
**Federal Supply Service
Authorized Federal Supply Schedule Pricelist**

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

INFORMATION TECHNOLOGY PROFESSIONAL SERVICES (IT70)

Special Item No. 132-51

(Prices Shown Herein are Net)



1900 Campus Commons Drive, Suite 410
Reston, VA 20191

Telephone: (703) 391-1600 • Fax: (703) 391-1601

e-mail: wayne.staub@incatech-corp.com

Contract Number: GS-35F-145CA

Period Covered by Contract: 01/20/2015 – 01/19/2025

Current through Refresh 47

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.fss.gsa.gov>.



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INFORMATION FOR ORDERING OFFICES

INCATech LLC 1900 Campus Commons Drive Suite 410 Reston, VA 20191	Metropolitan Washington, DC Area: 703-391-1600	Facsimile: 703-391-1601
	Internet e-mail Address: Wayne.Staub@incatech-corp.com	

Special Item Numbers (SINs) Awarded

Special Item Number	Description
132-51	IT Professional Services

1. GEOGRAPHIC SCOPE OF CONTRACT

The geographic scope of this contract is the 48 contiguous states, the District of Columbia, Alaska, Hawaii, the Commonwealth of Puerto Rico, and state and local governments. Overseas support to US Government customers as required

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION

Mail and facsimile orders should be forwarded to the following address and telephone number:

Innovative Computing & Applied Technology LLC
1900 Campus Commons Drive
Suite 410
Reston, VA 20191
Attn: Liliana Freedman
Facsimile Number: (703) 391-1601

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase 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 numbers can be used by ordering agencies to obtain technical and/or ordering assistance:

(703) 391-1600 or (703) 728-4351

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to Government personnel or damage to Government 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. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279

Block 9: G. Order/Modification Under Federal Schedule
 Block 16: Contractor Establishment Code (DUNS): 828342589
 Block 30: Type of Contractor: A. Small Disadvantaged Business
 Block 31: Woman-Owned Small Business – Yes
 Block 37: Contractor’s Taxpayer Identification Number (TIN) – 26-3350914

4a. CAGE CODE: 57NF2

5. FOB DESTINATION: As negotiated per delivery order

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	As negotiated between the Government and Innovative Computing & Applied Technology LLC

b. **Urgent Requirement.** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within three (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 agency, 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: None offered.
- b. Quantity: None offered.
- c. Dollar Volume: None offered.
- d. Government Educational Institutions: None offered.
- e. Other

8. TRADE AGREEMENTS ACT FOR 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:

All packaging meets export packaging requirements.

10. SMALL REQUIREMENTS:

The minimum dollar value of orders to be issued is \$100 for all SINs.

11. MAXIMUM ORDER

The maximum dollar value per order for all IT professional services will be \$ 500,000.

12. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS. In accordance with FAR 8.404:

Agencies may use written orders, EDI orders, credit card orders, blanket purchase orders, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Orders shall not extend beyond the end of the contract period.

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need to seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the Government's needs.

a. Orders placed at or below the micro-purchase threshold. Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three (3) Schedule Contractors and selecting the delivery and other options available under the schedule that meets the agency's needs. In selecting the supply or service representing the best value, the ordering office may consider--

- (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or services;
- (2) Trade-in considerations;
- (3) Probable life of the item selected as compared with that of a comparable item;
- (4) Warranty considerations;
- (5) Maintenance availability;
- (6) Past performance; and
- (7) Environmental and energy efficiency considerations.



c. Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering office to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering offices shall--

- (1) Review additional Schedule Contractors' catalogs/pricelists or use the "GSA Advantage!" on-line shopping services;
- (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- (2) Offer the lowest price available under the contract; or
- (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).

d. Blanket purchase agreement (BPAs). The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

e. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering office finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering office the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual agency for a specific order.

f. Small business. For orders exceeding the micro-purchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

g. Documentation. Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an agency requirement in excess of the micro-purchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering office shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the agency's needs.



13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS

Federal departments and agencies 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 specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering offices, shall be responded to promptly by the Contractor.

13.a 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, either at the above address or the following telephone number: (703) 487-4650.

13.b 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 Supply 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, (street address) Gaithersburg, MD 20899, (301) 975-2833.

14. SECURITY REQUIREMENTS

In the event security requirements are necessary, the ordering activities may incorporate, in their delivery orders, a security clause in accordance with current laws, regulations, and individual agency policy; however, the burden of administering the security requirements shall be with the ordering agency. If any costs are incurred as a result of the inclusion of security requirements, such costs will not exceed ten percent (10%) or \$100,000, of the total dollar value of the order, whichever is less.

15. CONTRACT ADMINISTRATION FOR ORDERING OFFICES

Any ordering office, 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 FARs 52.212-4, paragraphs (1) Termination for the Government's convenience, and (m) Termination for Cause (See C.1.).

16. GSA ADVANTAGE!

The GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule price lists with ordering information. The 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 (e.g., Google Chrome). The Internet address is <http://www.fss.gsa.gov>.

17. PURCHASE OF INCIDENTAL, NON-SCHEDULE ITEMS

For administrative convenience, open market (non-contract) items may be added to a Federal Supply Schedule Blanket Purchase Agreement (BPA) or an individual order, provided that the items are clearly labeled as such on the order, all applicable regulations have been followed, and reasonable pricing has been determined by the ordering activity for the open market (non-contract) items.

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 price list outside the 48 contiguous states and the District of Columbia.

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.



**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 Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.



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

d. Any Contractor travel required in the performance of IT 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 Professional Services.

9. INDEPENDENT CONTRACTOR

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

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 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. PURCHASE OF INCIDENTAL, NON-SCHEDULE ITEMS

For administrative convenience, open market (non-contract) items may be added to a Federal Supply Schedule Blanket Purchase Agreement (BPA) or an individual order, provided that the items are clearly labeled as such on the order, all applicable regulations have been followed, and reasonable pricing has been determined by the ordering activity for the open market (noncontract) items.



16. 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.

17. 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.



PRICE LIST

The price list effective upon award is presented on the following pages and includes .75% IFF. Following the price list, there are detailed descriptions of the services offered. The minimum experience, education, and functional responsibility for each service CLIN is provided to ensure that the INCATech’s employee’s skills match the requirements of the delivery order.

