investigative service agency requirements.

Minimum Education: One year certificate from a college or technical school. An equivalent combination of education and experience which provides comparable knowledge is acceptable.

Technical Specialist:

Minimum Experience: Five (5) years of progressive technical experience working with large-scale IBM-based on-line systems. At least Two (2) years as a senior systems analyst or consultant, and/or similar experience in the use of micro and minicomputers in stand-alone mode and in configurations integrated with the mainframe or networked environment. Working knowledge of mvs/esa, pc (dos, windows, os/2), pc communications products, tcp/ip, tso, cics, db2, ims and sas.

Functional Responsibility: Provide service in accordance with requirements being assigned at the specific period of time.
Minimum Education: Bachelor's degree in computer science, MIS, EE or related field.

Technical Support Specialist I

Minimum Experience and Education: Requires three years experience in the field of information systems and one year network administration or support experience. Relevant experience includes, but is not limited to, knowledge of network and/or PC operating systems, applications, and network components.

Functional Responsibility: Duties may include user support and troubleshooting of hardware, software, and printer problems; system administration of network systems; and end user support and training.

Technical Support Specialist III

Minimum Experience and Education: Requires five years experience in the field of information systems and three years specialized network administration or support experience. Relevant experience includes, but is not limited to, knowledge of network and/or PC operating systems, applications, and network components.

Functional Responsibility: Duties may include user support and troubleshooting of hardware, software, and printer problems; system administration of network systems; and end user support and training.

Technologist:

Minimum Experience: Four (4) years of general work experience which includes Two (2) years of computer systems instruction, user support, curriculum design and development, documentation development, media development and/or design of technology delivered learning or performance support interventions.

Functional Responsibility: Functions as member of all learning, performance support, or user support development teams. Uses a variety of tools and languages to generate high learning and performance support interventions. Produces design documents, flow charts, and associated documentation for all authoring/development tasks.

Minimum Education: Bachelor's degree in computer science, instructional design, instructional technology, or related field, or equivalent work experience.

Telecommunications Engineer:

Minimum Experience: Four (4) to Seven (7) years of related experience in telecommunications.

Functional Responsibility: Duties include, but are not limited to, supervising a small team of telecommunications installation engineers, analysis of operational malfunctions and demonstrating equipment and training workers in service and repair technologies.

Minimum Education: Bachelor's degree in an associated discipline

Senior Telecommunications Engineer:

Minimum Experience: Twelve (12) years of general experience in data communications or computer systems including Five (5) years of specialized experience.

Functional Responsibilities: Provides technical direction for telecommunications activities including planning, designing, installing, and maintaining large telecommunications networks. Develop, operate, and maintain voice, video, and data communications systems. Apply telecommunications engineering principles and theory to propose design and configuration alternatives. Evaluate existing communications systems to identify deficiencies and network performance improvements. Consult with user personnel to ensure that problems have been properly identified and that the solution will meet the requirements. Analyze network performance, usage and traffic flows, accesses and interfaces, transmission techniques, and protocols. Perform network analyses and feasibility studies concerning communications and communications networks. Prepare studies and give presentations on communications concepts. Provide technical guidance to other personnel concerning data communications requirements. Prepare or participate in preparing functional specifications for acquiring commercially available data communications networks. Supervise lower level personnel.

Minimum Education: Master's Degree in a related field

Telecommunications Network Analyst:

Minimum Experience: Two (2) to Four (4) years of related experience in telecommunications.

Functional Responsibility: Duties include, but are not limited monitoring network performance, performing troubleshooting, restoring service and optimizing communication and operation issues between network components.

Minimum Education: Bachelor's degree in an associated discipline

Telecommunications Systems Specialist:

Minimum Experience: Three (3) to Six (6) years of related experience in telecommunications.
Functional Responsibility: Duties include, but are not limited to ensuring that the customer systems are accurately converted to data security standards and assisting in risk assessment of data processing hw and software security features.

