



General Services Administration
Federal Acquisition Service (FAS)

GSA INFORMATION TECHNOLOGY SERVICES (IT-70)

Contract Number: GS-35F-0798M

Contract Period: **September 17, 2017 thru September 16, 2022**

General Instructions: GSA conducted a technical evaluation of all offerors prior to awarding their contract. The evaluation process encompassed the offerors's past performance, understanding of requirements, professional staff, and relevant corporate experience. FSS procedures require agencies to make a best value determination before selecting a contractor for their requirement. At a minimum, the best value determination requires a price comparison among at least 3 contractors on the schedule. Generally, most agencies will conduct their own technical evaluation in addition to the price comparison, possibly taking into consideration the contractor's understanding of the agency's mission and customers, experience with a specific function, technical approach, timeframe, and qualifications of staff who will be providing services.

SIN 132-51 INFORMATION TECHNOLOGY SERVICES OFFERED

FPDS Code D302 IT Systems Development Services

FPDS Code D302 IT Systems Development Services

FPDS Code D306 IT Systems Analysis Services

FPDS Code D307 Automated Information Systems Design and Integration Services

FPDS Code D308 Programming Services

FPDS Code D310 IT Backup and Security Services

FPDS Code D311 IT Data Conversion Services

FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services

FPDS Code D316 IT Network Management Services

FPDS Code D317 Automated News Services, Data Services, or Other Information Services

FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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

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

General Services Administration

Federal Supply Service

Pricelist current through Modification # _____, dated _____.

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



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1.0. INFORMATION FOR ORDERING

Special Notice to Agencies: Small Business Participation

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

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

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

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

1.1. Geographic Scope of Contract

The geographic scope of this contract is the 48 contiguous states, the District of Columbia, Hawaii, the Commonwealth of Puerto Rico and other overseas locations.

1.2. Contractor's Ordering Address

Tai Pedro & Associates, P.C. (TPA)
1010 Wayne Avenue
Suite 550
Silver Spring, MD 20910

301-565-2181 (Contracts)
301-565-2182 (Program Management)
301-565-3416 (Contracts Facsimile)
301-565-2664 (PMO Facsimile)



Contractor's Payment Address:
Tai Pedro & Associates, P.C. (TPA)
1010 Wayne Avenue
Suite 550
Silver Spring, MD 20910
EFT Payments:
Tai Pedro & Associates, P.C. (TPA)
Industrial Bank of Washington
2002 11th Street, NW
Washington, DC 20011
Account Number 0000999350

Tai Pedro & Associates, P.C. will 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 number(s) can be used by ordering agencies to obtain technical and/or ordering assistance.

301-565-2181 (Contracts)
301-565-2182 (Program Management)

The latest electronic version of the GSA-IT Schedule will be available in Adobe Acrobat format for downloading

1.3. 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.

1.4. 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): 78-6643569
Block 30: Type of Contractor: A. Small Disadvantaged Business
Block 31: Woman-Owned Small Business: No
Block 36: Contractor's Taxpayer Identification Number (TIN): 52-1807464



1.4.1. CAGE Code

CAGE Code: IF0E5

1.4.2. Central Contractor Registration

Contractor has registered with the Central Contractor Registration Database.

1.5. FOB Destination

1.6. Delivery Schedule

1.6.1 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: 132-51

Delivery time (days ARO): 30 Days

1.6.2 Urgent Requirements

When the Federal Acquisition Service 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 3 workdays after receipt. (Telephone 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.

1.7. Discounts

Prices shown are NET Prices; basic discounts have been deducted.

Prompt Payment: 1% - Net 30 days from receipt of invoice or date of acceptance, whichever is later.

Quantity: NONE

Dollar Volume: NONE



Government Educational Institutions: Government Educational Institutions are offered the same discounts as all other Government customers.

Other

1.8. Trade Agreements Act of 1979, as Amended

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

1.9. Statement Concerning Availability of Export Packing

Not Applicable

1.10. Small Requirements

The minimum dollar value of orders to be issued is \$2500.

1.11. Maximum Order

All dollar amounts are exclusive of any discount for prompt payment.

The maximum dollar value for the following Special Item Number (SIN) is \$500,000:

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

1.12. Use of Federal Supply Service Information Technology Schedule Contracts: In Accordance with FAR 8.404

Note: Special ordering procedures have been established for Special Item Number (SIN) 132-51 IT Professional Services

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 Acquisition Services, ordering offices need not 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.



1.12.1 Orders placed at or below the micropurchase threshold

Ordering offices can place orders at or below the micropurchase threshold with any Federal Acquisition Service Contractor.

1.12.2 Orders exceeding the micropurchase 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 or at least three 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 service;
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.

1.12.3 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 service;
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).

1.12.4 Blanket purchase agreements (BPAs)

The establishment of Federal Acquisition Service 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.

1.12.5 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.

1.12.6 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.

1.12.7 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.

1.13. 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 or not 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.

1.13.1. Federal Information Processing Standards Publications (FIBS-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 Subscription Officer, and orders for subscription service should be referred to the NTIS Subscription Office, both at the above address, or telephone number 703-487-4650.

1.13.2. Federal Telecommunication Standards (FEDSTDS)

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, Gaithersburg, MD 20899, telephone number 301-975-2833.

1.14. Security Requirements

In the event security requirements are necessary, the ordering activities may incorporate, in their delivery order(s), 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.



1.15. 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 FAR 52.212-4, paragraphs (i) Termination for the Government's Convenience and (m) Termination for Cause.

1.16. GSA Advantage!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides online access to vendors' schedule prices 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 category(ies).

Agencies can browse GSA Advantage!.

1.17. Purchase of Incidental, Non-Schedule Items

For administrative convenience, open market (non-contract) items may be added to a Federal Acquisition Service 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 price reasonableness has been determined by the ordering activity for the open market (non-contract) items.

1.18. Contractor Commitments, Warranties and Representations

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.



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

1.19. Overseas Activities

Prices offered include delivery to destinations located within the 48 contiguous States and the District of Columbia. The prices offered do not include delivery f.o.b. destination in Alaska, Hawaii, the Commonwealth of Puerto Rico, and such overseas locations as specified. When deliveries are made to destinations outside the 48 contiguous States; i.e., Alaska, Hawaii, the Commonwealth of Puerto Rico, and such overseas locations as specified, the following conditions will apply:

Delivery will be f.o.b. inland carrier, point of exportation (FAR 52.247-38), with the transportation charges to be paid by the Government from point of exportation to destination in Alaska, Hawaii, the Commonwealth of Puerto Rico, and such overseas locations specified, as designated by the ordering office. The Contractor shall add the actual cost of transportation to destination from the point of exportation in the 48 contiguous States nearest to the designated destination. Such costs will, in all cases, be based upon the lowest regularly established rates on file with the Interstate Commerce Commission, the U.S. Maritime Commission (if shipped by water), or any State regulatory body, or those published by the U.S. Postal Service; and must be supported by paid freight or express receipt or by a statement of parcel post charges including weight of shipment.