GSA hourly rates for INCATech staff providing services predominantly at the customer site		
Labor Category Name	CLIN	01/20/2015 Through 01/19/2025
Business Analyst - 1	0001	107.10
Business Analyst - 2	0002	126.90
Business Analyst - 3	0003	142.40
Business Analyst - 4	0004	167.70
Business Analyst - 5	0005	208.50
Configuration Manager - 1	0006	81.60
Configuration Manager - 2	0007	91.10
Configuration Manager - 3	0008	108.80
Configuration Manager - 4	0009	126.90
Configuration Manager - 5	0010	158.60
Content Management Specialist - 1	0011	81.60
Content Management Specialist - 2	0012	95.20
Content Management Specialist - 3	0013	108.80
Content Management Specialist - 4	0014	122.40
Content Management Specialist - 5	0015	154.10
Content Management Systems Architect - 1	0016	126.90
Content Management Systems Architect - 2	0017	149.60
Content Management Systems Architect - 3	0018	176.80
Content Management Systems Architect - 4	0019	204.00
Content Management Systems Architect - 5	0020	240.20
Content Management Systems Developer - 1	0021	122.40
Content Management Systems Developer - 2	0022	145.00
Content Management Systems Developer - 3	0023	167.70
Content Management Systems Developer - 4	0024	204.00
Content Management Systems Developer - 5	0025	240.20
Delivery Assurance Manager - 3	0026	181.30
Delivery Assurance Manager - 4	0027	208.50
Delivery Assurance Manager - 5	0028	253.80



Labor Category Name	CLIN	01/20/2015 Through 01/19/2025
Front End Developer - 1	0029	95.20
Front End Developer - 2	0030	113.30
Front End Developer - 3	0031	131.40
Front End Developer - 4	0032	154.10
Front End Developer - 5	0033	181.30
Java/HTML Developer - 1	0034	81.60
Java/HTML Developer - 2	0035	89.30
Java/HTML Developer - 3	0036	104.20
Java/HTML Developer - 4	0037	122.40
Java/HTML Developer - 5	0038	149.60
Network Administrator - 1	0039	69.90
Network Administrator - 2	0040	83.90
Network Administrator - 3	0041	99.70
Network Administrator - 4	0042	117.80
Network Administrator - 5	0043	145.00
Program Manager - 1	0044	149.60
Program Manager - 2	0045	172.20
Program Manager - 3	0046	199.40
Program Manager - 4	0047	226.60
Program Manager - 5	0048	272.00
Project Manager - 1	0049	136.00
Project Manager - 2	0050	154.10
Project Manager - 3	0051	185.80
Project Manager - 4	0052	213.00
Project Manager - 5	0053	258.40
Project Planning & Control Specialist - 1	0054	90.70
Project Planning & Control Specialist - 2	0055	113.30
Project Planning & Control Specialist - 3	0056	145.00
Project Planning & Control Specialist - 4	0057	167.70
Project Planning & Control Specialist - 5	0058	204.00
Quality Assurance Analyst- 1	0059	81.60
Quality Assurance Analyst- 2	0060	99.70
Quality Assurance Analyst- 3	0061	131.40
Quality Assurance Analyst- 4	0062	159.70
Quality Assurance Analyst- 5	0063	194.90



Labor Category Name	CLIN	01/20/2015 Through 01/19/2025
Service Desk Technician - 1	0064	45.30
Service Desk Technician - 2	0065	53.30
Service Desk Technician - 3	0066	63.40
Service Desk Technician - 4	0067	70.90
Service Desk Technician - 5	0068	90.60
Subject Matter Expert - 1	0069	158.60
Subject Matter Expert - 2	0070	181.30
Subject Matter Expert - 3	0071	208.50
Subject Matter Expert - 4	0072	240.20
Subject Matter Expert - 5	0073	294.60
Systems Administrator - 1	0074	93.60
Systems Administrator - 2	0075	112.30
Systems Administrator - 3	0076	130.50
Systems Administrator - 4	0077	150.50
Systems Administrator - 5	0078	188.60
Technical Director - 3	0079	172.20
Technical Director - 4	0080	217.60
Technical Director - 5	0081	262.90
Test Specialist - 1	0082	77.00
Test Specialist - 2	0083	86.10
Test Specialist - 3	0084	99.70
Test Specialist - 4	0085	117.80
Test Specialist - 5	0086	145.00
Training Specialist - 1	0087	63.40
Training Specialist - 2	0088	72.50
Training Specialist - 3	0089	86.10
Training Specialist - 4	0090	95.20
Training Specialist - 5	0091	108.80
Webmaster Technician - 1	0092	63.40
Webmaster Technician - 2	0093	72.50
Webmaster Technician - 3	0094	83.00
Webmaster Technician - 4	0095	99.70
Webmaster Technician - 5	0096	126.90



Professional Labor Category Descriptions and Education/Experience Levels

Commercial Job Title: Business Analyst 1

Functional Responsibility: Under direct supervision performs research and to support formulation and definition of systems scope and objectives based on both user needs and an initial understanding of applicable systems and industry requirements. Follows defined procedures to solve problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes basic analysis of business and user needs, documentation of requirements, and provides input into proper system requirement specifications.

Minimum Education: Associate's Degree

Minimum Years of Experience: 2

Commercial Job Title: Business Analyst 2

Functional Responsibility: Under indirect supervision formulates and defines systems scope and objectives based on research, user needs, and a good understanding of applicable systems and industry requirements. Devises or modifies procedures to solve problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 3

Commercial Job Title: Business Analyst 3

Functional Responsibility: Under general supervision formulates and defines systems scope and objectives based on both user needs and an excellent understanding of applicable systems and industry requirements. Devises or modifies procedures to solve problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 5



Commercial Job Title: Business Analyst 4

Functional Responsibility: With general direction applies management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine solutions based on client requirements with an IT services/solutions-based scope. Analyzes operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of systems and projects. Creates project plans to achieve performance-based objectives, enhancing implementation, systems and service. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 8

Commercial Job Title: Business Analyst 5

Functional Responsibility: With minimal direction applies management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine solutions based on client requirements with an IT services/solutions-based scope. Analyzes operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of systems and projects. Creates project plans to achieve performance-based objectives, enhancing implementation, systems and service. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications

Minimum Education: Master's Degree

Minimum Years of Experience: 10

Commercial Job Title: Configuration Manager 1

Functional Responsibility: Under immediate supervision, responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted baseline(s) standards. Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action.

