

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

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

Contract Number: GS-35F-518GA

Special Item No. 132-51 - Information Technology (IT) Professional Services

FSC/PSC Code D301	IT Facility Operation and Maintenance
FSC/PSC Code D302	IT Systems Development Services
FSC/PSC Code D306	IT Systems Analysis Services
FSC/PSC Code D307	Automated Information Systems Design and Integration Services
FSC/PSC Code D308	Programming Services
FSC/PSC Code D310	IT Backup and Security Services
FSC/PSC Code D311	IT Data Conversion Services
FSC/PSC Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FSC/PSC Code D316	IT Network Management Services
FSC/PSC Code D317	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FSC/PSC Code D399	Other Information Technology Services, Not Elsewhere Classified

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

NTT DATA Federal Services, Inc.

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Suite 400

Vienna, VA 22182

Office: (703)-485-8348 - Facsimile (703)-485-1686

DUNS Number: 066781865

<http://www.americas.nttdatafed.com>

email: Jarred.Miller@nttdatafed.com

Contract Administrator: Jarred Miller, Director of Contracts

Business Size: Other than Small

Period Covered by Contract: June 27, 2017 through June 26, 2022

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

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CUSTOMER INFORMATION

1a. Table of awarded Special Item Numbers (SINs) with appropriate cross-reference to item descriptions and awarded prices:

Special Item Number	Special Item Number Description	Awarded Pricing Page	Labor Category Descriptions
132-51/ RC/ STLOC	Information Technology Professional Services	33-36	6-32

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: N/A.

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who wil perform services shall be provided: Please see pages 6-32

2. Maximum Order: \$500,000.00

3. Minimum Order: \$100.00

4. Geographic Coverage (delivery area): Domestic and Overseas Delivery

5. Points of production: N/A

6. Discount from list prices or statement of net price: Prices shown are Net Prices; Basic discounts have been deducted.

7. Quantity/Volume discounts: None

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

9a. Government purchase cards **are accepted at or below** the micro-purchase threshold.

9b. Government purchase cards **are not accepted above** the micro-purchase threshold.

10. Foreign Items: Not Applicable

11a. Time of Delivery: As negotiated with ordering agency

11b. Expedited Delivery: As negotiated with ordering agency

11c. Overnight and 2-day Delivery: Contact Contractor

11d. Urgent Requirements: Please note the urgent requirements clause of this contract and contact contractor

12. F.O.B. Points: Destination

13a. Ordering Address:

<u>NTT DATA Federal Services, Inc.</u>	Office: 703- 485-8348
8100 Boone Blvd.	Facsimile 703- 485-1686
Suite 400	POC: Jarred Miller
Vienna, VA 22182	email: Jarred.Miller@nttdatafed.com

13b. Ordering procedures: For supplies and services, the ordering procedures, and information on Blanket Purchase Agreements (BPAs), are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address:

<u>NTT DATA Federal Services, Inc.</u>	Office: 703- 485-8348
8100 Boone Blvd.	Facsimile 703- 485-1686
Suite 400	POC: Jarred Miller
Vienna, VA 22182	email: Jarred.Miller@nttdatafed.com

15. Warranty provision: Not Applicable.

16. Export packing charges: Not applicable.

17. Terms and conditions of Government purchase care acceptance: Not applicable.

18. Terms and conditions of rental, maintenance, and repair: Not applicable.

19. Terms and conditions of installation: Not applicable.

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not applicable.

20a. Terms and conditions for any other services: Not applicable.

21. List of service and distributions points: Not applicable.

22. List of participating dealers: Not applicable.

23. Preventive maintenance: Not applicable.

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not applicable.

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found.: The EIT standards can be found at: <http://www.section508.gov/>

25. Data Universal Number System (DUNS) number: 066781865

26. NTT DATA Federal Services, Inc. is registered in the System for Award Management (SAM) database.

GSA Approved Labor Category Descriptions

NTT DATA Federal Services recognizes varying levels of education and experience in their position descriptions. NTT DATA Federal Services maintains that many times experience is more important than formal preparation. Therefore, it is our standard practice to substitute in accordance with the below methodology where appropriate with the client’s approval.

Experience Substitution Methodology:

H.S. Diploma + 4 years additional experience	Equals	Associate’s Degree
Associate’s Degree + 4 years additional experience	Equals	Bachelor’s Degree
Bachelor’s Degree + 4 years additional experience	Equals	Master’s Degree
Master’s Degree + 4 years additional experience	Equals	PhD

Education Substitution Methodology:

A PhD may be substituted for 4 years of required experience with a Master’s Degree or 4 years with a Bachelor’s Degree
A Master’s Degree may be substituted for 4 years of required experience with a Bachelor’s Degree or 4 years with an Associate’s Degree
A Bachelor’s Degree may be substituted for 2 years of required experience with an Associate’s Degree or 4 years with a H.S. Diploma

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Administrative Specialist I	Performs a variety of routine administrative and clerical duties such as answering phones, filing, copying, routing communications, and stocking office supplies. Receives and announces visitors. Prepares packages for courier pick-up. Sorts, distributes, edits, files, and delivers correspondence. Works under direct supervision and reports to senior administrators. Performs other duties as assigned. Provides general administrative support to supervisors in support of IT projects.	1 Yr. Minimum Relevant Experience	HS-GED