Minimum Education: Bachelor's degree in an associated discipline

Training & Curriculum Developer:

Minimum Experience: Five (5) years experience which demonstrates proficiency in planning and constructing and implementing training programs.

Functional Responsibility: Possesses and applies broad knowledge of adult learning and training principles. Interfaces with various levels of management and other employees. Works on multiple tasks and assignments.

Minimum Education: Bachelor's degree in arts or sciences

Training Coordinator

Minimum Experience: Two (2) years which demonstrates proficiency in supporting and coordinating execution of an overall training program.

Functional Responsibility: Coordinates training schedules, instructor schedules, classroom setup and instructional materials production.

Minimum Education: High School Diploma

Training Instructor:

Minimum Experience: Six (6) years of general experience, including Three (3) years specialized experience as an instructor.

Functional Responsibility: Duties include, but are not limited to developing and conducting courses with prepared or developed instructional materials to educate technical and non-technical personnel.

Minimum Education: Bachelor's degree in an associated discipline

Training Specialist:

Minimum Experience: Three (3) to Five (5) years related experience

Functional Responsibility: Performs job and task analyses for software systems. Identifies and defines learning objectives for training in support of introduction of new software systems or new system capabilities. Develops system technical manuals. Designs and develops technical training documents and course materials. Conducts validation of training materials against developing software systems. Instructs system users on operation of new software systems or new system capabilities.

Minimum Education: Bachelor's Degree

Web Administrator:

Minimum Experience: Two (2) years experience in web site and web page administration on multi-user server based computing environments.

Functional Responsibility: Control and maintain web site access and content to satisfy information requirements for authorized users.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Web Administrator- Senior:

Minimum Experience: Four (4) years experience in web site and web page administration on multi-user server based computing environments.

Functional Responsibility: Control and maintain web site access and content to satisfy information requirements for authorized users.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Web Administrator - Principal:

Minimum Experience: Six (6) years experience in web site and web page administration on multi-user server based computing environments.

Functional Responsibility: Control and maintain web site access and content to satisfy information requirements for authorized users.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Web Developer:

Minimum Experience: Two (2) years experience in web-based applications development using language or case tools.

Functional Responsibility: Design and develop application systems with a web interface for user interaction with dynamic, static, and active audio/visual content.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Web Developer - Senior:

Minimum Experience: Four (4) years experience in web-based applications development using language or case tools.

Functional Responsibility: Design and develop application systems with a web interface for user interaction with dynamic, static, and active audio/visual content.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Web Developer - Principal:

Minimum Experience: Six (6) years experience in web-based applications development using language or case tools.

Functional Responsibility: Design and develop application systems with a web interface for user interaction with dynamic, static, and active audio/visual content.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Web Portal Specialist:

Minimum Experience: Eight (8) years experience in web-based applications development with specialized experience in the creation of web portals.

Functional Responsibility: Design and develop web portals providing secure and customized access to information resources on an intranet, extranet or the internet.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related scientific or technical discipline.

Word Processor:

Minimum Experience: One (1) year general work experience which demonstrates proficiency in all phases of operating computers or other word processing equipment.

Functional Responsibility: Compiles, types, revises, edits, stores and retrieves complex documents.

Minimum Education: High school or equivalent

Educational/Experience Equivalency Policies

- Education Equivalence: When specific education levels are required, one year of additional, relevant experience may be substituted for each year of required education. For example: Four years additional experience may be substituted for a HS diploma, GED or required vocational training, and two more years of relevant experience for a total of six, would be equivalent to an Associates Degree. A HS diploma plus 2 years additional experience is equivalent to an Associates Degree.

- Experience Equivalence: A HS diploma plus 4 years additional experience is equivalent to a Bachelor's Degree. Each year of education or training beyond High School may be substituted for one year of general experience. Each year of specialized, relevant education or training may be substituted for a year of specific or related experience.