The right is reserved to ordering agencies to furnish Government bills of lading. Ordering offices will be required to pay differential between freight charges and express charges where express deliveries are desired by the Government.

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.

1.20. Blanket Purchase Agreements (BPAs)

Federal Acquisition Regulation (FAR) 13.201(a) defines Blanket Purchase Agreements (BPAs) 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 Acquisition Service Program is authorized in accordance with FAR 13.202(c)(3), which reads, in part, as follows:

" BPAs may be established with Federal Acquisition Service Contractors, if not inconsistent with the terms of the applicable schedule contract."

Federal Acquisition Service 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 Contracts 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 in this Schedule Pricelist, for customers to consider when using this purchasing tool.

1.21. Contractor Team Arrangements

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Contractor's Reports of Sales and 552.238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

1.22. Installation, Deinstallation, Reinstallation

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

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

1.23. Section 508 Compliance



If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:
<http://www.tai-pedro.com/gsa/508.htm>

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

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

2.1. Scope

1. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
2. The Contractor shall provide services at the Contractor's facility and/or at the Government location, as agreed to by the Contractor and the ordering office.

2.2. Performance Incentives

1. When using a performance based statement of work, performance incentives may be agreed upon between the Contractor and the ordering office on individual fixed price orders or Blanket Purchase Agreements, for fixed price tasks, under this contract in accordance with this clause.
2. The ordering office must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
3. To the maximum extent practicable, ordering offices shall consider establishing incentives where performance is critical to the agency's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.
4. The above procedures do not apply to Time and Material or labor hour orders.

Note: Include paragraph 2.3 below only if hourly rates for IT Professional Services are offered. If the IT Professional Services are firm-fixed price solutions for a specifically defined service or task, use FAR 8.404 ordering procedures. FAR 8.404 is provided under item 12, Information for Ordering Offices Section of the pricelist.

2.3. Ordering Procedures for Services Requiring a Statement of Work



FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Acquisition Services or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

1. When ordering services, ordering offices shall

- a. Prepare a Request (Request for Quote or other communication tool):
 - i. A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
 - ii. The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.
 - iii. The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.



- iv. The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (b)(i) below, the request shall notify the contractors that will be the case.
- b. Transmit the Request to Contractors:
- i. Based upon an initial evaluation of catalogs and price lists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate). When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.
 - ii. The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.
- c. Evaluate Responses and Select the Contractor to Receive the Order:
After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value.
(See FAR 8.404)
2. The establishment of Federal Acquisition Service Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the



opportunity to secure volume discounts. When establishing BPAs, ordering offices shall

- a. Inform contractors in the request (based on the agency's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.
 - i. SINGLE BPA: Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)
 - ii. MULTIPLE BPAs: When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedures in (1)(b)(ii) above and then place the order with the Schedule contractor that represents the best value.
 - b. Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)
3. The ordering office should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.
 4. When the ordering office's requirement involves both products as well as executive, administrative and/or professional, services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

The ordering office, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

Ordering procedures for other services available on schedule at fixed prices for specifically



defined services or tasks should use the procedures in FAR 8.404. These procedures are listed in the pricelist, under "Information for Ordering Offices," paragraph #12.

2.4. 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 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.

2.5. Performance of Services

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

2.6. Inspection of Services

The Inspection of Services–Fixed Price (AUG 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time and Materials and Labor-Hour (JAN 1986) clause at FAR 52.246-6 applies to time and materials and labor-hour orders placed under this contract.

2.7. 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 Rights in Data – General, may apply.

2.8. Responsibilities of the Government

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

2.9. Independent Contractor

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

2.10. 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 Government contract, without some restriction on 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 Government, ordering offices 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.

2.11 Invoices



The Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering office 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.

2.12. Payments

For firm-fixed price orders the Government 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 (Alternate I (APR 1984)) at FAR 52.232-7 applies to time and materials orders placed under this contract. For labor hour orders, the Payment under Time and Materials and Labor Hour Contracts (Alternate II (JAN 1986)) at FAR 52.232-7 applies to labor hour orders placed under this contract.

2.13. Resumes

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

2.14. Incidental Support Costs

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

2.15. Approval of Subcontractors

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.



3.0. DESCRIPTION OF IT SERVICES AND PRICING

1. Computer Telephony Integration Architect

General Summary

Has broad high-level knowledge of telecommunications and data network integration architectures. This individual spans both the telecommunications and data network arenas and possesses the capability to direct, design, or develop network architecture plans, implementation or cutover plans, technical white papers, or perform requirements analysis for interoperability issues associated with the different communications environments. Supervises or manages the implementation of computer telephony integration (CTI) and is considered a leading expert (LE) in the field. Capable of supervising multiple teams of specialty Engineers in highly complex data or telecommunications internetworking projects.

Principal Duties and Responsibilities

1. Provides lead analysis for the design of protocol suites for computer telephony integration.
2. Participates in national or international forums on interoperability requirements or standards for CTI.
3. Provides leadership or direction on innovative research associated with computer network or telecommunications network interoperability or integration.
4. Performs management responsibilities for a program or staff for CTI.
5. Provides in-depth analysis on CTI-related transport layer interoperability with data communications or telecommunications protocols or services.
6. May perform other duties as required.

Job Specifications

A Doctorate in Computer Science, Electrical or Electronics Engineering, Information Systems, or equivalent and 8 years general work experience. A Master's Degree and 10 years general experience or a Bachelor's Degree and 12 years general experience is considered equivalent to a Doctorate and 8 years general experience.

2. Computer Telephony Integration Specialist I

General Summary

Has knowledge in one or more aspects of telecommunications or data system integration. This individual possesses broad knowledge in one or more areas of the telecommunications or data network arenas and may possess specialized knowledge in one of the following areas: routing/switching infrastructures, transport technology, network management systems, or network



protocols for computer telephony integration (CTI). Capable of working with supervision on specific tasks associated with the implementation of specific aspects of computer telephony integration.

Principal Duties and Responsibilities

1. Provides assistance and performs general technical tasks for computer telephony integration.
2. Performs research in support of the development of requirements or standards for a specific CTI specialty.
3. Performs general technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration.
4. Assists in testing or analysis of CTI interoperability with data or telecommunication protocols or services.
5. May perform other duties as required.

Job Specifications

Bachelor's Degree in Electrical/Electronics Engineering, Computer Science, Information Systems, or equivalent. Eight years experience in Telecommunications, Data Networking, or Information Systems can be substituted for the Bachelor's Degree.