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Analyst	Under supervision, prepares reports, studies, and documentation. Delivers presentations and participates in meetings with the assistance of senior system analyst. Performs logical and physical systems design and reviews and prepares system documents and specifications.	Min. 1 yr. Client-specified computer certifications may apply.	AA Degree
Business Re-Engineering Expert	Provide expert consultation in Quality Assurance. Manage a team of senior consultants and analysts that coordinate the evaluation and redesign of current business processes to ensure effective and efficient use of business information technology and resources, and improve process performance. Recommends and designs cost effective strategies for use of system technology to meet customer information goals and objectives. Experience in analysis, design and development of large business information systems is required. Facilitate process improvement through custom programming, commercial off-the-shelve software (COTS), or other means.	6 Yrs. Minimum Relevant Experience Client-specified industry certifications may apply.	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.
Communication Specialist	Evaluates and recommends action on requirements and specifications for data communication equipment, systems and/or networks. Provides technical advisory assistance concerning the design, development and installation of data transmission systems. Develops procedures governing the operation and management of data communications programs and systems. Provides guidance for Client-wide telecommunications systems activities.	5 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Configuration/Data Management Analyst I	Responsible for the effective development and implementation of programs to ensure company standards and end-user requirements. Responsible for configuration management of requirements, design, and code. Prepares configuration management plans and procedures. Administers problem management process including monitoring and reporting on problem resolution. Makes recommendations regarding the acquisition and/or implementation of software to increase efficiency. Operates and manages program support library. Responsible for configuration management of requirements, design, and code.	1 Yr. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.
Configuration/Data Management Analyst II	Responsible for the effective development and implementation of programs to ensure company standards and end-user requirements. Responsible for configuration management of requirements, design, and code. Prepares configuration management plans and procedures. Administers problem management process including monitoring and reporting on problem resolution. Makes recommendations regarding the acquisition and/or implementation of software to increase efficiency. Operates and manages program support library. Responsible for configuration management of requirements, design, and code. May provide supervision.	3 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.
Consultant	Coordinates and performs logical and physical systems design. Reviews and prepares system documents and specifications. Prepares reports, studies, and documentation, delivers presentations, and participates in meetings. Provides technical direction to personnel performing systems analysis and system/subsystem development tasks.	3 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Database Administrator	Provides guidance and technical expertise in the development, testing, operation, and maintenance of information systems for business processing applications. Conducts management studies, defines data requirements, provides performance management analyses, proposes solutions to system problems based on cost effectiveness and quality of performance. Provides technical guidance to Database Administrators/Specialists in the performance of their duties. Evaluates the databases and applications as they relate to information goals. Defines all database standards, policies, and procedures. Provides technical expertise in the logical and physical design of databases.	3 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Engagement Manager	Utilizes an accomplished knowledge of multiple technical disciplines and unique applications to develop technical and/or business solutions to client problems. Manages and coordinates the implementation of system applications objectives through all phases, including planning, requirements analysis, design, development, testing, installation, and evaluation. Ensures conformance with work standards, interprets policies, procedures, and goals and objectives of the organization.	10 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.
Enterprise Architect I	Establishes system information requirements to develop large scale information systems. Designs architecture to include the software, hardware, and communications. Ensures compatibility, compliance, and regulatory requirements. Evaluates work flows, organization, and planning. Develops corrective action when necessary. Designs architecture(s) to include the software, hardware, and communications.	1 Yr. Minimum Relevant Experience	MS/MA in Information Technology Management, Business, or task order specific discipline

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Enterprise Architect II	Establishes system information requirements to develop large scale information systems. Designs architecture to include the software, hardware, and communications. Ensures compatibility, compliance, and regulatory requirements. Evaluates work flows, organization, and planning. Develops corrective action when necessary. Designs architecture(s) to include the software, hardware, and communications. May provide supervision.	3 Yrs. Minimum Relevant Experience	MS/MA in Information Technology Management, Business, or task order specific discipline
Enterprise Architect III	Establishes system information requirements to develop large scale information systems. Designs architecture to include the software, hardware, and communications. Ensures compatibility, compliance, and regulatory requirements. Evaluates work flows, organization, and planning. Develops corrective action when necessary. Designs architecture(s) to include the software, hardware, and communications. May provide supervision.	6 Yrs. Minimum Relevant Experience	MS/MA in Information Technology Management, Business, or task order specific discipline
Enterprise Architect IV	Establishes system information requirements to develop large scale information systems. Designs architecture to include the software, hardware, and communications. Ensures compatibility, compliance, and regulatory requirements. Evaluates work flows, organization, and planning. Develops corrective action when necessary. Designs architecture(s) to include the software, hardware, and communications. Provides daily supervision and direction to staff.	10 Yrs. Minimum Relevant Experience	MS/MA in Information Technology Management, Business, or task order specific discipline
Graphics Specialist I	Executes graphic projects and coordinates and schedules production. Interfaces with users to determine scope of project and best graphic medium. Operates and sets up computer graphic systems. May train others in proper use of computer graphic equipment. Familiar with commonly-used art media and commercially available graphics packages. Performs graphics design and lay out of technical or scientific materials.	1 Yr. Minimum Relevant Experience	BS/BA