Minimum Education: Associate's Degree

Minimum Years of Experience: 2



Commercial Job Title: Configuration Manager 2

Functional Responsibility: Under indirect supervision, responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted baseline(s) standards. Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action. Provides daily support to staff as to change status requirements, deadlines, and problems.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 3

Commercial Job Title: Configuration Manager 3

Functional Responsibility: Under general supervision, responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted baseline(s) standards. Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action. Trains personnel by conducting workshops and seminars on the proper methodology to maintain a proactive CM program. Provides daily direction to staff as to change status requirements, deadlines, and problems.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 5

Commercial Job Title: Configuration Manager 4

Functional Responsibility: Under general direction conducts and prepares configuration management plans and procedures, performs configuration audits, monitors trouble reports and change requests, evaluates and selects tools to automate the change control process, and provides status accounting support. Coordinates with users and developers on the release of new software versions. Establishes, operates, and maintains program documentation support libraries.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 8

Commercial Job Title: Configuration Manager 5

Functional Responsibility: Under minimal direction leads tasks and supervises staff in preparing configuration management plans and procedures, performs configuration audits, monitors trouble reports and change requests, evaluates and selects tools to automate the change control process, and provides status accounting support. Coordinates with users and developers on the release of new software versions. Establishes, operates, and maintains program documentation support libraries.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 10



Commercial Job Title: Content Management Specialist 1

Functional Responsibility: Under direct supervision responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML, and web graphics types and standards.

Minimum Education: High School Degree

Minimum Years of Experience: 2

Commercial Job Title: Content Management Specialist 2

Functional Responsibility: Under indirect supervision responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML, and web graphics types and standards.

Minimum Education: Associate's Degree

Minimum Years of Experience: 2

Commercial Job Title: Content Management Specialist 3

Functional Responsibility: Under general supervision responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML, and web graphics types and standards.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 3



Commercial Job Title: Content Management Specialist 4

Functional Responsibility: Under general direction responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Responsible for executing system to system content migrations using tools and procedures provided. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML, and web graphics types and standards.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 5

Commercial Job Title: Content Management Specialist 5

Functional Responsibility: Under direct supervision responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Responsible for defining and developing system to system content migration strategies and tactical tools and procedures. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML, and web graphics types and standards.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 8

Commercial Job Title: Content Management System Architect 1

Functional Responsibility: Under direct supervision the Content Management Systems Architect is responsible for the design and build out of the enterprise content management stack which includes Component management, Document management, Web content management, and digital asset management systems. Work with various business stakeholder groups to understand requirements and provide platforms that address the needs. Define strategy, Processes and solutions based on current and future needs. This is a technical role and the architect should be able to work hands on with other technical teams.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 3



Commercial Job Title: Content Management System Architect 2

Functional Responsibility: Under indirect supervision the Content Management Systems Architect is responsible for the design and build out of the enterprise content management stack which includes Component management, Document management, Web content management, and digital asset management systems. Work with various business stakeholder groups to understand requirements and provide platforms that address the needs. Define strategy, Processes and solutions based on current and future needs. This is a technical role and the architect should be able to work hands on with other technical teams.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 5

Commercial Job Title: Content Management System Architect 3

Functional Responsibility: Under general supervision the Content Management Systems Architect is responsible for the design and build out of the enterprise content management stack which includes Component management, Document management, Web content management, and digital asset management systems. Work with various business stakeholder groups to understand requirements and provide platforms that address the needs. Define strategy, Processes and solutions based on current and future needs. This is a technical role and the architect should be able to work hands on with other technical teams.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 8

Commercial Job Title: Content Management System Architect 4

Functional Responsibility: Under general direction the Content Management Systems Architect is responsible for the design and build out of the enterprise content management stack which includes Component management, Document management, Web content management, and digital asset management systems. Work with various business stakeholder groups to understand requirements and provide platforms that address the needs. Define strategy, Processes and solutions based on current and future needs. This is a technical role and the architect should be able to work hands on with other technical teams.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 10



Commercial Job Title: Content Management System Architect 5

Functional Responsibility: With minimal direction the Content Management Systems Architect is responsible for the design and build out of the enterprise content management stack which includes Component management, Document management, Web content management, and digital asset management systems. Work with various business stakeholder groups to understand requirements and provide platforms that address the needs. Define strategy, Processes and solutions based on current and future needs. This is a technical role and the architect should be able to work hands on with other technical teams. Requires certification in a relevant CMS system.

Minimum Education: Master's Degree

Minimum Years of Experience: 10

Commercial Job Title: Content Management System Developer 1

Functional Responsibility: Under direct supervision maintain enterprise level Content Management Systems (CMS) with respect to organization, access methods, update frequencies and methods, onsite and offsite backup frequencies, documentation, etc. for specific applications. Define all required CMS administration policies, procedures, standards, and guidelines. Identify data and metadata user and technical requirements. Maintain CMS repositories for digital assets, dictionaries, object and data models and ontologies, and metadata repositories. Implement CMS quality processes and validation methods. Establish and administer user privilege classes. Distribute and monitor use of logons and passwords. Monitor CMS-related standards, procedures, and best practices. Facilitate CMS structure change control, problem management, and communication among CMS specialists, system analysts, system designers, and system developers. Work with business analysts to implement business rules via stored procedures, middleware, or other technologies.

Minimum Education: Associate's Degree

Minimum Years of Experience: 3

Commercial Job Title: Content Management System Developer 2

Functional Responsibility: Under indirect supervision maintain complex enterprise level Content Management Systems (CMS) with respect to organization, access methods, update frequencies and methods, onsite and offsite backup frequencies, documentation, etc. for specific applications. Define all required CMS administration policies, procedures, standards, and guidelines. Identify data and metadata user and technical requirements. Maintain CMS repositories for digital assets, dictionaries, object and data models and ontologies, and metadata repositories. Implement CMS quality processes and validation methods. Establish and administer user privilege classes. Distribute and monitor use of logons and passwords. Monitor CMS-related standards, procedures, and best practices. Facilitate CMS structure change control, problem management, and communication among CMS specialists, system analysts, system designers, and system developers. Work with business analysts to implement business rules via stored procedures, middleware, or other technologies.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 3



Commercial Job Title: Content Management System Developer 3

Functional Responsibility: Under general supervision implement, and maintain complex enterprise level Content Management Systems (CMS) with respect to organization, access methods, indexing, device allocation, validation checks, protection and security, update frequencies and methods, onsite and offsite backup frequencies, documentation, etc. for specific applications. Implement all required CMS administration policies, procedures, standards, and guidelines. Analyze and identify data and metadata user and technical requirements. Develop and maintain CMS repositories for digital assets, dictionaries, object and data models and ontologies, and metadata repositories. Prepare and implement CMS quality processes and validation methods. Establish and administer user privilege classes. Distribute and monitor use of logons and passwords. Monitor CMS-related standards, procedures, and best practices. Facilitate CMS structure change control, problem management, and communication among CMS specialists, system analysts, system designers, and system developers. Work with business analysts to implement business rules via stored procedures, middleware, or other technologies.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 5