<table>
<tr><td align="center">TERMS AND CONDITIONS APPLICABLE TO AUTHENTICATION PRODUCTS AND SERVICES
SPECIAL ITEM NUMBER 132-62)</td></tr>
</table>

AUTHENTICATION PRODUCTS AND SERVICES (MAY 2006) (CI-FSS-052)

A.   General Background.

Authentication Products and Services provide for authentication of individuals for purposes of physical and logical access control, electronic signature, performance of E-business transactions and delivery of Government services. Authentication Products and Services consist of hardware, software components and supporting services that provide for identity assurance.

Homeland Security Presidential Directive 12 (HSPD-12), "Policy for a Common Identification Standard for Federal Employees and Contractors" establishes the requirement for a mandatory Government-wide standard for secure and reliable forms of identification issued by the Federal Government to its employees and contractor employees assigned to Government contracts in order to enhance security, increase Government efficiency, reduce identity fraud, and protect personal privacy. Further, the Directive requires the Department of Commerce to promulgate a Federal standard for secure and reliable forms of identification within six months of the date of the Directive. As a result, the National Institute of Standards and Technology (NIST) released Federal Information Processing Standard (FIPS) 201: Personal Identity Verification of Federal Employees and Contractors on February 25, 2005. FIPS 201 requires that the digital certificates incorporated into the Personal Identity Verification (PIV) identity credentials comply with the X.509 Certificate Policy for the U.S. Federal PKI Common Policy Framework. In addition, FIPS 201 requires that Federal identity badges referred to as PIV credentials, issued to Federal employees and contractors comply with the Standard and associated NIST Special Publications 800-73, 800-76, 800-78, and 800-79.

B.   Special Item Numbers.

The General Services Administration has established the E-Authentication Initiative (see URL: http://cio.gov/eauthentication) to provide common infrastructure for the authentication of the public and internal federal users for logical access to Federal E-Government applications and electronic services. To support the government-wide implementation of HSPD-12 and the Federal E-Authentication Initiative, GSA is establishing the following Special Item Numbers (SINs):

- **SIN 132-62: HSPD-12 Product and Service Components.** SIN 132-62 is established for products and services for agencies to implement the requirements of HSPD-12, FIPS-201 and associated NIST special publications. The HSPD-12 implementation components specified under this SIN are:

     – PIV enrollment and registration services,
     – PIV systems infrastructure,
     – PIV card management and production services,
     – PIV card finalization services,
     – Physical access control products and services,
     – Logical access control products and services,
     – PIV system integration services, and
     – Approved FIPS 201-Compliant products and services.

C.   Qualification Information.

All of the products and services for the SINs listed above must be qualified as being compliant with Government-wide requirements before they will be included on a GSA Information Technology (IT) Schedule contract. The Qualification Requirements and associated evaluation procedures against the Qualification Requirements for each SIN and the specific Qualification Requirements for HSPD-12 implementation components are presented at the following URL: http//:www.idmanagement.gov.

In addition, the National Institute of Standards and Technology (NIST) has established the NIST Personal Identity Verification Program (NPIVP) to evaluate integrated circuit chip cards and products against conformance requirements contained in FIPS 201. GSA has established the FIPS 201Evaluation Program to evaluate other

products needed for agency implementation of HSPD-12 requirements where normative requirements are specified in FIPS 201 and to perform card and reader interface testing for interoperability. Products that are approved as FIPS-201 compliant through these evaluation and testing programs may be offered directly through SIN 132-62 under the category "Approved FIPS 201-Compliant Products and services.