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Graphics Specialist II	Conceptualizes, designs, and develops a wide variety of information materials (technical, promotional, informational, instructional), such as forms, labels, brochures, meeting and conference handouts, slides, logos, posters, and other presentation aids through a variety of media outlets such as CDROMs, websites, and other publications.. Uses advanced desktop publishing, page layout, or typesetting software. Generates, manipulates, and integrates graphic images, animations, sound, text and video generated with automated tools into consolidated and seamless multimedia programs. Functions as a technical expert across multiple project assignments. May supervise others.	5 Yrs. Minimum Relevant Experience	BS/BA
Graphics Specialist III	Conceptualizes, designs, and develops a wide variety of information materials (technical, promotional, informational, instructional), such as forms, labels, brochures, meeting and conference handouts, slides, logos, posters, and other presentation aids through a variety of media outlets such as CDROMs, websites, and other publications. Uses advanced desktop publishing, page layout, or typesetting software to design and develop high quality textual and graphic compositions to communicate complex technical. Has domain and expert technical knowledge. May supervise others.	10 Yrs. Minimum Relevant Experience	MS/MA
Information Security Specialist I	Responsible for designing and implementing solutions for protecting the confidentiality, integrity and availability of sensitive information. Provides technical evaluations of customer systems and assists with making security improvements. Conducts security product evaluations, and recommends products, technologies and upgrades to improve the customers security posture. Conducts testing and audit log reviews to evaluate the effectiveness of current security measures. Provides technical support in the areas of vulnerability assessment, risk assessment, network security, product evaluation, and security implementation.	1 Yr. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Information Security Specialist II	Responsible for designing and implementing solutions for protecting the confidentiality, integrity and availability of sensitive information. Provides technical evaluations of customer systems and assists with making security improvements. Conducts security product evaluations, and recommends products, technologies and upgrades to improve the customers security posture. Conducts testing and audit log reviews to evaluate the effectiveness of current security measures. Provides technical support in the areas of vulnerability assessment, risk assessment, network security, product evaluation, and security implementation.	3 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.
Information Security Specialist III	Helps agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. Oversees the efforts of security staff to design, develop, engineer and implement solutions to security requirements. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet/EC technology. Ability to serve as Information System Security Officer. May supervise others.	10 Yrs. Minimum Relevant Experience	MS/MA in Computer Science, Information Technology Management, Security, Business, or other technology- or security- specific discipline
Information Technology Management Analyst I	Analyzes IT systems functionality and integration with management, processes, structure, culture, and performance. Conducts organizational analysis using qualitative and quantitative tools and techniques to assess the effectiveness of the client's IT systems relative to overall program goals. Identifies sources of automation issues, make recommendations, including designing and implementing appropriate IT system and improvements. Tasks may include coaching, interviewing, workshop facilitation, training, and surveys. Conducts organizational or process analysis, utilizing qualitative and quantitative analysis tools and techniques.	1 Yr. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Information Technology Management Analyst II	Analyzes IT systems functionality and integration with management, processes, structure, culture, and performance. Conducts organizational analysis using qualitative and quantitative tools and techniques to assess the effectiveness of the client’s IT systems relative to overall program goals. Identifies sources of automation issues, make recommendations, including designing and implementing appropriate IT system and improvements. Tasks may include coaching, interviewing, workshop facilitation, training, and surveys. Conducts organizational or process analysis, utilizing qualitative and quantitative analysis tools and techniques.	3 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.
Information Technology Management Analyst III	Analyzes IT systems functionality and integration with management, processes, structure, culture, and performance. Conducts organizational analysis using qualitative and quantitative tools and techniques to assess the effectiveness of the client’s IT systems relative to overall program goals. Identifies sources of automation issues, make recommendations, including designing and implementing appropriate IT system and improvements. Tasks may include coaching, interviewing, workshop facilitation, training, and surveys. Conducts organizational or process analysis, utilizing qualitative and quantitative analysis tools and techniques.	4 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.
Information Technology Management Analyst IV	Analyzes IT systems functionality and integration with management, processes, structure, culture, and performance. Conducts organizational analysis using qualitative and quantitative tools and techniques to assess the effectiveness of the client’s IT systems relative to overall program goals. Identifies sources of automation issues, make recommendations, including designing and implementing appropriate IT system and improvements. Tasks may include coaching, interviewing, workshop facilitation, training, and surveys. Conducts organizational or process analysis, utilizing qualitative and quantitative analysis tools and techniques.	5 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Information Technology Process Consultant I	Uses Information Technology based applications to implement process improvement and reengineering methodologies to client business processes. Duties may include activity and data modeling, developing improvements to business methods on IT related project. This individual is responsible for transition planning introduction, and integration of new IT processes. May provide group facilitation and training for newly implemented IT processes and act as key coordinator between multiple process stakeholders and project. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts under direct supervision.	1 Yr. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.
Information Technology Process Consultant II	Uses Information Technology based applications to implement process improvement and reengineering methodologies to client business processes. Duties may include activity and data modeling, developing improvements to business methods on IT related project. This individual is responsible for transition planning introduction, and integration of new IT processes. May provide group facilitation and training for newly implemented IT processes and act as key coordinator between multiple process stakeholders and project. Coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts under general supervision.	3 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.
Information Technology Process Consultant III	Uses Information Technology based applications to implement process improvement and reengineering methodologies to client business processes. Duties may include activity and data modeling, developing improvements to business methods on IT related project. This individual is responsible for transition planning introduction, and integration of new IT processes. May provide group facilitation and training for newly implemented IT processes and act as key coordinator between multiple process stakeholders and project. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.	6 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Information Technology Process Consultant IV	Uses Information Technology based applications to implement process improvement and reengineering methodologies to client business processes. Duties may include activity and data modeling, developing improvements to business methods on IT related projects. This individual is responsible for transition planning introduction, and integration of new IT processes. May provide group facilitation and training for newly implemented IT processes and act as key coordinator between multiple process stakeholders and project. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.	10 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.
Integration & Test Engineer I	Highly specialized in one or more phases of systems engineering and testing. Evaluates the applicability of a broad range of information systems issues, including hardware/software integration, compatibility and multiple platforms. Evaluates the effectiveness and applicability of a broad range of information systems.	1 Yr. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Integration & Test Engineer II	Highly specialized in one or more phases of systems engineering and testing. Evaluates the applicability of a broad range of information systems issues, including hardware/software integration, compatibility and multiple platforms. Evaluates the effectiveness and applicability of a broad range of information systems.	3 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Integration & Test Engineer III	Highly specialized in one or more phases of systems engineering and testing. Evaluates the applicability of a broad range of information systems issues, including hardware/software integration, compatibility and multiple platforms. Evaluates the effectiveness and applicability of a broad range of information systems.	6 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Network Administrator	Responsible for troubleshooting and making necessary adjustments in network operating system, software and hardware. Works with other ADP sta. to design, develop, install, test, debug, modify and maintain distributed processing databases on the LAN. Designs, installs, modifies and maintains Local Area and Wide Area Networks (LANs & WANs).	8 Yrs. Minimum Relevant Experience Client-specified industry certifications may apply.	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Network Engineer	Provides technical support in evaluating and resolving network and processor problems. Responsible for the design, configuration and implementation of Wide Area Networks (WANs). Evaluates network performance using hardware and software diagnostic tools. Participates in planning and installation of new networks and ADP hardware. Recommends network changes for operational impact. Designs, configures, test, implements and maintains telecommunications and LAN operation support activities, and supports application programmers	5 Yrs. Minimum Relevant Experience Client-specified industry certifications may apply.	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Network Engineer II	Provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders. . Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Troubleshoots network systems when necessary and makes improvements to the network. Has the ability to apply a comprehensive knowledge across key tasks and high impact assignments. May supervise others.	8 Yrs. Minimum Relevant Experience Client-specified industry certifications may apply	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Network Engineer III	Provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders. Provides in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts and telecommunications enhancement design for medium and large-scale telecommunication infrastructures. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. May supervise others.	10 Yrs. Minimum Relevant Experience Client-specified industry certifications may apply	MS/MA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Principal Consultant	Serves as technical expert and assists in the development of logical and physical systems design. Reviews and prepares systems documents and specifications. Provides technical interpretation of methodologies and concepts underlying project objectives. Prepares reports, studies, and documentation, delivers presentations, and participates in meetings. Competent to work on complex projects independently and on multiple phases of a project. Develops practical and workable solutions to clients' technical and business problem.	6 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Program Management Specialist I	Analyzes management, business, and technical issues related to program management and information systems. Provides guidance the business implications of various systems. Collaborates on feasibility studies and systems planning. Assists in formulating systems scope and objectives. Devises and/or modifies procedures for managing complex programs. Coordinates multiple project teams under direct supervision.	1 Yr. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Program Management Specialist II	Analyzes management, business, and technical issues related to program management and information systems. Provides guidance the business implications of various systems. Collaborates on feasibility studies and systems planning. Assists in formulating systems scope and objectives. Devises and/or modifies procedures for managing complex programs. Coordinates multiple project teams under general supervision.	3 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Program Management Specialist III	Analyzes management, business, and technical issues related to program management and information systems. Provides guidance the business implications of various systems. Collaborates on feasibility studies and systems planning. Assists in formulating systems scope and objectives. Devises and/or modifies procedures for managing complex programs. Key coordinator between multiple project teams. May work independently and supervise junior staff.	6 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Program Management Specialist IV	Analyzes management, business, and technical issues related to program management and information systems. Provides guidance the business implications of various systems. Collaborates on feasibility studies and systems planning. Assists in formulating systems scope and objectives. Devises and/or modifies procedures for managing complex programs. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Works independently and supervises junior staff.	10 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.
Program Manager I	Responsible for all contract activities. Sets policies and procedures, technical standards and methods, and priorities. Coordinates the management of all work performed on tasks under the contract. Coordinates the efforts of subcontractors, team members, and vendors. Acts as the central point of contact with the Contracting Officer's Technical Representative, and other client officials. Manages a large programs ensuring that the government programs come in on time and under budget.	5 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Program Manager II	Organizes, directs, and manages contract operation support functions, involving multiple, complex and inter-related project tasks. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs. Establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and delegates responsibilities to subordinates and oversees the successful completion of all assigned tasks. Functions as a technical expert across multiple project assignments. May supervise others.	8 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.
Program Manager III	Organizes, directs, and manages contract operation support functions, involving multiple, complex and inter-related project tasks. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs. Establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and delegates responsibilities to subordinates and oversees the successful completion of all assigned tasks. Establishes goals and plans that meet project objectives. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.	10 Yrs. Minimum Relevant Experience	MS/MA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline
Programmer/Analyst	Develops program level specifications under supervision. Develops, modifies and maintains business and information management programs. Uses standard procedures for program development, file and data manipulation, error detection and correction, program testing and documentation.	Min. 3 yrs. Client-specified computer certifications may apply.	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Quality Assurance Analyst I	<p>Ensures that all information systems products and services meet company, client, and end-user requirements. Tests software to ensure proper operation and freedom from defects and/or supports testing. Reviews all documentation for completeness, accuracy, and correctness. Organizes and maintains all quality assurance documentation. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs work flow analysis and recommends quality improvements. Ensures that all information systems products and services meet client standards and end-user requirements.</p>	1 Yr. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Quality Assurance Analyst II	<p>Ensures that all information systems products and services meet company, client, and end-user requirements. Tests software to ensure proper operation and freedom from defects and/or supports testing. Reviews all documentation for completeness, accuracy, and correctness. Organizes and maintains all quality assurance documentation. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs work flow analysis and recommends quality improvements. Ensures that all information systems products and services meet client standards and end-user requirements</p>	3 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Quality Assurance Analyst III	Ensures that all information systems products and services meet company, client, and end-user requirements. Tests software to ensure proper operation and freedom from defects and/or supports testing. Reviews all documentation for completeness, accuracy, and correctness. Organizes and maintains all quality assurance documentation. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs work flow analysis and recommends quality improvements. Ensures that all information systems products and services meet client standards and end-user requirements	5 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Quality Assurance Specialist	Ensures that all information systems products and services meet company, client, and end-user requirements. Tests software to ensure proper operation and freedom from defects and/or supports testing. Reviews all documentation for completeness, accuracy, and correctness. Organizes and maintains all quality assurance documentation. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs work flow analysis and recommends quality improvements. Ensures that all information systems products and services meet client standards and end-user requirements	6 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.
Sr. Consultant	Coordinates and performs logical and physical systems design. Reviews and prepares system documents and specifications. Prepares reports, studies, and documentation, delivers presentations, and participates in meetings. Provides technical direction to personnel performing systems analysis and system/subsystem development tasks.	8 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Sr. Database Administrator	Provides guidance and technical expertise in the development, testing, operation, and maintenance of information systems for business processing applications. Conducts management studies, defines data requirements, provides performance management analyses, proposes solutions to system problems based on cost effectiveness and quality of performance. Provides technical guidance to Database Administrators/Specialists in the performance of their duties. Evaluates the databases and applications as they relate to information goals. Defines all database standards, policies, and procedures. Provides technical expertise in the logical and physical design of databases.	10 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Sr. Financial Systems Accountant	Prepares requirements analyses and assists in system design related to agency accounting functions. Analyzes agency management systems, plans, procedures, and requirements relating to the implementation of enterprise systems. Assists in developing test scenarios for system testing and benchmarking. Reviews agency accounting system policies, regulations, and operations. Develops process and system improvements. CPA or CMA is preferred.	8 Yrs. Minimum Relevant Experience	MS/MA Accounting, Business, or Technology Related Discipline
Sr. Financial Systems Analyst	Provides technical interpretation of financial policy and concepts underlying Federal accounting and reporting regulations and procedural requirements. Prepares reports, studies, and documentation, delivers presentations, and participates in meetings. Serves a technical expert for Government financial information management. Assists in the development of logical and physical systems design.	8 Yrs. Minimum Relevant Experience	BS/BA Accounting, Business, or Technology Related Discipline
Sr. Management Analyst	Develops new and/or revises existing policies and procedures to increase accountability for development reports, enhance coordination and cooperation between offices, improve information and data flow, and facilitate management planning. Coordinates the implementation and reviews the effectiveness of developed policies and procedures.	8 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Sr. Systems Program Manager	Ensures conformance with work standards, interprets policies, procedures, and goals and objectives of the organization. Coordinates work effort with all parties to ensure problem resolution and user satisfaction. Reviews work products for quality, completeness, and adherence to design concepts and user requirements. Capable of negotiating and making binding decisions on behalf of the company. Manages and coordinates the implementation of enterprise applications through all phases of the development life cycle, including planning, requirements analysis, design, development, testing, installation and evaluation.	15 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.
Sr. Systems Programmer	Confers with technical and analytical personnel and designs detailed programs, flow charts, and diagrams indicating required computations and sequence of machine operations. Translates design into coded instructions. Verifies accuracy and validity of programs by preparing sample data and testing. Corrects program errors and modifies the program as required by revising instructions. Reviews and/or prepares system documents and specifications. Analyzes programs and outlines for such factors as type and extent of information to be transferred from storage units, sorting, and format of final results.	8 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Sr. Technical Advisor	Identifies, evaluates, and specifies system architecture and high level design. Provides advice and counsel to project and senior management through broad technical specialization of scientific theory and principals. Individual is well-recognized for mastery of hardware, software, firmware, scientific, and engineering techniques and theories gained through wide experience or specialized development. Provides expertise on technical matters on an as-needed basis to all task assignments	10 Yrs. Minimum Relevant Experience Client-specified industry certifications may apply.	MS/MA in Information Technology Management, Business, or task order specific discipline