3. Computer Telephony Integration Specialist II

General Summary

Computer Telephony Integration Engineer that has broad knowledge in multiple aspects of telecommunications or data system integration. This individual possesses broad knowledge in one or more areas in either the telecommunications or data network arenas and may possess specialized knowledge in one of the following areas: routing/switching infrastructures, transport technology, network management systems, or network protocols for computer telephony integration (CTI). Capable of working alone on specific tasks associated with the implementation of specific aspects of a computer telephony integration (CTI) and is capable of providing limited guidance or supervision of Engineers in highly complex data or telecommunications internetworking projects.

Principal Duties and Responsibilities

1. Provides general support for computer telephony integration.
2. Provides support in national or international forums on requirements or standards for a specific CTI specialty.



3. Provides technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration.
4. Provides support for the development of technical analysis, white papers, or research for specific technical areas on a CTI project.
5. Provides general analysis on CTI interoperability with data or telecommunication protocols or services.
6. May perform other duties as required.

Job Specifications

A Master's Degree in Computer Science, Electrical or Electronics Engineering, Information System, or equivalent and 1 year general experience in data or telephony communications. A Bachelor's Degree and 2 years related work experience may be substituted for a Master's Degree and 1 year general experience.

4. Computer Telephony Integration Specialist III

General Summary

Has in-depth knowledge in multiple aspects of telecommunications or data system integration. This individual may possess subject matter expertise (SME) knowledge in either the telecommunications or data network arenas or may be specialized in either routing/switching infrastructures, transport technology, network management systems, or network protocols in computer telephony integration (CTI). Supervises or manages the implementation of specific aspects of a computer telephony integration (CTI) and is capable of supervising a team of specialty Engineers in highly complex data or telecommunications internetworking projects.

Principal Duties and Responsibilities

1. Provides lead specialty engineer support for a specific CTI technology area associated with the computer telephony integration.
2. Participates in national or international forums on requirements or standards for a specific CTI specialty.
3. Provides technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration.
4. Performs technical lead management responsibilities for specific technical areas of expertise on a CTI project.
5. Provides in-depth analysis on CTI interoperability with data or telecommunication protocols or services.
6. May perform other duties as required.



Job Specifications

A Doctorate in Computer Science, Electrical or Electronics Engineering, Information Systems, or equivalent and 6 years general work experience in data or telephony communications. A Master's Degree with 8 years general experience or a Bachelor's Degree and 10 years general experience are considered equivalent to a Doctorate and 6 years general experience.

5. Data Warehouse Specialist I

General Summary

Performs as a Data Warehouse Developer on large-scale database management systems. Knowledge of computer equipment and ability to develop complex software to satisfy design objectives.

Principal Duties and Responsibilities

Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Prepares required documentation, including both program-level and user-level documentation. Demonstrated ability to work independently with minimal supervision.

Job Specifications

Bachelor's degree or equivalent and 1 year of general experience. Six (6) years of general experience is equivalent to a Bachelor's degree. With a Master's degree, no experience is required.

6. Data Warehouse Specialist II

General Summary

Utilizes multidimensional database(s) on large-scale database management systems, uses OnLine Analytical Processing (OLAP) Access Tool, and ability to develop complex software to satisfy design objectives.

Principal Duties and Responsibilities

Analyzes and develops functional business applications and design specifications for functional activities. Tests, debugs, and refines the computer software to produce the required product. Enhances software to reduce operating time or improve efficiency. Demonstrated ability to work independently under minimal supervision.



Job Specifications

Bachelor's degree or equivalent and 3 years of general experience. Six (6) years of general experience is equivalent to a Bachelor's degree. With a Master's degree 1 year of general experience is required.

7. Data Warehouse Specialist III

General Summary

Performs as a Data Warehouse Developer using OLAP tools on large-scale database management systems, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives.

Principal Duties and Responsibilities

Analyzes and develops computer software processing a wide range of capabilities, including data warehouse technologies, business data model, Executive Information Management, and Decision Support System. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze proposed system modifications, upgrades and new COTS. Provides technical direction to junior staff.

Job Specifications

Bachelor's degree or equivalent and 5 years of general experience. Six (6) years of general experience is equivalent to a Bachelor's degree. With a Master's degree, 3 years of general experience is required. With a PhD, 1 year of general experience is required.

8. Data Warehouse Specialist IV

General Summary

Performs as a Data Warehouse Developer/Administrator on large-scale database management systems, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives. Possesses ability to assume increasing responsibilities in data mart information system design and management.

Principal Duties and Responsibilities



Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and technical direction to staff to ensure program deadlines are met.

Job Specifications

Bachelor's degree or equivalent and 7 years of general experience. Six (6) years of general experience is equivalent to a Bachelor's degree. With a Master's degree, 5 years of general experience is required. With a PhD, 3 year of general experience is required.

9. Data Warehouse Specialist V

General Summary

Performs as a Data Warehouse Developer/Administrator on large-scale database management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Possesses ability to assume increasing responsibilities in enterprise data warehouse project information system design and management.

Principal Duties and Responsibilities

Applies an enterprise-wide set of data warehouse disciplines for the planning, analysis, data refinement, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise-wide strategic systems planning, business information planning, business and analysis. Provides daily supervision and direction to organization.

Job Specifications

Bachelor's degree or equivalent and 9 years of general experience. Six (6) years of general experience is equivalent to a Bachelor's degree. With a Master's degree, 7 years of general experience is required. With a PhD, 5 years of general experience is required.

10. Enterprise Consultant

General Summary



Deploys enterprise-wide system management tools. Performs ongoing operation issues and has the capability to manage systems. Has a good understanding of complex, multi-platform information technology (IT) infrastructure operations, processes and tools. Deploy architected solution and ability to solve unanticipated complications in the field.

Principal Duties and Responsibilities

1. Deploy and document enterprise management solutions for complex heterogeneous IT environments.
2. Integrate systems, network and help desk tools into an integrated IT solution.
3. Provide hardware and software tool selection analysis and recommendations.
4. Lead technical teams with diverse areas of specialization to implement multiple software management tools either sequentially or in parallel.
5. May perform other duties as assigned.

Job Specifications

Bachelor's Degree or equivalent and 6 years of general experience. Six (6) years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, two (2) years of general experience is acceptable. With a PhD, no experience is required.

11. ERP Consultant I

General Summary

Performs evaluation and implementation tasks for Enterprise Resource Planning (ERP) and ERP-related software products by applying product knowledge, industry experience, and project methodology.

Principal Duties and Responsibilities

1. Provides knowledge of specific software product modules or technical tools with hands-on experience and has the ability to transfer knowledge and skill.
2. Familiar with key business roles and knowledgeable about applying technology to business operations in at least one industry.
3. Applies industry knowledge, knowledge of area of expertise,* and product knowledge to gather and document customer business process requirements.
4. Develops or executes basic functional and technical specifications and testing for system configuration, mapping, and reporting.