Commercial Job Title: Content Management System Developer 4

Functional Responsibility: Under general direction design, implement, and maintain complex enterprise level Content Management Systems (CMS) with respect to organization, access methods, indexing, device allocation, validation checks, protection and security, update frequencies and methods, onsite and offsite backup frequencies, documentation, etc. for specific applications. Define all required CMS administration policies, procedures, standards, and guidelines. Analyze and identify data and metadata user and technical requirements. Develop and maintain CMS repositories for digital assets, dictionaries, object and data models and ontologies, and metadata repositories. Prepare and implement CMS quality processes and validation methods. Establish and administer user privilege classes. Distribute and monitor use of logons and passwords. Monitor CMS-related standards, procedures, and best practices. Facilitate CMS structure change control, problem management, and communication among CMS specialists, system analysts, system designers, and system developers. Work with business analysts to implement business rules via stored procedures, middleware, or other technologies.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 8



Commercial Job Title: Content Management System Developer 5

Functional Responsibility: With minimal direction design, implement, and maintain complex enterprise level Content Management Systems (CMS) with respect to organization, access methods, indexing, device allocation, validation checks, protection and security, update frequencies and methods, onsite and offsite backup frequencies, documentation, etc. for specific applications. Define all required CMS administration policies, procedures, standards, and guidelines. Analyze and identify data and metadata user and technical requirements. Develop and maintain CMS repositories for digital assets, dictionaries, object and data models and ontologies, and metadata repositories. Prepare and implement CMS quality processes and validation methods. Plan for long-range evolution for CMS administration and governance based on new information system and application requirements. Establish and administer user privilege classes. Distribute and monitor use of logons and passwords. Monitor CMS-related standards, procedures, and best practices. Facilitate CMS structure change control, problem management, and communication among CMS specialists, system analysts, system designers, and system developers. Work with business analysts to implement business rules via stored procedures, middleware, or other technologies. Requires certification in a relevant CMS system.

Minimum Education: Master's Degree

Minimum Years of Experience: 10

Commercial Job Title: Delivery Assurance Manager 3

Functional Responsibility: Under general supervision the Delivery Assurance Manager will collaborate with the business and technology organizations to ensure the successful delivery of programs and to contribute to the development of best practices for program and project delivery. Consults with business and technology leaders on program design, implementation plans, governance and overall program management challenges and opportunities. Provide assurance that programs are effectively managing risks, following prescribed processes and governance models, and mitigating risks throughout the project lifecycle. Collaborate with program teams to develop rigorous project controls and practices to help assure cost-effective and timely delivery. Ensure consistent and accurate reporting to stakeholders at all levels.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 10



Commercial Job Title: Delivery Assurance Manager 4

Functional Responsibility: Under general direction the Delivery Assurance Manager will collaborate with the business and technology organizations to ensure the successful delivery of programs and contribute to the development of best practices for program and project delivery. Consults with business and technology leaders on program design, implementation plans, governance and overall program management challenges and opportunities. Provide assurance that programs are effectively managing risks, following prescribed processes and governance models, and mitigating risks throughout the project lifecycle. Collaborate with program teams to develop rigorous project controls and practices to help assure cost-effective and timely delivery. Ensure consistent and accurate reporting to stakeholders at all levels.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 12

Commercial Job Title: Delivery Assurance Manager 5

Functional Responsibility: With minimal direction the Delivery Assurance Manager will collaborate with the business and technology organizations to ensure the successful delivery of programs and to contribute to the development of best practices for program and project delivery. Consults with business and technology leaders on program design, implementation plans, governance and overall program management challenges and opportunities. Provide assurance that programs are effectively managing risks, following prescribed processes and governance models, and mitigating risks throughout the project lifecycle. Collaborate with program teams to develop rigorous project controls and practices to help assure cost-effective and timely delivery. Ensure consistent and accurate reporting to stakeholders at all levels.

Minimum Education: Master's Degree

Minimum Years of Experience: 12

Commercial Job Title: Front End Developer 1

Functional Responsibility: Under direct supervision support design and develop website(s) graphical presentation and user interface to support the organization's strategies and goals relative to internal and external communications requirements. Develop graphic designs and work with other members of a project team to develop the site concept, user interface design, and information architecture of the web site. Design and develop user interface features, multi-media, site animation, and special-effects elements. Integrate web applications with backend databases. Design web page layout and graphical content in compliance with cross browser platforms. Maintain ongoing knowledge of new internet technologies and the ability to apply them where and when needed.

Minimum Education: Associate's Degree

Minimum Years of Experience: 1



Commercial Job Title: Front End Developer 2

Functional Responsibility: Under indirect supervision design and develop website(s) graphical presentation and user interface to support the organization's strategies and goals relative to internal and external communications requirements. Develop graphic designs and work with other members of a project team to develop the site concept, user interface design, and information architecture of the web site. Design and develop user interface features, multi-media, site animation, and special-effects elements. Integrate web applications with backend databases. Design web page layout and graphical content in compliance with cross browser platforms. Maintain ongoing knowledge of new internet technologies and the ability to apply them where and when needed.

Minimum Education: Associate's Degree

Minimum Years of Experience: 3

Commercial Job Title: Front End Developer 3

Functional Responsibility: With general supervision design and develop website(s) graphical presentation and user interface to support the organization's strategies and goals relative to internal and external communications requirements. Develop graphic designs and work with other members of a project team to develop the site concept, user interface design, and information architecture of the web site. Design and develop user interface features, multi-media, site animation, and special-effects elements. Integrate web applications with backend databases. Design web page layout and graphical content in compliance with cross browser platforms. Maintain ongoing knowledge of new internet technologies and the ability to apply them where and when needed.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 3

Commercial Job Title: Front End Developer 4

Functional Responsibility: Under general direction design and develop website(s) graphical presentation and user interface to support the organization's strategies and goals relative to internal and external communications requirements. Develop graphic designs and work with other members of a project team to develop the site concept, user interface design, and information architecture of the web site. Design and develop user interface features, multi-media, site animation, and special-effects elements. Integrate web applications with backend databases. Design web page layout and graphical content in compliance with cross browser platforms. Maintain ongoing knowledge of new internet technologies and the ability to apply them where and when needed.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 6



Commercial Job Title: Front End Developer 5

Functional Responsibility: With minimal direction design and develop website(s) graphical presentation and user interface to support the organization's strategies and goals relative to internal and external communications requirements. Develop graphic designs and work with other members of a project team to develop the site concept, user interface design, and information architecture of the web site. Design and develop user interface features, multi-media, site animation, and special-effects elements. Integrate web applications with backend databases. Design web page layout and graphical content in compliance with cross browser platforms. Maintain ongoing knowledge of new internet technologies and the ability to apply them where and when needed.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 10

Commercial Job Title: Java/HTML Developer 1

Functional Responsibility: Under direct supervision, modifies applications programs from detailed specifications. Codes, tests, and debugs, documents and maintains those programs This level is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in applications programming. Note: This position does not perform systems analysis functions.