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Sr. Technical Support Rep.	Provides technical support requiring an intermediate level knowledge of IT products and services. Assists lower level Technical Support Representatives in resolving more complex technical problems. Answers telephone inquiries from end-users and/or other Technical Support Reps regarding a variety of IT products or services. Queries end-users for information in order to accurately identify the technical source of the problem. Supports junior staff and provides troubleshooting and makes recommendations. Responsible for providing technical support, problem diagnosis and resolution, to system end-users for a variety of IT products, i.e. hardware, software, and related services	Min. 2 yrs. Client-specified computer certifications may apply.	AA Degree
Strategic Information Technology Advisor I	Highly specialized knowledge and expertise in one or more vertical disciplines such as law enforcement, anti-terrorism, biological science, banking, transportation, or other such disciplines as required to define/ establish the functional or business direction of an enterprise, agency, or inter-agency requirement. Provides leadership, direction, and knowledge transfer in the target discipline. Aligns the business processes and information technology strategy with the conditions and circumstances of the functional environment and establishes effective performance measures. Contributes to the definition and implementation of planning processes and/or systems at the enterprise level including both strategic and operational activities. Highly specialized knowledge and expertise in an uncommon or emerging technical or engineering discipline not generally available in the marketplace.	1 Yr. Minimum Relevant Experience	MS/MA in Information Technology Management, Business, or task order specific discipline