D.   Qualification Requirements.

Offerors proposing products and services under Special Item Numbers (SINs) 132-60, 132-61 and 132-62 are required to provide the following:

1.   Proposed items must be determined to be compliant with Federal requirements for that Special Item Number. Qualification Requirements and procedures for the evaluation of products and services are posted at the URL: http://www.idmanagement.gov. GSA will follow these procedures in qualifying offeror's products and services against the Qualification Requirements for applicable to SIN. Offerors are encouraged to submit a proposal under the Multiple Award Schedule (MAS) Information Technology (IT) solicitation at the same time they submits products and services to be qualified. Award for SINs132-60, 132-61 and 132-62 will be dependent upon receipt of official documentation from the Acquisition Program Management Office (APMO) listed below verifying satisfactory qualification against the Qualification Requirements of the proposed SIN(s).

2.   After award, Contractor agrees that certified products and services will not be offered under any other SIN on any GSA Multiple Award Schedule.

3.   a.   If the Contractor changes the products or services previously qualified, GSA may require the contractor to resubmit the products or services for re-qualification.

b.   If the Federal Government changes the qualification requirements or standards, Contractor must resubmit the products and services for re-qualification.

E.   Demonstrating Conformance.

The Federal Government has established Qualification Requirements for demonstrating conformance with the Standards. The following websites provide additional information regarding the evaluation and qualification processes:

1.   for Access Certificates for Electronic Services (ACES) and PKI Shared Service Provider (SSP) Qualification Requirements and evaluation procedures: http://www.idmanagement.gov;

2.   for HSPD-12 Product and Service Components Qualification Requirements and evaluation procedures: http://www. idmanagement.gov;

3.   for FIPS 201 compliant products and services qualification and approval procedures: http://www.csrc.nist.gov/piv-project/ and http://www.smart.gov .

F.   Acquisition Program Management Office (APMO).

GSA has established the APMO to provide centralized technical oversight and management regarding the qualification process to industry partners and Federal agencies. Contact the following APMO for information on the E-Authentication Qualification process.

1.   The Acquisition Program Management Office point-of-contact for Access Certificates for Electronic Services (ACES – SIN 132-60) and PKI Shared Service Providers (PKI SSP – SIN 132-61) is:

Stephen P. Duncan
Program Manager
E-Authentication Program Management Office
2011 Crystal Drive, Suite 911
Arlington, VA 22202
stephen.duncan@gsa.gov
703.872.8537

2.   The Acquisition Program Management Office point-of-contact for HSPD-12 Product and Service Components is:

Mike Brooks
Director, Center for Smartcard Solutions
Office of Center for Smartcard Solutions
1800 F Street, N.W., Room 5010
Washington, D.C. 20405
202.501.2765 (telephone)
202.208.3133 (fax)

1.   ORDER

a.   Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering authentication products and 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.

c.   When placing an order, ordering activities may deal directly with the contractor or ordering activities may send the requirement to the Program Management Office to received assisted services for a fee.

2.   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 the Services under SINs 132-60, 132-61 and 132-62 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.

3.   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.

4.   INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – 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 (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

5.   RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

6.   INDEPENDENT CONTRACTOR

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

7.   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.

8.   INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for products and/or 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.

9.   PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

10.   RESUMES

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

11.   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.

12.   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.

13.   DESCRIPTION OF AUTHENTICATION PRODUCTS, SERVICES AND PRICING

Labor Category	11/26/11 - 11/25/12 GSA Rate	11/26/12 - 11/25/13 GSA Rate	11/26/13 - 11/25/14 GSA Rate	11/26/14 - 11/25/15 GSA Rate	11/26/15 - 11/25/16 GSA Rate	11/26/16 - 11/25/17 GSA Rate
Credentialing Services Senior Manager	$101.94	$104.08	$106.27	$108.50	$110.78	$113.10
Principle Credentialing Software Engineer	$181.35	$185.16	$189.05	$193.02	$197.07	$201.21
Senior Credentialing Software Engineer	$127.18	$129.85	$132.58	$135.36	$138.20	$141.11
Intermediate Credentialing Software Engineer	$120.90	$123.44	$126.03	$128.68	$131.38	$134.14
Credentialing Documentation Specialist	$57.18	$58.38	$59.61	$60.86	$62.14	$63.44
Expert Credentialing Consultant	$112.07	$114.42	$116.83	$119.28	$121.78	$124.34
Intermediate Credentialing Test Engineer	$66.21	$67.60	$69.02	$70.47	$71.95	$73.46
Credentialing Hardware Technician	$52.42	$53.52	$54.64	$55.79	$56.96	$58.16