Minimum Education: High School

Minimum Years of Experience: 1

Commercial Job Title: Java/HTML Developer 2

Functional Responsibility: Under indirect supervision, modifies moderately complex applications programs from detailed specification. Codes, tests, debug, and documents and maintains those programs. Competent to work on most phases of applications programming activities, but requires instruction and guidance in phases. Note: This position does not perform systems analysis functions.

Minimum Education: Associate's Degree

Minimum Years of Experience: 2

Commercial Job Title: Java/HTML Developer 3

Functional Responsibility: Under general supervision, devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Designs, codes, tests, and debugs and documents those programs. Competent to work independently at moderate technical levels through all phases of applications programming activities. Note: This position does not perform systems analysis functions.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 3



Commercial Job Title: Java/HTML Developer 4

Functional Responsibility: With general direction the Java/HTML Developer will have an excellent command of Java J2EE and will provide expertise in the full software development lifecycle, from concept and design to testing. The Java/HTML Developer is capable to work in a continuously changing environment with new projects involving different systems and languages in areas such as Content Management Systems (CMS), mobile (Android, iOS & HTML5 based), eCommerce, system integration and web applications. The Java/HTML developer will write well designed, testable and efficient code, ensure designs are in compliance with specifications/requirements.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 6

Commercial Job Title: Java/HTML Developer 5

Functional Responsibility: With minimal direction the Java/HTML Developer will have an excellent command of Java J2EE and will provide expertise in the full software development lifecycle, from concept and design to testing. The Java/HTML Developer will work in a continuously changing environment with new projects involving different systems and languages in areas like Content Management Systems (CMS), mobile (Android, iOS & HTML5 based), eCommerce, system integration and web applications. The Java/HTML developer will write well designed, testable and efficient code, ensure designs are in compliance with specifications/requirements. The Java/HTML Developer will design, develop, test and integrate system to system interfaces and data feeds relying on Java connections between systems.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 10

Commercial Job Title: Network Administrator 1

Functional Responsibility: Under direct supervision, assists in the installation, maintenance, and usage of the organization's local area network. Assists in the establishment of network procedures regarding access methods and time, security validation checks, and documentation. Maintains network software and hardware inventories. Researches software and hardware issues regarding the network. Inform users when there are network problems. Monitors and maintains continuity with software licensing and maintenance agreements. Troubleshoots network problems.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 1



Commercial Job Title: Network Administrator 2

Functional Responsibility: Under indirect supervision, monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with contractor support service groups to ensure proper escalation during outages or period of degraded system performance. May assist with installation of terminals and associated hardware. May provide network server support. Requires strong knowledge of PC/Network communications hardware/software, in a multi-protocol environment, and network management software.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 3

Commercial Job Title: Network Administrator 3

Functional Responsibility: Under general supervision, responsible for the acquisition, installation, maintenance, and usage of the organization's local area network. Manages network performance and maintains network security. Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots network problems. Establishes and implements network policies, procedures, and standards and ensures their conformance with information systems and organization objectives. Trains users on network operation. Frequently reports to a PC support manager or Senior network Administrator

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 5

Commercial Job Title: Network Administrator 4

Functional Responsibility: Under general direction, monitors and responds to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with contractor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. May provide network server support. Requires extensive knowledge of PC/network communications hardware/software in a multi-protocol environment, and network management software. May function as lead job providing guidance and training for less experienced engineers and technicians.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 8



Commercial Job Title: Network Administrator 5

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

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 10

Commercial Job Title: Program Manager 1

Functional Responsibility: Under direct supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.

Minimum Education: Associate's Degree

Minimum Years of Experience: 5

Commercial Job Title: Program Manager 2

Functional Responsibility: Under indirect supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 5



Commercial Job Title: Program Manager 3

Functional Responsibility: Under general supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 8

Commercial Job Title: Program Manager 4

Functional Responsibility: Under general guidance manages substantial contract support operations involving multiple projects. Organizes, directs, and coordinates planning and production of all contract support activities. Must have demonstrated communications skills at all levels of management. Serves as the contractor authorized to interface with the Contracting Officers Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervision contractor personnel, and communication policies, purposes, and goal of the organization to subordinate personnel. Responsible for overall contract performance. Assembles and recruits professionals as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contract of the size, type, and complexity described in the Task Order(s).

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 12

Commercial Job Title: Program Manager 5

Functional Responsibility: With minimal guidance manages substantial contract support operations involving multiple projects. Organizes, directs, and coordinates planning and production of all contract support activities. Must have demonstrated communications skills at all levels of management. Serves as the contractor authorized to interface with the Contracting Officers Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervision contractor personnel, and communication policies, purposes, and goal of the organization to subordinate personnel. Responsible for overall contract performance. Assembles and recruits professionals as necessary to perform assigned tasks. Manages subcontracts and subcontractor performance. Demonstrated capability in the overall management of multi-task contract of the size, type, and complexity described in the Task Order(s).

Minimum Education: Master's Degree

Minimum Years of Experience: 12



Commercial Job Title: Project Manager 1

Functional Responsibility: Under direct supervision, responsible for assigned aspects of the development and implementation of assigned projects and provides a single point of contact for those aspects. Interfaces with all areas affected by the project including end users, computer services, and client services. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Recommends action to direct the analysis and solutions of problems.

Minimum Education: Associate's Degree

Minimum Years of Experience: 3

Commercial Job Title: Project Manager 2

Functional Responsibility: Under indirect supervision, responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 5

Commercial Job Title: Project Manager 3

Functional Responsibility: Under general supervision responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 8



Commercial Job Title: Project Manager 4

Functional Responsibility: With general direction the project manager is responsible for overseeing all administrative and development aspects in each life-cycle phase of a project; ensuring all system documents are developed in a timely manner; managing project tasks and change orders; and making sure the project is delivered on time and within budget. The project manager is responsible for working with staff, management and the client to develop a project timeline and establish project milestones. Working with the requirements team, the project manager oversees the requirements analysis process, and serves as an expert on the software/hardware solutions. The project manager is responsible for overseeing and approving the proposed designs and prototypes, and coordinating with the client for feedback and approval. Responsible for establishing and guiding team members in risk management and issue prevention processes and procedures. The project manager is also responsible for the quality control process, and performing functional and regression testing, and tests to isolate and resolve infrastructure bottlenecks.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 10

Commercial Job Title: Project Manager 5

Functional Responsibility: With minimal direction the project manager is responsible for overseeing all administrative and development aspects in each life-cycle phase of a project; ensuring all system documents are developed in a timely manner; managing project tasks and change orders; and making sure the project is delivered on time and within budget. The project manager is responsible for working with staff, management and the client to develop a project timeline and establish project milestones. Working with the requirements team, the project manager oversees the requirements analysis process, and serves as an expert on the software/hardware solutions. Responsible for establishing and guiding team members in risk management and issue prevention processes and procedures. Establishes risk abatement sub projects to uncover and resolve technical risks that could result in project failure. The project manager is also responsible for assuring that the quality control process, functional and regression testing, result in high quality deliverables to customers.