5. Executes project plan tasks and other duties as assigned. Provides regular status on tasks
Areas of Expertise: Functional Area (HRMS, Financials, Distribution, Manufacturing, Student Admin), Tools Development, Web Development, and Technical Infrastructure.

Job Specifications

Bachelor's Degree or equivalent and 1 year of general business experience. Six years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, no experience is required.

12. ERP Consultant II

General Summary

Performs evaluation and implementation tasks for Enterprise Resource Planning (ERP) and ERP-related software products using broad industry experience including industry best practices, and extensive product knowledge. Adapts project methodology as needed.

Principal Duties and Responsibilities

1. Provides knowledge of an entire functional area or other area of expertise* with hands-on experience in multiple modules and has the ability to transfer knowledge and skill.
2. Accomplished at professional level roles and knowledgeable about applying technology to business operations in at least one industry.
3. Applies industry best practices and product knowledge in developing tools to lead requirements gathering sessions for individual modules and makes specific business process recommendations.
4. Develops or executes functional and technical specifications and testing for advanced system configuration, interfaces, installation and modifications.
5. Executes project plan tasks and other duties as assigned. Provides regular status on tasks and issues. Provides input to project plan and resource requirements.

*Areas of Expertise: Functional Area (HRMS, Financials, Distribution, Manufacturing, Student Admin), Tools Development, Web Development, and Technical Infrastructure.

Job Specifications

Bachelor's Degree or equivalent and 2 years of general business experience. Six years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, 1 year of general experience is required. With a PhD, no experience is required.

13. ERP Consultant III



General Summary

Performs evaluation and implementation tasks for Enterprise Resource Planning (ERP) and ERP-related software products using broad industry experience, including industry best practices and extensive product knowledge. Leads parts of the project and creates project methodology as needed.

Principal Duties and Responsibilities

1. Provides knowledge of multiple functional areas or other areas of expertise* with hands-on experience in multiple modules or vendors and has the ability to transfer knowledge and skill.
2. Accomplished at several professional level roles and knowledgeable about applying technology to business operations in multiple industries.
3. Applies industry best practices, product knowledge, and experience to lead overall business requirements gathering sessions and makes overall business process recommendations.
4. Develops or executes functional and technical specifications and testing for complex interfaces, module integration, system extensions, and reporting systems.
5. Executes project plan tasks and other duties as assigned. Provides regular status on tasks and issues. Coordinates resources and occasionally assumes project management responsibilities.

*Areas of Expertise: Functional Area (HRMS, Financials, Distribution, Manufacturing, Student Admin), Tools Development, Web Development, and Technical Infrastructure.

Job Specifications

Bachelor's Degree or equivalent and 3 years of ERP implementation experience or 4 years of general business experience. Six years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, 2 years of general business experience is required. With a PhD, no experience is required.

14. ERP Consultant IV

General Summary

Performs evaluation and complex implementation tasks for Enterprise Resource Planning (ERP) and ERP-related software products using broad industry experience and broad vendor experience, including overall industry best practices and extensive product knowledge. May lead the overall project, lead the technical portion of the project, or create the overall technical solution.

Principal Duties and Responsibilities



1. Provides knowledge of multiple functional areas or other areas of expertise with hands-on experience in multiple modules or vendors and has the ability to transfer knowledge and skill including vendor selection criteria development and application.
2. Accomplished at high level professional or managerial level roles and knowledgeable about applying technology to business operations in multiple industries.
3. Applies extensive industry best practice experience to develop recommendations for vendor selection, overall application strategy, and cost benefit decisions regarding development/modifications.
4. Creates overall system architecture based on business requirements and delivers tested, integrated systems.
5. Responsible for resource usage and project accomplishments along the project path. Acts as the identified point of contact for the project.
*Areas of Expertise: Functional Area (HRMS, Financials, Distribution, Manufacturing, Student Admin), Tools Development, Web Development, and Technical Infrastructure.

Job Specifications

Bachelor's Degree or equivalent and 4 years of ERP implementation experience or 6 years of general business experience. Six years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, 3 years of general business experience is required. With a PhD, 1 year of general experience is required.

15. Hardware/Software Installation Technician

General Summary

Conducts sites surveys; assesses and documents current site configuration and user requirements and installs new configurations.

Principal Duties and Responsibilities

Designs and optimize network topologies. Analyzes existing requirements and prepares specifications for hardware/software acquisitions. Prepares engineering plans and site installation Technical Design Packages. Develops hardware/software installation schedules. Prepares drawings documenting configuration changes at each site. Prepares site installation and test reports. Configures systems, communications devices, and peripheral equipment. Installs network hardware/software. Trains site personnel in proper use of hardware/software. Builds specialized interconnecting cables.

Job Specifications



High School Diploma or equivalent and 2 years of general experience. There is no experience substitution for a High School Diploma, however a G.E.D., other degree equivalency program, or a technical trade school certificate is acceptable. With a Bachelor's degree no experience is required.

16. Hardware/Software Specialist

General Summary

Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning hardware/software.

Principal Duties and Responsibilities

Prepares functional requirements and specifications for hardware/software acquisitions. Ensures that problems have been properly identified and solutions will satisfy the user's requirements.

Job Specifications

Bachelor's Degree or equivalent. Six (6) years of general experience is considered equivalent to a Bachelor's Degree.

17. Help Desk Manager

General Summary

Manages the help desk function and personnel.

Principal Duties and Responsibilities

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

Job Specifications

Bachelor's Degree or equivalent and 6 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's degree 4 years of general experience is required. With a PhD, 2 year of general experience is required.

18. Help Desk Specialist



General Summary

Serves as the initial point-of-contact for troubleshooting hardware/software, PC, and printer problems.

Principal Duties and Responsibilities.

Principal Duties and Responsibilities

Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

Job Specifications

Bachelor's Degree or equivalent. Six (6) years of general experience is considered equivalent to a Bachelor's Degree.

19. Computer Information Specialist I

General Summary

Performs as an applications programmer on large-scale database management systems, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives.

Principal Duties and Responsibilities

Analyzes application software and design specifications for information process activities. Develops block diagrams and logic flow charts. Translates detailed design into application software. Tests, debugs, and refines the application software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. May serve as Tier 1 support to users and involved with trouble-shooting system operations. Works under general supervision.

Job Specifications

Pursuing a Bachelor's degree or equivalent and 1 year of general experience. Three (3) years of general experience is equivalent to pursuing a Bachelor's degree in Computer Engineering or Computer Information System. With a Bachelor's degree, no experience is required.