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Strategic Information Technology Advisor II	Highly specialized knowledge and expertise in one or more vertical disciplines such as law enforcement, anti-terrorism, biological science, banking, transportation, or other such disciplines as required to define/ establish the functional or business direction of an enterprise, agency, or inter-agency requirement. Provides leadership, direction, and knowledge transfer in the target discipline. Aligns the business processes and information technology strategy with the conditions and circumstances of the functional environment and establishes effective performance measures. Contributes to the definition and implementation of planning processes and/or systems at the enterprise level including both strategic and operational activities. Highly specialized knowledge and expertise in an uncommon or emerging technical or engineering discipline not generally available in the marketplace.	3 Yrs. Minimum Relevant Experience	MS/MA in Information Technology Management, Business, or task order specific discipline
Subject Matter Expert 1	Supports the definition and implementation of planning processes and systems at the enterprise or group level and including both strategic and operational activities. Evaluates expectations for and capabilities of the information management organization and makes recommendations to improve service. May require specialized training with a specific software / hardware tool set. Provides expert assistance in subject matter related to the task order.	15 Yrs. Minimum Relevant Experience	PhD in Information Technology Management, Business, or task order specific discipline
Subject Matter Expert 2	Supports the definition and implementation of planning processes and systems at the enterprise or group level and including both strategic and operational activities. Evaluates expectations for and capabilities of the information management organization and makes recommendations to improve service. May require specialized training with a specific software / hardware tool set. Provides expert assistance in subject matter related to the task order.	10 Yrs. Minimum Relevant Experience	MS/MA in Information Technology Management, Business, or task order specific discipline