Minimum Education: Master's Degree

Minimum Years of Experience: 10



Commercial Job Title: Project Planning & Control Specialist 1

Functional Responsibility: Under direct supervision supports financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Supports evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues under the close direction of senior staff. Perform research in support of development of work breakdown structures (WBS) and WBS dictionaries. Support development of charts, tables, graphs, and diagrams to assist in analyzing problems. Collect data to support schedule tracking and analysis using established tools and procedures.

Minimum Education: Associate's Degree

Minimum Years of Experience: 2

Commercial Job Title: Project Planning & Control Specialist 2

Functional Responsibility: Under indirect supervision supports all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Performs simple evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solution. Develops sections of work breakdown structures and related WBS dictionary elements for projects. Collect and integrate data to support schedule tracking and variance analysis using established tools and procedures.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 2

Commercial Job Title: Project Planning & Control Specialist 3

Functional Responsibility: Under general supervision perform all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Perform evaluations and improvements to existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solution. Develop full work breakdown structures and related WBS dictionary elements for projects. Collect and integrate data to support schedule tracking and variance analysis using established tools and procedures. May perform Earned Value Management (EVM) analysis and assist with the creation and updating of project control plans/diagrams.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 5



Commercial Job Title: Project Planning & Control Specialist 4

Functional Responsibility: Under general direction perform and guide all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Perform evaluations and improvements to existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solution. Develop full work breakdown structures and related WBS dictionary elements for projects. Collect and integrate data to support schedule tracking and variance analysis using established tools and procedures. May perform Earned Value Management (EVM) analysis and assist with the creation and updating of project control plans/diagrams. Develops EVM metrics for use on projects such as EAC, ETC, CPI, SPI, etc.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 8

Commercial Job Title: Project Planning & Control Specialist 5

Functional Responsibility: With minimal direction supports all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Perform evaluations and improvements to existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solution. Develop full work breakdown structures and related WBS dictionary elements for projects. Collect and integrate data to support schedule tracking and variance analysis using established tools and procedures. May perform Earned Value Management (EVM) analysis and assist with the creation and updating of project control plans/diagrams. Develops EVM metrics for use on projects such as EAC, ETC, CPI, SPI, etc. Establish EVMS programs and related reporting mechanisms, control limits for EVM metrics and integration with program level risk management processes.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 10

Commercial Job Title: Quality Assurance Analyst 1

Functional Responsibility: Under direct supervision, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Assists in the testing of software to ensure proper operation and freedom from defects. Documents and works to resolve basic problems. Reports progress on problem resolution to management. This position is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in quality assurance analysis.

Minimum Education: Associate's Degree

Minimum Years of Experience: 2



Commercial Job Title: Quality Assurance Analyst 2

Functional Responsibility: Under indirect supervision, carries out procedures to ensure that all information systems products and services meet minimum organization standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 3

Commercial Job Title: Quality Assurance Analyst 3

Functional Responsibility: Under general supervision, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 5

Commercial Job Title: Quality Assurance Analyst 4

Functional Responsibility: Under general direction, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 8



Commercial Job Title: Quality Assurance Analyst 5

Functional Responsibility: With minimal direction, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 10

Commercial Job Title: Service Desk Technician 1

Functional Responsibility: Under direct supervision serves as a junior member of an enterprise Service Desk staff supporting delivery of technical expertise and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as an initial point of contact for customer issues and queries. Logs and rapidly responds to customer requests and supports resolution of customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. Takes direction from more senior members of team.

Minimum Education: High School Degree

Minimum Years of Experience: 0

Commercial Job Title: Service Desk Technician 2

Functional Responsibility: Under indirect supervision serves as a junior member of an enterprise Service Desk staff providing technical expertise and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as a point of contact for customer issues and queries. Logs and rapidly responds to customer requests and resolves customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. Takes direction from more senior members of team.

Minimum Education: Associate's Degree

Minimum Years of Experience: 1



Commercial Job Title: Service Desk Technician 3

Functional Responsibility: Under general supervision serves as a member of an enterprise service desk staff providing technical expertise and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as a point of contact for customer issues and queries. Logs and rapidly responds to customer requests and resolves customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May perform administration of help desk software

Minimum Education: Associate's Degree

Minimum Years of Experience: 3

Commercial Job Title: Service Desk Technician 4

Functional Responsibility: Under general direction serves as a senior member of an enterprise service desk staff providing technical leadership and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as a primary point of contact for all customer issues and queries. Logs and rapidly responds to customer requests and resolves customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May perform customization and administration of help desk software. May supervise one or more less experienced service desk technicians.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 5

Commercial Job Title: Service Desk Technician 5

Functional Responsibility:

With minimal direction has overall responsibility for Service Desk Staff and the activities associated with the identification, prioritization, and resolution of Service Incidents and Requests. Coordinates Service Desk resources to ensure that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of service desk software. Assigns personnel to various support processes; prepares Service Level Reports and implements continuous improvement programs using service desk metrics.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 8



Commercial Job Title: Subject Matter Expert 1

Functional Responsibility: Under general supervision, provides advice and guidance that is either domain or technology specific. Is a leader in the field of expertise and able to provide liaison to organizations with state of the art knowledge across industry, academia, and government. Functions as the highest-level individual contributor in at least one technical or business domain area. Utilizes expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. Has a high level of diverse technical and industry experience related to a specific skill set. Typically has specialization in a particular technology or business application. Keeps abreast of technological developments and industry trends

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 8

Commercial Job Title: Subject Matter Expert 2

Functional Responsibility: Under general direction, provides the highest level of advice and guidance that is either domain or technology specific. Is a recognized leader in the field of expertise and able to provide liaison to organizations with state of the art knowledge across industry, academia, and government. Functions as the highest-level individual contributor in at least one technical or business domain area. Utilizes expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. Has a high level of diverse technical and industry experience related to a specific skill set. Typically has specialization in a particular technology or business application. Keeps abreast of technological developments and industry trends

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 10

Commercial Job Title: Subject Matter Expert 3

Functional Responsibility: Under general direction, provides the highest level of advice and guidance that is both domain and technology specific. Is a recognized leader in the field of expertise and able to provide liaison to organizations with state of the art knowledge across industry, academia, and government. Functions as the highest-level individual contributor at the intersection of a technical and business domain area. Utilizes expertise in business management practices, industry requirements and information technology disciplines to develop fully integrated technical/business solutions to client problems. Has a high level of diverse technical and industry experience related to a specific skill set. Typically has specialization in a particular technology and business application. Keeps abreast of technological developments and industry trends.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 12



Commercial Job Title: Subject Matter Expert 4

Functional Responsibility: Under general guidance provides technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation.