Credentialing Services Senior Manager:

Minimum Experience: Ten (10) years

Functional Responsibility: Is responsible for the overall performance of a credentialing project; Maintains and oversees schedules and costs; Reviews all products to ensure that they meet quality standards. Shall be responsible for the overall project performance.

Minimum Education: Bachelor's Degree

Principle Credentialing Software Engineer:

Minimum Experience: Ten (10) years

Functional Responsibilities: Experience shall include activities in design, programming, configuration, and integration of credentialing software products and services. Shall have experience with biometric technologies including facial recognition and fingerprint collection and processing.

Minimum Education: Bachelor's Degree

Senior Credentialing Software Engineer:

Minimum Experience: Five (5) years.

Functional Responsibilities: Experience shall include activities in design, programming, configuration, and integration of credentialing software products and services. Shall have experience with biometric technologies including facial recognition and fingerprint collection and processing.

Minimum Education: Bachelor's Degree

Intermediate Credentialing Software Engineer:

Minimum Experience: Three (3) years experience

Functional Responsibility: Experience shall include activities in design, programming, configuration, and integration of credentialing software products and services. Shall have experience with biometric technologies including facial recognition and fingerprint collection and processing.

Minimum Education: Bachelor's Degree

Credentialing Documentation Specialist:

Minimum Experience: Five (5) years experience

Functional Responsibility: Develops credentialing document outlines in accordance with industry and government standards; Maintains document development schedule and technical writing assignments; Produces final credentialing document, including technical editing; Develops graphics and tables; Ensure that credentialing documentation is accurate and in line with vendor specifications.

Minimum Education: Bachelor's Degree

Expert Credentialing Consultant:

Minimum Experience: Twelve (12) years experience

Functional Responsibility: Provides expert, independent services and leadership in the technical areas of credentialing including biometrics, ID card applications, Smart Card Management,; Provides expert advice and assistance in state-of-the-art credentialing software and hardware.

Minimum Education: Bachelor's Degree

Intermediate Credentialing Test Engineer:

Minimum Experience: Five (5) years experience

Functional Responsibility: Performs a variety of complex tasks applied to credentialing software and hardware technology. Conduct detailed testing of custom credentialing software prior to delivery of systems. Requires knowledge of biometric technologies including facial recognition and fingerprint collection.

Minimum Education: Bachelor's Degree

Credentialing Hardware Technician:

Minimum Experience: Five (5) years experience

Functional Responsibility: Lays out, builds, tests, troubleshoots, repairs and modifies credentialing hardware components, parts, equipment, and systems; knowledge of biometric collection hardware

Minimum Education: Bachelor's Degree

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

Serco Services Inc. provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact Don Bergman at 719-235-4359 or via email at Donald.Bergman@serco-na.com.

Don Bergman
Small Business Liaison
Serco Services Inc
Phone: 719- 235-4359
Email: Donald.Bergman@serco-na.com

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

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

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

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

_____   _____
Ordering Activity   Date   Contractor   Date

BPA NUMBER_____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

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

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

      MODEL 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;

      (c)   BPA Number;

      (d)   Model Number or National Stock Number (NSN);

      (e)   Purchase Order Number;

      (f)   Date of Purchase;

(g)   Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h)   Date of Shipment.

(9)   The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10)   The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

BASIC GUIDELINES FOR USING
"CONTRACTOR TEAM ARRANGEMENTS"

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

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

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

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

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

Here is a general outline on how it works:

- The customer identifies their requirements.

- Federal Supply Schedule Contractors may individually meet the customers needs, or -

- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.

- Customers make a best value selection.