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Systems Analyst	Assists technical and user personnel in identifying problems and devising feasible solutions for acquiring, organizing, and processing data. Performs need assessments, requirements analyses, and develops system and subsystem functional specifications. Develops design documents and program specifications. Participates in all program development activities, including program and system testing. CPA or CMA is preferred.	3 Yrs. Minimum Relevant Experience	MS/MA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Sr. Systems Analyst	Assists technical and user personnel in identifying problems and devising feasible solutions for acquiring, organizing, and processing data. Performs need assessments, requirements analyses, and develops system and subsystem functional specifications. Develops design documents and program specifications. Participates in all program development activities, including program and system testing. CPA or CMA is preferred.	10 Yrs. Minimum Relevant Experience	MS/MA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Systems Engineer I	Highly specialized in one or more phases of software systems development, systems integration, or network engineering. Formulates / defines specifications, develops / modifies / maintains complex systems and subsystems, using vendor engineering releases and utilities for overall operational systems. Develops complete specifications to enable computer programmers to prepare required programs. Coordinates work with programmers and engineers, and orients users to new systems. Software systems development, systems integration, or network engineering.	1 Yr. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Systems Engineer II	Highly specialized in one or more phases of software systems development, systems integration, or network engineering. Formulates / defines specifications, develops / modifies / maintains complex systems and subsystems, using vendor engineering releases and utilities for overall operational systems. Develops complete specifications to enable computer programmers to prepare required programs. Coordinates work with programmers and engineers, and orients users to new systems. Software systems development, systems integration, or network engineering.	3 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Systems Engineer III	Highly specialized in one or more phases of software systems development, systems integration, or network engineering. Formulates / defines specifications, develops / modifies / maintains complex systems and subsystems, using vendor engineering releases and utilities for overall operational systems. Develops complete specifications to enable computer programmers to prepare required programs. Coordinates work with programmers and engineers, and orients users to new systems. Software systems development, systems integration, or network engineering.	5 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.
Systems Programmer	Confers with technical and analytical personnel and designs detailed programs, flow charts, and diagrams indicating required computations and sequence of machine operations. Translates design into coded instructions. Verifies accuracy and validity of programs by preparing sample data and testing. Corrects program errors and modifies the program as required by revising instructions. Reviews and/or prepares system documents and specifications. Analyzes programs and outlines for such factors as type and extent of information to be transferred from storage units, sorting, and format of final results.	5 Yrs. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Technical Support Analyst	<p>Provides technical support requiring an intermediate or advanced level technical knowledge of IT products and services. Has an in depth knowledge of several areas of specialty. Acts as a technical resource for more complex problem resolution. Troubleshoots, analyzes and investigates complex technical problems and communicates solutions via telephone, fax, e-mail, or in person concerning the use of IT products and services. Performs in depth analysis and research of the problem and determines solutions to meet client needs. Troubleshoots and analyzes technical problems for end-users regarding a variety of IT products, i.e. hardware, software, and related services</p>	<p>3 Yrs. Minimum Relevant Experience Client-specified industry certifications may apply.</p>	<p>BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology</p>
Technical Support Lead/Supervisor	<p>Provides training, guidance and direction to Technical Support Representatives to ensure quality services are provided to end users. Motivates the project team to meet established criteria, identify potential quality deficiencies and propose corrective actions. Coordinates shift scheduling and establish work flow ensuring adequate coverage at all times. May participate in the recruiting, interviewing and hiring process. Evaluates documents and seeks to improve the performance of Technical Support Representatives. Recommends action steps to ensure satisfied end users. Supervises and monitors the work of Technical Support Representatives engaged in providing technical support to end-users regarding a variety IT products, i.e. hardware, software, and related services. Ensures that quality technical support is provided to end-users</p>	<p>4 Yrs. Minimum Relevant Experience Client-specified industry certifications may apply.</p>	<p>BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology</p>

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Technical Support Manager	Provides training, guidance and direction to Technical Support Representatives to ensure quality services are provided to end users. Motivates the project team to meet established criteria, identify potential quality deficiencies and propose corrective actions. Coordinates shift scheduling and establish work flow ensuring adequate coverage at all times. May participate in the recruiting, interviewing and hiring process. Evaluates, documents and seeks to improve the performance of Technical Support Representatives. Recommends action steps to ensure satisfied end users. Supervises and monitors the work of Technical Support Representatives engaged in providing technical support to end-users regarding a variety IT products, i.e. hardware, software, and related services. Ensures that quality technical support is provided to end-users.	5 Yrs. Minimum Relevant Experience Client-specified industry certifications may apply.	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology
Technical Support Rep.	Provides technical support requiring an intermediate level knowledge of IT products and services. Answers telephone inquiries from end-users and/or other Technical Support Reps regarding a variety of IT products or services. Queries end-users for information in order to accurately identify the technical source of the problem. Responsible for providing technical support, problem diagnosis and resolution, to system end-users for a variety of IT products, i.e. hardware, software, and related services.	Min. 1 yr. Client-specified computer certifications may apply.	AA Degree
Technical Support Specialist I	Provides technical support to staff and customers by testing software and hardware products, maintains software documentation, responds and follows-up on internal and external customer support problems. Provides support to end users for either PC, server, or mainframe applications and hardware. Testing software and hardware products	1 Yr. Minimum Relevant Experience	BA/BS