Minimum Education: Master's Degree

Minimum Years of Experience: 12

Commercial Job Title: Subject Matter Expert 5

Functional Responsibility: With minimal guidance provides technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation.

Minimum Education: Master's Degree

Minimum Years of Experience: 15

Commercial Job Title: Systems Administrator 1

Functional Responsibility: Under direct supervision support the daily activities of configuration and operation of automated business systems; support scheduling, installation and upgrades to operating systems and software packages. Monitor the system to report performance levels. Ensure data/ media recoverability by implementing a schedule of onsite and offsite system backups and database archive operations. Maintain a comprehensive operating system hardware and software configuration database or library of all supporting documentation. Follow standard operating procedures.

Minimum Education: Associate's Degree

Minimum Years of Experience: 2



Commercial Job Title: Systems Administrator 2

Functional Responsibility:

Under indirect supervision support the planning and execute the daily activities of configuration and operation of automated business systems; measure system operation and resource utilization; perform system capacity analysis; support scheduling, installation and upgrades to operating systems and software packages. Monitor the system to report performance levels. Ensure data/ media recoverability by implementing a schedule of onsite and offsite system backups and database archive operations. Maintain a comprehensive operating system hardware and software configuration database or library of all supporting documentation. Follow standard operating procedures.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 2

Commercial Job Title: Systems Administrator 3

Functional Responsibility:

Under general supervision plan and manage the daily activities of configuration and operation of automated business systems; optimize system operation and resource utilization; perform system capacity analysis and planning support. Resolve priority or scheduling conflicts. Perform quality control checks of work completed or in progress to ensure accuracy and completeness of IT products. Analyze, evaluate and test software/hardware problems. Perform and validate installation and upgrades to operating systems and software packages. Monitor and tune the system to maintain performance levels. Ensure data/ media recoverability by implementing a schedule of onsite and offsite system backups and database archive operations. Maintain and enhance a comprehensive operating system hardware and software configuration database or library of all supporting documentation. Follow standard operating procedures.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 4



Commercial Job Title: Systems Administrator 4

Functional Responsibility:

Under general direction plan and manage the daily activities of configuration and operation of automated business systems; optimize system operation and resource utilization; perform system capacity analysis and planning support. Resolve priority or scheduling conflicts. Perform quality control checks of work completed or in progress to ensure accuracy and completeness of IT products. Analyze, evaluate and test software/hardware problems. Schedule, perform and validate installation and upgrades to operating systems and software packages. Monitor and tune the system to optimize performance levels. Ensure data/ media recoverability by implementing a schedule of onsite and offsite system backups and database archive operations. Develop, maintain and enhance a comprehensive operating system hardware and software configuration database or library of all supporting documentation. Promote and follow standard operating procedures.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 6

Commercial Job Title: Systems Administrator 5

Functional Responsibility: With minimal direction plan and manage the daily activities of configuration and operation of automated business systems; optimize system operation and resource utilization; perform system capacity analysis and planning. Resolve priority or scheduling conflicts. Perform quality control checks of work completed or in progress to ensure accuracy and completeness of IT products. Analyze, evaluate and test software/hardware problems. Schedule, perform, and validate installations and upgrades to operating systems and software packages. Monitor and tune the system to achieve optimum performance levels. Ensure data/ media recoverability by implementing a schedule of onsite and offsite system backups and database archive operations. Develop and enhance a comprehensive operating system hardware and software configuration database or library of all supporting documentation. Develop and promote standard operating procedures.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 10

Commercial Job Title: Technical Director 3

Functional Responsibility: With general supervision plans, directs, coordinates, and controls technical and administrative work activities of a group of systems engineers and/or program managers. Performs a wide variety of complex analysis applied to specialized technology problems. Makes technical judgments and provides advice and guidance on the resolution of technical problems Typical assignments involve integration of processes or methodologies to resolve total system problems or applications.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 8



Commercial Job Title: Technical Director 4

Functional Responsibility: With general direction plans, directs, coordinates, and controls technical and administrative work activities of a group of systems engineers and/or program managers. Performs a wide variety of complex analysis applied to specialized technology problems. Makes technical judgments and provides advice and guidance on the resolution of technical problems Typical assignments involve integration of processes or methodologies to resolve total system problems or applications.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 10

Commercial Job Title: Technical Director 5

Functional Responsibility: With minimal direction plans, directs, coordinates, and controls technical and administrative work activities of a group of systems engineers and/or program managers. Performs a wide variety of complex analysis applied to specialized technology problems. Makes technical judgments and provides advice and guidance on the resolution of technical problems Typical assignments involve integration of processes or methodologies to resolve total system problems or applications.

Minimum Education: Master's Degree

Minimum Years of Experience: 10

Commercial Job Title: Test Specialist 1

Functional Responsibility: Performs formal system testing activities for a particular project or subset of a larger project under supervision of more experienced test personnel. Participate in support of user requirements for simple to moderately complex software/hardware applications under the direction of senior staff. Executes defined test cases and procedures as detailed in the test documentation. Assists with the collection of data and technical information used in the development of test documentation. Assist in the development of test data to be used in performing required tests. Responsible for Documentation of test results in the proper logs and/or tracking systems.