20. Computer Information Specialist II

General Summary



Works with Ada, SQL, and third/fourth generation languages in the design and implementation of systems and using database management systems. Possesses ability to assume increasing responsibilities in information engineering activities. Knowledgeable of applicable standards and provides general technical support.

Principal Duties and Responsibilities

Analyzes and studies complex information system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Provides input to estimate software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. May manage, coordinate, or install system upgrades. Uses diagnostic software to test and isolate ADPE to validate functionality. May provide system analysis and integration and oversee system operations. Often assists with monitoring system performance and security and sets up terminal/printer queues. Provides in-service support for proper use of system software, hardware, or applications and provides Tier 1 technical support for ADPE. Works independently under minimal supervision.

Job Specifications

Bachelor's degree or equivalent and 1 year of general experience. Six (6) years of general experience is equivalent to a Bachelor's degree. With a Master's degree, no experience is required.

21. Computer Information Specialist III

General Summary

Performs information systems development, functional and data requirements analysis, systems analysis and design, programming, program design, system upgrades and documentation preparation. Implements information engineering projects, systems analysis, design and programming using CASE and IE tools and methods, systems planning, business information planning, and business analysis.

Principal Duties and Responsibilities

Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing standards for information systems



procedures. Develops and applies organization-wide information plans and models for use in designing and building integrated, shared software and database management systems. Constructs logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. Manages planned projects for overall installation of application and network systems. Develops action plans with milestones for system upgrades. Provides technical leadership for analysis, integration and support of new products, interfaces and performance enhancements. Analyzes and resolves system software issues. Administers accounts and system access as needed. Assists with the development of training curriculum for customer orientation and use of new and improved systems. Also assists with application customization through process analysis and workflow development including advising customers of database file & table configuration best practices. Possesses the ability to work independently.

Job Specifications

Bachelor's degree or equivalent and 5 years of general experience. Six (6) years of general experience is equivalent to a Bachelor's degree. With a Master's degree, 3 years of general experience is required. With a PhD, 1 year of general experience is required.

22. Computer Information Specialist IV

General Summary

Performs systems management, development, functional and data requirements analysis, systems analysis and design, programming, program design, and documentation preparation. Manages the implementation of information engineering projects and performs systems analysis, design and programming selecting CASE or IE tools and methods, e.g., Oracle CASE, IEF CASE, I-CASE. Works in the -client/server environment. Utilizes managerial and supervisory skills. Prepares written and oral communications, including giving formal presentations to different audiences.

Principal Duties and Responsibilities

Applies an enterprise-wide set of disciplines for the management, planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise-wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planing documents. Utilizes various methodologies, e.g., IDEF 0 process modeling and IDEF 1X data modeling. Manages and coordinates planned system and



implementation activities including system upgrades, security, allocation of resources, availability, and in-service training. Manages tasks, priorities and objectives. Responsible for customer support and quality & timeliness of services. Provides daily supervision and direction to staff.

Job Specifications

Bachelor's degree or equivalent and 7 years of general experience. Six (6) years of general experience is equivalent to a Bachelor's degree. With a Master's degree, 5 years of general experience is required. With a PhD, 3 year of general experience is required.

23. Computer Information Specialist V

General Summary

Performs information systems management, development, functional and data requirements analysis, systems analysis and design, programming, program design, and documentation preparation. Manages the implementation of information engineering projects and experience in systems analysis, design, and programming using CASE and IE tools and methods, e.g., Oracle CASE, IEF CASE, I-CASE. Works in the client/server environment. Utilizes managerial and supervisory skills. Prepares written and oral communications skills, including giving formal presentations to different audiences.

Principal Duties and Responsibilities

Applies an enterprise-wide set of disciplines for the management, planning, coordination, analysis, design, and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise-wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planing documents. Familiar with various methodologies, e.g., IDEF 0 process modeling and IDEF 1X data modeling. Controls and maintains technical documents. Provides daily supervision and technical guidance in software engineering and system operational techniques and automated support tools to local and remote supporting staff. Advises customers on database file and table build configuration best practices. Manages and coordinates planned system and implementation activities including system upgrades, security, allocation of resources, availability, and in-service training. Manages tasks, priorities and objectives. Assists in the development and implementation of site policies and procedures. May provide train-the-trainer and ad hoc report writing training and assistance. Responsible for customer support and quality & timeliness of services.



Job Specifications

Bachelor's degree or equivalent and 9 years of general experience. Six (6) years of general experience is equivalent to a Bachelor's degree. With a Master's degree, 7 years of general experience is required. With a PhD, 5 years of general experience is required.

24. Internet/Intranet Specialist I

General Summary

Performs system analysis and design techniques for Internet or Intranet development, which may include HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), and Common Gateway Interface (CGI).

Principal Duties and Responsibilities

Analyzes and develops Internet/Intranet application software processing wide range of capabilities, including numerous engineering, business, and network traffic management functions. Works independently or under general direction.

Job Specifications

Bachelor's degree or equivalent and 1 year of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, no experience is required.

25. Internet/intranet Specialist II

General Summary

Performs system analysis and design techniques for Internet or Intranet development and distribution to remote sites using various technologies, which may include HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Common Gateway Interface (CGI), FrontPage, and Netscape software.

Principal Duties and Responsibilities

Develops and applies organization-wide information models for use in designing and building integrated, shared software, and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding



principles, cost savings, and open system architecture objectives. Provides daily supervision and direction to junior staff.

Job Specifications

Bachelor's degree or equivalent and 3 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, 1 year of general experience is required. With a PhD, no experience is required.

26. Jr. Programmer Analyst

General Summary

Works under supervision to support the activities of a Programmer Analyst. Assists in the support of the maintenance and operating efficiency of a major system, such as the teleprocessing network, database management system, etc.

Principal Duties and Responsibilities

1. Assists programmer analysts in the assessment of the performance of appropriate software systems to identify and correct problems which impact operation and work quality.
2. Assists in analyzing performance indicators such as system response time and number of programs being processed to ensure operational efficiency.
3. Codes, in accordance with specific design parameters, system software modules as directed by the Programmer Analyst.
4. Assists in the identification, evaluation, customizing and implementation of vendor-supplied software packages.
5. Assists in the support of special systems regenerations, where applicable, to reflect changes in peripheral configurations.
6. Assists the Programmer Analyst in end user training in applications programming and other user personnel in the use of systems software and related hardware.
7. May perform other duties as assigned.

Job Specifications

Bachelor's Degree or equivalent. Six (6) years of general experience is considered equivalent to a Bachelor's Degree.

27. Jr. Systems Analyst

General Summary



Under supervision, performs systems analysis of computer and communications/network systems. Supports the installation of computer operating systems, network, and application software, and computer/network hardware. Provides hotline support to customers. Possesses troubleshooting skills to assist Systems Analysts.