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Technical Support Specialist II	Provides technical support to staff and customers by testing software and hardware products, maintains software documentation, responds and follows-up on internal and external customer support problems. Provides support to end users for either PC, server, or mainframe applications and hardware. Testing software and hardware products	3 Yrs. Minimum Relevant Experience	BA/BS
Technical Writer/Editor	Prepares and edits system documentation incorporating information provided by the user, specialist, analyst, and programmer personnel. Interprets technical documentation standards and prepares documentation according to the standards and prepares documentation according to the standards. Responsible for spelling, grammar, and proper formats. Proofreads final products. Writes, edits, and types reports, studies, and presentation material of technical information for both technical and non-technical audience.	3 Yrs. Minimum Relevant Experience	BS/BA
Technical Writer II	Gathers, analyzes, translates and composes technical information into clear, readable documents to be used by technical and non-technical personnel. Composes technical documents including, user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology. May supervise others.	5 Yrs. Minimum Relevant Experience.	BS/BA
Technical Writer III	Gathers, analyzes, translates and composes technical information into clear, readable documents to be used by technical and non-technical personnel. Composes technical documents including, user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology. May supervise others.	10 Yrs. Minimum Relevant Experience	MS/MA

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Trainer/Course Developer	Identifies training objectives, constructs performance measures, and specifies appropriate instructional delivery methods. Interfaces with design and development teams to insure incorporation of training needs into the system development life cycle process. Designs, develops, documents, and delivers training courses to a wide range of audiences using a mix of training techniques and media such as formal lectures, seminars, tutorials, and computer aided instruction (CADE). Evaluates training material and resources. Provides professional guidance to Contractor management, analysts, specialists, programmers, and Government personnel.	5 Yrs. Minimum Relevant Experience	BA/BS
Training Developer II	Experienced in instructional systems design (ISD) methodology (preferably ADDIE). Develops instructor-led and computer-based training. Develops and revises training courses and prepares appropriate training catalogs. Develops courses and instructional material to educate technical and non-technical personnel. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Must possess exceptional interpersonal skills and superior oral and written communication skills. Possesses and applies expertise on multiple complex work assignments which are broad in nature, requiring originality and innovation in determining how to accomplish tasks. Has the ability to apply a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.	5 Yrs. Minimum Relevant Experience. ISD certification preferred	BS/BA

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
Training Developer III	<p>Experienced in instructional systems design (ISD) methodology (preferably ADDIE). Develops instructor-led and computer-based training. Develops and revises training courses and prepares appropriate training catalogs. Develops courses and instructional material to educate technical and non-technical personnel in IT. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Must possess exceptional interpersonal skills and superior oral and written communication skills. Establishes goals and plans that meet project objectives. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.</p>	10 Yrs. Minimum Relevant Experience. ISD certification preferred	MS/MA
Training Specialist I	<p>Organizes and conducts training and educational programs for information systems (technical) or user (non-technical) personnel. May develop instructional curriculum and materials; prepares course outline, handouts, and visual aid materials. Coordinates with subject matter experts to ensure that prepared courses meet stated objectives. Maintains records of training activities and program effectiveness. Organizes and conducts training and educational programs for information systems.</p>	1 Yr. Minimum Relevant Experience	BS/BA in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.

GSA APPROVED LABOR RATES

Labor Category	6/27/2017	6/27/2018	6/27/2019	6/27/2020	6/27/2021
	- 6/26/2018	- 6/26/2019	- 6/26/2020	- 6/26/2021	- 6/26/2022
Administrative Specialist I	\$55.30	\$56.35	\$57.42	\$58.51	\$59.62
Analyst	\$77.79	\$79.26	\$80.77	\$82.30	\$83.87
Business Re-Engineering Expert	\$268.40	\$273.50	\$278.69	\$283.99	\$289.38
Communication Specialist	\$94.01	\$95.79	\$97.61	\$99.47	\$101.36
Configuration/Data Management Analyst I	\$95.35	\$97.16	\$99.00	\$100.89	\$102.80
Configuration/Data Management Analyst II	\$114.08	\$116.25	\$118.46	\$120.71	\$123.00
Consultant	\$82.07	\$83.63	\$85.22	\$86.84	\$88.49
Database Administrator	\$90.43	\$92.15	\$93.90	\$95.69	\$97.51
Engagement Manager	\$139.44	\$142.09	\$144.79	\$147.54	\$150.34
Enterprise Architect I	\$123.37	\$125.72	\$128.11	\$130.54	\$133.02
Enterprise Architect II	\$157.04	\$160.03	\$163.07	\$166.17	\$169.32
Enterprise Architect III	\$208.64	\$212.60	\$216.64	\$220.76	\$224.95
Enterprise Architect IV	\$278.82	\$284.12	\$289.52	\$295.02	\$300.62
Graphics Specialist I	\$60.65	\$61.80	\$62.97	\$64.17	\$65.39
Graphics Specialist II	\$64.89	\$66.12	\$67.38	\$68.66	\$69.96
Graphics Specialist III	\$77.70	\$79.18	\$80.68	\$82.21	\$83.78
Information Security Specialist I	\$106.00	\$108.01	\$110.06	\$112.15	\$114.29
Information Security Specialist II	\$129.02	\$131.47	\$133.97	\$136.51	\$139.11
Information Security Specialist III	\$229.23	\$233.58	\$238.02	\$242.54	\$247.15
Information Technology Management Analyst I	\$84.12	\$85.72	\$87.35	\$89.01	\$90.70