Minimum Education: Associate's Degree

Minimum Years of Experience: 2



Commercial Job Title: Test Specialist 2

Functional Responsibility: Performs formal system testing activities for a particular project or subset of a larger project under indirect supervision of more experienced test personnel. Support testing of user requirements for simple to moderately complex software/hardware applications under the direction of more senior staff. Executes defined test cases and procedures as detailed in the test documentation. Performs collection of data and technical information used in the development of test documentation. Assist in the development of test data to be used in performing required tests. Responsible for Documentation of test results in the proper logs and/or tracking systems. Participates in selected phases of risk management assessment and software/hardware development under the direction of more experienced personnel. May participate in the development of test scripts and is responsible for ensuring proper execution of those test scripts.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 2

Commercial Job Title: Test Specialist 3

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

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 4



Commercial Job Title: Test Specialist 4

Functional Responsibility: Under general direction guides and performs formal system testing activities for a particular project or subset of a larger project. Support testing of user requirements for simple to complex software/hardware applications in collaboration with other members of the project team. Defines and executes test cases and procedures and creates detailed test documentation. Performs collection of data and technical information used in the development of test documentation. Develops test data to be used in performing required tests. Responsible for documentation of test results in the proper logs and/or tracking systems. Participates in all phases of risk management assessment and software/hardware development in collaborations with design and development staff. Develops test scripts and is responsible for ensuring proper execution of those test scripts. Responsible for ensuring that test designs and documentation supports selected client, agency or industry standards and time lines. Responsible for ensuring that testing conclusions and recommendations are supported by test results. Responsible for or assists in the analysis of test results and documents conclusions.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 6

Commercial Job Title: Test Specialist 5

Functional Responsibility: With minimal direction guides and performs formal system testing activities for a particular project or subset of a larger project. Support testing of user requirements for simple to complex software/hardware applications in collaboration with other members of the project team. Defines and executes test cases and procedures and creates detailed test documentation. Performs collection of data and technical information used in the development of test documentation. Develops test data to be used in performing required tests. Responsible for documentation of test results in the proper logs and/or tracking systems. Participates in all phases of risk management assessment and software/hardware development in collaborations with design and development staff. Develops test scripts and is responsible for ensuring proper execution of those test scripts. Responsible for ensuring that test designs and documentation supports selected client, agency or industry standards and time lines. Responsible for or assists in the analysis of test results and documents conclusions. Responsible for ensuring that testing conclusions and recommendations are supported by test results.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 8



Commercial Job Title: Training Specialist 1

Functional Responsibility: Under direct supervision supports delivery of training, outreach and facilitation efforts in support of complex information technology systems and services. May assist more senior training specialists in the development, coordination, and delivery of training sessions. May assist development of multi-media Computer Based Training (CBT) materials.

Minimum Education: Associate's Degree

Minimum Years of Experience: 1

Commercial Job Title: Training Specialist 2

Functional Responsibility: Under indirect supervision delivers training, outreach and facilitation efforts in support of complex Information Technology systems and services. May assist more senior training specialists in the development, coordination, and delivery of training sessions. May assist development of multi-media Computer Based Training (CBT) materials.

Minimum Education: Associate's Degree

Minimum Years of Experience: 3

Commercial Job Title: Training Specialist 3

Functional Responsibility: Under general supervision prepares and delivers training, outreach and facilitation efforts in support of complex Information Technology systems and services. May assist more senior training specialists in the development, coordination, and delivery of training sessions. May develop multi-media Computer Based Training (CBT) materials.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 3

Commercial Job Title: Training Specialist 4

Functional Responsibility: Under general direction develops and delivers training, outreach and facilitation programs in support of complex Information Technology systems and services. Works with clients to establish learning objectives, training platforms, and delivery channels. Evaluates the effectiveness of existing training programs and exercises. Interacts with stakeholders and subject matter experts to ensure technical accuracy of instructional content. May oversee or perform the development of multi-media Computer Based Training (CBT) materials.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 5



Commercial Job Title: Training Specialist 5

Functional Responsibility: With minimal direction develops and delivers training, outreach and facilitation programs in support of complex information technology systems and services. Works with clients to establish learning objectives, training platforms, and delivery channels. Evaluates the effectiveness of existing training programs and exercises. Interacts with stakeholders and subject matter experts to ensure technical accuracy of instructional content. May oversee or perform the development of multi-media Computer Based Training (CBT) materials.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 8

Commercial Job Title: Web Master 1

Functional Responsibility: Under direct supervision, develops, codes, tests, and debugs new software and enhancements to existing web software. Competent to work on fairly complex programs with guidance. Works with technical staff to understand problems with web software and resolve them.

Minimum Education: Associate's Degree

Minimum Experience: 2

Commercial Job Title: Web Master 2

Functional Responsibility: Under indirect supervision assists in designing and developing user interface features, site animation, and special-effects elements. Assists in designing the website to support the organization's strategies and goals relative to external communications. Requires graphics and design experience as well as HTML knowledge.

Minimum Education: Bachelor's Degree

Minimum Experience: 2

Commercial Job Title: Web Master 3

Functional Responsibility: Under general supervision, designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Develops applications based on current, new and future net-based applications. Requires significant graphics and design experience as well as HTML knowledge.

Minimum Education: Bachelor's Degree

Minimum Experience: 5



Commercial Job Title: Web Master 4

Functional Responsibility: Under general direction, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Requires understanding of web-based technologies and thorough knowledge of HTML, PhotoShop, Illustrator, and/or other design-related applications.

Minimum Education: Bachelor's Degree

Minimum Experience: 8

Commercial Job Title: Web Master 5

Functional Responsibility: With minimal direction, designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 10



Education Substitutions for Experience		
Required Education	Actual Education Obtained	Additional Years of Experience Credited
High School/GED	Associate's Degree	2
	Bachelor's Degree	4
	Master's Degree	6
	PhD	10
Associate's Degree	Bachelor's Degree	2
	Master's Degree	4
	PhD	8
Bachelor's Degree	Master's Degree	2
	PhD	6
Master's Degree	PhD	4

Experience Substitutions for Education		
Actual Education	Required Education Obtained	Additional Years of Experience required
Master's Degree	Bachelor's Degree	2
	Associate's Degree	4
	High School/GED	6
Bachelor's Degree	Associate's Degree	2
	High School/GED	4
Associate's Degree	High School/GED	2

Incumbency in a position, when the position is transferred from a legacy contractor shall be considered to meet all the requirements of a position regardless of any other education or experience requirements for a labor category.



BLANKET PURCHASE AGREEMENT (BPA)

Federal Acquisition Regulation (FAR) 13.201(a) defines Blanket Purchase Agreement (BPA) as “...a simplified method of filling anticipated repetitive needs for supplies or services by establishing ‘charge accounts’ with qualified sources of supply.” The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.202(c)(3), which reads, in part, as follows:

“BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contracts.”

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up “accounts” with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature.

See the Suggested Format, contained below in this Schedule Pricelist, for customers to consider when using this purchasing tool.



**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

_____ Date

Ordering Activity

_____ Date

Contractor



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:

Table with 2 columns: MODEL NUMBER/PART NUMBER, *SPECIAL BPA DISCOUNT/PRICE. Includes three rows of blank lines for data entry.

(2) Delivery:

Table with 2 columns: DESTINATION, DELIVERY SCHEDULES / DATES. Includes three rows of blank lines for data entry.

(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:

Table with 2 columns: OFFICE, POINT OF CONTACT. Includes three rows of blank lines for data entry.

(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;



CONTRACTOR TEAMING ARRANGEMENTS

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.