Principal Duties and Responsibilities

1. Performs systems analysis of computer and networking systems.
2. Supports a Systems Analyst, as required.
3. Technically supports the overall integration of all systems peripherals so that they operate correctly within a predefined environment.
4. Provides hotline support to customers.
5. Develops technical documentation detailing the installation procedures.
6. May perform other duties, as assigned.

Job Specifications

Bachelor's Degree or equivalent and 2 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, no experience is required.

28. Network Architect

General Summary

Has broad, high-level knowledge of telecommunications network architectures for Government applications. Possesses the capability to direct, design, or develop network architecture plans, implementation or cutover plans, integration plans, or interoperability plans based on different telecommunications and business environments. Has the ability to use experience and technical judgment to reach conclusions in the face of limited and/or uncertain data. Able to develop network architecture Requests for Proposals (RFPs) and to evaluate responses to RFPs. Supervises or manages the network architecture planning and is considered a leading expert in the field. Capable of supervising multiple teams of specialty Engineers working on highly complex network architecture projects.

Principal Duties and Responsibilities

1. Provides lead analysis for translating customer needs into the design of networks.
2. Provides leadership or direction on innovative research associated with the development of network architectures.



3. Performs management responsibilities for a program or staff for network architecture projects.
4. Provides in-depth analysis on network interoperability, topologies, technologies, interfaces, and protocols.
5. May perform other duties as required.

Job Specifications

A Doctorate in Computer Science, Electrical or Electronics Engineering, Information Systems, or equivalent and 8 years general work experience in telecommunications. A Master's Degree in Computer Science, Electrical or Electronics Engineering, Information Systems, or equivalent and 10 years experience or a Bachelor's Degree in Computer Science, Electrical Engineering, Information Systems, or equivalent and 12 years' experience are considered equivalent to a Doctorate and 8 years' experience.

29. Network Architecture Specialist I

General Summary

Has knowledge in one or more aspects of telecommunications network architectures for Government applications. May possess broad knowledge in network integration, network interoperability, network implementation, telecommunications technologies, or network protocols. Capable of working, with supervision, on specific tasks associated with specific aspects of network architecture projects.

Principal Duties and Responsibilities

1. Provides assistance and performs general technical tasks for network architecture planning.
2. Provides support for one or more specific areas associated with network-architecture technology, interoperability, or integration.
3. Supports the development of technical analyses, white papers, or research for specific technical areas of network architecture.
4. Assists in general analysis on network interoperability topologies, technologies, interfaces, and protocols.
5. May perform other duties as required.

Job Specifications

Bachelor's Degree in Electrical/Electronics Engineering, Computer Science, or Information Systems. Eight (8) years' experience in telecommunications network architectures may be substituted for a Bachelor's Degree.



30. Network Architecture Specialist II

General Summary

Has broad knowledge of multiple aspects of telecommunications network architectures for Government applications. May possess broad knowledge in network integration, network interoperability, network implementation, telecommunications technologies, or network protocols. Capable of independent work on specific tasks associated with the implementation of specific aspects of network architecture projects and is capable of providing limited guidance or supervision of Engineers working on highly complex network architecture projects.

Principal Duties and Responsibilities

1. Provides general support for network architecture planning.
2. Provides technical support in one or more specific areas associated with network-architecture technology, interoperability, or integration.
3. Provides support for the development of technical analyses, white papers, or research for specific technical areas of network architecture.
4. Provides general analyses on network interoperability topologies, technologies, interfaces, and protocols.
5. May perform other duties as required.

Job Specifications

A Master's Degree in Computer Science, Electrical or Electronics Engineering, Information Systems, or equivalent and 1 year experience. A Bachelor's Degree in Computer Science, Electrical Engineering, Information Systems, or equivalent and 2 years general work experience is considered equivalent to a Master's Degree and 1 years experience. With a PhD, no experience is required.

31. Network Architecture Specialist III

General Summary

Has in-depth knowledge of multiple aspects of telecommunications network architectures for Government applications. May possess subject matter expertise in network integration, network interoperability, network implementation, telecommunications technologies, or network protocols. Has the ability to use experience and technical judgment to reach conclusions in the face of limited and/or uncertain data. Supervises or manages the implementation of specific aspects of network architecture planning and is capable of supervising a team of specialty Engineers working on highly complex network architecture projects.



Principal Duties and Responsibilities

1. Provides lead specialty engineering for a specific technology area associated with network architectures.
2. Provides technical support in one or more specific areas associated with network-architecture technology, interoperability, or integration.
3. Performs technical lead management responsibilities for specific technical areas of network architecture projects.
4. Provides in-depth analyses on network interoperability, topologies, technologies, interfaces, and protocols.
5. May perform other duties as required.

Job Specifications

A Doctorate in Computer Science, Electrical or Electronics Engineering, Information Systems or equivalent, and 6 years general work experience in telecommunications. A Master's Degree in Computer Science, Electrical or Electronics Engineering, Information Systems, or equivalent and 8 years experience or a Bachelor's Degree in Computer Science, Electrical Engineering, Information Systems or equivalent and 10 years experience are considered equivalent to a Doctorate and 6 years experience.

32. Network Engineer

General Summary

Under supervision performs a variety of network engineering tasks which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Performs with some latitude for unreviewed actions and decisions.

Principal Duties and Responsibilities

1. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications.
2. Responsible for the technical/engineering part of a major project or a project of lesser complexity and importance than those normally assigned to a higher level engineer.
3. Coordinates the activities of Network Technicians assigned to specific network engineering projects.
4. May perform other duties as assigned.

Job Specifications



Bachelor's Degree or equivalent and 3 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, one (1) year of general experience is required. With a PhD, no experience is required.

33. Network Manager I

General Summary

Has knowledge and experience architecting and configuring Commercial Off The Shelf (COTS) Network Management solutions (i.e., Tivoli, Computer Associates, HP OpenView) for Government applications. Typically has knowledge of one or more flavors of Unix and leading hardware vendors' products on which the Network Management platform would run. Capable of working, with supervision, on specific aspects of network management engineering.

Principal Duties and Responsibilities

1. Provides assistance to the design, development, and deployment of fault and performance network management systems that provide the required trouble isolation and identification required for the applications.
2. Supports the identification of deficiencies in existing Network Management platforms and proposes solutions that mediate these problems.
3. Supports customizations to existing Network Management implementations to reduce the interval from identification of a fault to problem resolution.
4. Supports integration of multiple COTS vendor products into a seamless operation for a Network Operations Center (NOC).
5. Supports knowledge transfer to NOC personnel or other individuals charged with the maintaining the environment being monitored by the Network Management solution.
6. May perform other duties as required.

Job Specifications

A Bachelor's Degree in Computer Science, Electrical Engineering, Information Systems or equivalent. Eight (8) years experience in telecommunications network management may be substituted for a Bachelor's degree.