Information Technology Management Analyst II	\$95.90	\$97.73	\$99.58	\$101.47	\$103.40
Information Technology Management Analyst III	\$112.17	\$114.30	\$116.47	\$118.68	\$120.94
Information Technology Management Analyst IV	\$131.25	\$133.75	\$136.29	\$138.88	\$141.52
Information Technology Process Consultant I	\$100.11	\$102.01	\$103.95	\$105.92	\$107.93
Information Technology Process Consultant II	\$117.76	\$120.00	\$122.28	\$124.60	\$126.97
Information Technology Process Consultant III	\$143.37	\$146.09	\$148.87	\$151.69	\$154.58
Information Technology Process Consultant IV	\$223.22	\$227.46	\$231.78	\$236.19	\$240.68
Integration & Test Engineer I	\$114.08	\$116.25	\$118.46	\$120.71	\$123.00
Integration & Test Engineer II	\$129.02	\$131.47	\$133.97	\$136.51	\$139.11
Integration & Test Engineer III	\$153.11	\$156.02	\$158.98	\$162.00	\$165.08
Network Administrator	\$92.02	\$93.77	\$95.55	\$97.37	\$99.22
Network Engineer	\$92.02	\$93.77	\$95.55	\$97.37	\$99.22
Network Engineer II	\$106.06	\$108.07	\$110.12	\$112.22	\$114.35
Network Engineer III	\$147.63	\$150.44	\$153.30	\$156.21	\$159.18
Principal Consultant	\$128.61	\$131.05	\$133.54	\$136.08	\$138.66
Program Management Specialist I	\$129.02	\$131.47	\$133.97	\$136.51	\$139.11
Program Management Specialist II	\$143.37	\$146.09	\$148.87	\$151.69	\$154.58
Program Management Specialist III	\$162.65	\$165.74	\$168.89	\$172.10	\$175.37
Program Management Specialist IV	\$196.30	\$200.03	\$203.83	\$207.70	\$211.65
Program Manager I	\$145.82	\$148.59	\$151.41	\$154.29	\$157.22
Program Manager II	\$211.04	\$215.05	\$219.13	\$223.30	\$227.54
Program Manager III	\$258.61	\$263.52	\$268.53	\$273.63	\$278.83
Programmer/Analyst	\$72.93	\$74.32	\$75.73	\$77.17	\$78.64

Quality Assurance Analyst I	\$84.12	\$85.72	\$87.35	\$89.01	\$90.70
Quality Assurance Analyst II	\$95.35	\$97.16	\$99.00	\$100.89	\$102.80
Quality Assurance Analyst III	\$106.56	\$108.59	\$110.65	\$112.75	\$114.90
Quality Assurance Specialist	\$94.01	\$95.79	\$97.61	\$99.47	\$101.36
Sr. Consultant	\$107.74	\$109.79	\$111.87	\$114.00	\$116.16
Sr. Database Administrator	\$123.88	\$126.23	\$128.63	\$131.07	\$133.56
Sr. Financial Systems Accountant	\$162.24	\$165.32	\$168.46	\$171.66	\$174.92
Sr. Financial Systems Analyst	\$162.25	\$165.33	\$168.47	\$171.67	\$174.93
Sr. Management Analyst	\$113.44	\$115.60	\$117.80	\$120.03	\$122.31
Sr. Systems Program Manager	\$182.16	\$185.62	\$189.14	\$192.74	\$196.40
Sr. Systems Programmer	\$113.44	\$115.60	\$117.80	\$120.03	\$122.31
Sr. Technical Advisor	\$191.70	\$195.35	\$199.06	\$202.84	\$206.69
Sr. Technical Support Rep.	\$66.31	\$67.57	\$68.86	\$70.16	\$71.50
Strategic Information Technology Advisor I	\$252.38	\$257.18	\$262.06	\$267.04	\$272.12
Strategic Information Technology Advisor II	\$560.86	\$571.51	\$582.37	\$593.44	\$604.71
Subject Matter Expert 1	\$421.73	\$429.75	\$437.91	\$446.23	\$454.71
Subject Matter Expert 2	\$329.74	\$336.01	\$342.39	\$348.90	\$355.53
Systems Analyst	\$105.34	\$107.34	\$109.38	\$111.46	\$113.57
Sr. Systems Analyst	\$154.62	\$157.56	\$160.56	\$163.61	\$166.71
Systems Engineer I	\$103.19	\$105.15	\$107.14	\$109.18	\$111.25
Systems Engineer II	\$129.02	\$131.47	\$133.97	\$136.51	\$139.11
Systems Engineer III	\$143.37	\$146.09	\$148.87	\$151.69	\$154.58
Systems Programmer	\$89.12	\$90.81	\$92.53	\$94.29	\$96.08

Technical Support Analyst	\$72.85	\$74.24	\$75.65	\$77.08	\$78.55
Technical Support Lead/Supervisor	\$79.89	\$81.40	\$82.95	\$84.53	\$86.13
Technical Support Manager	\$82.07	\$83.63	\$85.22	\$86.84	\$88.49
Technical Support Rep.	\$59.71	\$60.84	\$62.00	\$63.18	\$64.38
Technical Support Specialist I	\$50.47	\$51.43	\$52.41	\$53.40	\$54.42
Technical Support Specialist II	\$54.94	\$55.98	\$57.05	\$58.13	\$59.24
Technical Writer/Editor	\$51.86	\$52.85	\$53.85	\$54.87	\$55.92
Technical Writer II	\$94.09	\$95.88	\$97.70	\$99.56	\$101.45
Technical Writer III	\$120.11	\$122.39	\$124.72	\$127.09	\$129.50
Trainer/Course Developer	\$72.93	\$74.32	\$75.73	\$77.17	\$78.64
Training Developer II	\$119.49	\$121.76	\$124.07	\$126.43	\$128.83
Training Developer III	\$146.58	\$149.37	\$152.21	\$155.10	\$158.05
Training Specialist I	\$101.26	\$103.18	\$105.14	\$107.14	\$109.18

**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 I-FSS-60 Performance Incentives (April 2000)

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

3. Order

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

4. Performance of Services

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

5. Stop-Work Order (Far 52.242-15) (Aug 1989)

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

6. Inspection of Services

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

7. Responsibilities Of The Contractor

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

8. Responsibilities of the Ordering Activity

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT 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 Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. Payments

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

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. Resumes

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

14. Incidental Support Costs

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

15. Approval Of Subcontracts

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

16. Description of IT Professional Services and Pricing

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

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

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science