34. Network Manager II

General Summary

Has broad in-depth knowledge and several years experience in architecting and configuring Commercial Off The Shelf (COTS) Network Management solutions (i.e., Tivoli, Computer



Associates, HP OpenView) for Government applications. Typically has knowledge of one or more flavors of Unix and leading hardware vendors' products on which the Network Management platform would run.

Principal Duties and Responsibilities

1. Designing, developing, and deploying a fault and performance network management system that provides the required trouble isolation and identification required for the applications.
2. Identifying deficiencies in existing Network Management platforms and proposing solutions that mediate these problems. May include identification of COTS platforms that are currently not deployed.
3. Providing customizations to existing Network Management implementations to reduce the interval from identification of a fault to problem resolution.
4. Integration of multiple COTS vendor products into a seamless operation for a Network Operations Center (NOC).
5. Knowledge transfer to NOC personnel or other individuals charged with the maintaining the environment being monitored by the Network Management solution.
6. May perform other duties as required.

Job Specifications

A Master's Degree in Computer Science, Electrical Engineering, Information Systems or equivalent and 3 or more years' experience in Network Management platforms. A Bachelor's Degree in Computer Science, Electrical Engineering, Information Systems or equivalent and 5 years general work experience (of which 3 years have been spent on Network Management) is considered equivalent to a Master's Degree and 3 years' experience. With a PhD, 1 year of general experience is required.

35. Network Manager III

General Summary

Has broad in-depth knowledge and several years leadership experience in architecting and configuring Commercial Off The Shelf (COTS) Network Management solutions (i.e., Tivoli, Computer Associates, HP OpenView) for Government applications. Typically has knowledge of one or more flavors of Unix and leading hardware vendors' products on which the Network Management platform would run. Has the ability to use experience and technical judgment to reach conclusions in the face of limited and/or uncertain data. Supervises or manages the implementation of specific aspects of network management engineering and is capable of supervising a team of technical specialists working on complex projects.



Principal Duties and Responsibilities

1. Provides technical lead for designing, developing, and deploying a fault and performance network management system that provides the required trouble isolation and identification required for the applications.
2. Provides leadership to identify deficiencies in existing Network Management platforms and proposes solutions that mediate these problems. May include identification of COTS platforms that are currently not deployed.
3. Provides leadership for customizations to existing Network Management implementations to reduce the interval from identification of a fault to problem resolution.
4. Provides leadership for integration of multiple COTS vendor products into a seamless operation for a Network Operations Center (NOC).
5. Leads team performing knowledge transfer to NOC personnel or other individuals charged with the maintaining the environment being monitored by the Network Management solution.
6. May perform other duties as required.

Job Specifications

A Doctorate in Computer Science, Electrical Engineering, Information Systems or equivalent and 6 years experience in Network Management platforms. A Master's Degree in Computer Science, Electrical Engineering, Information Systems or equivalent and 8 years general work experience (of which 4 years have been spent on Network Management) is considered equivalent to a Doctorate and 6 years experience.

36. Network Technician

General Summary

Works under supervision to performs a variety of network engineering tasks which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Works under the supervision of a Sr. Network Engineer or Network Engineer.

Principal Duties and Responsibilities

1. Supports the planning and performance of network engineering research, design development, and other assignments in conformance with network design, engineering, and customer specifications.
2. Supports the technical/engineering part of a networking project assigned to higher level engineers.



3. Works under the supervision of a Sr. Network Engineer or Network Engineer.
4. May perform other duties as assigned.

Job Specifications

Bachelor's Degree or equivalent, or High School Diploma and 5 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. There is no experience substitution for a High School Diploma, however a G.E.D. or other degree equivalency program is acceptable.

37. Operations Manager

General Summary

Manages computer operations. Ensures production schedules are met. Ensures computer system resources are used effectively.

Principal Duties and Responsibilities

Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provides users with computer output. Supervises staff operations.

Job Specifications

Bachelor's Degree or equivalent and 5 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's degree, 3 years of general experience is required. With a PhD, 1 year of general experience is required.

38. Program Manager

General Summary

Directs the performance of a variety of related projects, which may be organized by technology, program, or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Program areas typically represents more than three functional areas that may include engineering, systems analysis, quality control, administration, etc.

Principal Duties and Responsibilities



1. Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of all contractual items.
2. Operates within client guidance, contractual limitations, and Company business and policy directives.
3. Serves as focal point-of-contact with client regarding program activities.
4. Ensures that all required resources including manpower, production standards, computer time, and facilities are available for program implementation.
5. Manages program consisting of multiple projects including project identification, design, development, and delivery.
6. Maintains the development and execution of business opportunities based on broad, general guidance.
7. Confers with project manager to provide technical advice and to assist with problem resolution.
8. Responsible for marketing new technology and follow-on business acquisitions.
9. May perform other duties as assigned.

Job Specifications

Bachelor's Degree or equivalent and 10 years of general experience. Six (6) years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, eight (8) years of general experience is acceptable. With a PhD, 6 year of general experience is required.

39. Programmer Analyst

General Summary

Works under supervision to support the activities of a Sr. Programmer Analyst. Supports the maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc.

Principal Duties and Responsibilities

1. Support the continual assessment of the performance of appropriate software systems to identify and correct problems which impact operation efficiency and work quality.
2. Analyzes performance indicators such as system's response time and number of programs being processed to ensure operational efficiency.
3. Designs, codes, installs, and maintains appropriate systems software program.
4. Supports the identification, evaluation, customizing and implementation of vendor-supplied software packages.
5. Supports special system regenerations where applicable to reflect changes in peripheral configuration.



6. Ensures the maintenance of adequate software systems documentation.
7. Trains users in applications programming and other user personnel in the use of systems software and related hardware.
8. May perform other duties as assigned.

Job Specifications

Bachelor's Degree or equivalent and 2 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, no experience is required.

40. Sr. Enterprise Consultant

General Summary

Technical subject matter expert for enterprise-wide system management tools and operations. Broad understanding of complex, multi-platform information technology (IT) infrastructure operations, hardware, software, processes and tools. Develops detailed design documents for multiple platform three tiered client server environments. Architect solutions for systems management tools and oversees project implementation.

Principal Duties and Responsibilities

1. Design and document enterprise management solutions for complex heterogeneous IT environments.
2. Architect solutions that integrate systems, network and help desk tools into an integrated IT solution.
3. Provide hardware and software tool selection analysis and recommendations.
4. Manages technical teams with diverse areas of specialization to implement multiple software management tools either sequentially or in parallel.
5. Confers with project manager to provide technical advice and to assist with problem resolution.
6. May perform other duties as assigned.

Job Specifications

Bachelor's Degree or equivalent and 12 years of general experience Six (6) years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, six (6) years of general experience is acceptable. With a PhD, 4 years of general experience is required.

41. Sr. Network Engineer



General Summary

Performs a variety of network engineering tasks, either independently or under supervision, which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software, and support facilities and/or equipment. Supervises team of Network Engineers through project completion.

Principal Duties and Responsibilities

1. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications.
2. Supervises team of Network Engineers through project completion.
3. Responsible for major technical/engineering projects of higher complexity and importance than those normally assigned to lower level engineers.
4. Coordinates the activities of Network Engineers and Network Technicians assigned to specific network engineering projects.
5. May perform other duties as assigned.

Job Specifications

Bachelor's Degree or equivalent and 6 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, four (4) years of general experience is required. With a PhD, 2 year of general experience is required.

42. Sr. Network Installation Technician

General Summary

Organizes and directs network installations and site surveys.

Principal Duties and Responsibilities

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

Job Specifications



High School Diploma or equivalent and 5 years of general experience. There is no experience substitution for a High School Diploma, however a G.E.D., other degree equivalency program, or a technical trade school certificate is acceptable. With a Bachelor's degree, 3 years of general experience is required. With a Masters Degree, 1 year of general experience is required.

43. Sr. Program Manager

General Summary

Directs the performance of a variety of highly technical projects which may be organized by technology, program or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Program areas typically include engineering, integration, test, systems analysis, quality assurance, etc.

Principal Duties and Responsibilities

1. Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of all contractual items.
2. Operates within client guidance, contractual limitations, and Company business and policy directives.
3. Serves as focal point of contact with client regarding program activities.
4. Ensures that all required resources are available for program implementation.
5. Maintains the development and execution of business opportunities based on broad, general guidance.
6. Confers with project manager to provide technical advice and to assist with problem resolution.
7. May perform other duties as assigned.

Job Specifications

Bachelor's Degree or equivalent and 15 years of general experience. Six (6) years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, thirteen (13) years of general experience is acceptable. With a PhD, 11 year of general experience is required.

44. Sr. Programmer Analyst

General Summary

Works independently, with management review of end results. Has prime accountability for the maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc.



Principal Duties and Responsibilities

1. Continually assess the performance of appropriate software systems to identify and correct problems which impact operation efficiency and work quality.
2. Maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements.
3. Analyzes performance indicators such as system's response time and number of programs being processed to ensure operational efficiency.
4. Designs, codes, installs, and maintains appropriate systems software program.
5. Identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages.
6. Performs special system regenerations where applicable to reflect changes in peripheral configuration.
7. Ensures the maintenance of adequate software systems documentation.
8. Recommends to management the purchase or lease of system software packages and related hardware.
9. Provides technical assistance to less experienced systems software personnel in the resolution of complex system-related problems.
10. Trains users in applications programming and other user personnel in the use of systems software and related hardware.
11. May perform other duties as assigned.

Job Specifications

Bachelor's Degree or equivalent and 6 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, four (4) years of general experience is required. With a PhD, 2 year of general experience is required.

45. Sr. Software Engineer

General Summary

Under general supervision, engineers software solutions based upon client requirements. Generally, has one or more Software Engineers on staff and heads up projects that make use of commercially available or custom Computer Aided Software Engineering (CASE) tools as required.

Principal Duties and Responsibilities

1. Engineers software solutions based upon client requirements.
2. Supervises a staff of Software Engineers as required.



3. Manages projects that make use of commercially-available or custom CASE tools as required.
4. Develops technical documentation detailing the project design parameters.
5. May perform other duties as assigned.

Job Specifications

Bachelor's Degree or equivalent and 8 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, six (6) years of general experience is required. With a PhD, 4 years of general experience is required.

46. Sr. Systems Analyst

General Summary

Acts as a lead in performing systems analysis of computer and communications/networks systems. Oversees the overall installation of computer operating systems, network, and application software. Has ability to adapt to new situations and environments. Possesses keen troubleshooting skills to assist other Sr. Systems Analysts and Program Managers.

Principal Duties and Responsibilities

1. Performs systems analysis of computer and networking systems.
2. Supports other Sr. Systems Analysts and Program Managers, as required.
3. Oversees the overall integration of all systems peripherals so that they can operate correctly within a predefined environment.
4. Oversees hotline support to customers.
5. Analyzes and develops technical documentation detailing the installation procedures.
6. May perform other duties, as assigned.

Job Specifications

Bachelor's Degree or equivalent and 8 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, six (6) years of general experience is acceptable. With a PhD, 4 years of general experience is required.

47. Sr. System Integration Specialist

General Summary



Acts as a lead in defining and executing integration engineering activities within a project. These activities may consist of concept exploration and assessment, systems integration, systems of systems integration, performance management, technology assessment, testing and validation, and development and staffing of a systems integration plan.

Principal Duties and Responsibilities

1. Performs concept exploration and assessment, systems integration, systems of systems integration, performance management, technology assessment, testing and validation.
2. Development and staffing of a systems integration management plan.
3. Supports other Engineers and Program Managers, as required.
4. Analyzes and develops technical documentation detailing the integration and system performance.
5. Coordinates the activities of system integration engineers assigned to specific systems integration projects.
6. May perform other duties as assigned.

Job Specifications

Bachelor's Degree or equivalent and 12 years of general experience. 6 years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, 10 years of general experience is required. With a PhD, 8 year of general experience is required.

48. Sr. Systems Engineer

General Summary

Acts as a lead in defining and executing systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan.

Principal Duties and Responsibilities

1. Performs systems engineering planning, performance management, capacity planning, testing and validation, benchmarking, information engineering.
2. Development and staffing of a systems engineering management plan.
3. Supports other Sr. Systems Engineers and Program Managers, as required.
4. Analyzes and develops technical documentation detailing the integration and system performance.



5. Coordinates the activities of Systems Engineers and Jr. Systems Engineers assigned to specific systems engineering projects.
6. May perform other duties as assigned.

Job Specifications

Bachelor's Degree or equivalent and 8 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, six (6) years of general experience is required. With a PhD, 4 years of general experience is required.

49. Subject Matter Expert

General Summary

Expert in single or multiple technical disciplines. Provides Expert guidance and insight into specific technologies and their application and independently performs a variety of system design and integration tasks where a specific subject matter expertise is necessary.

Principal Duties and Responsibilities

1. Plans and performs research, design assessment, development, integration and other assignments in a specific technical area.
2. Supervises broad team of systems engineers.
3. Responsible for highly complex technical/engineering areas.
4. May perform other duties, as assigned.

Job Specifications

Bachelor's Degree or equivalent and 17 years of general experience. 6 years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, 15 years of general experience is required. With a PhD, 13 year of general experience is required.

50. Software Engineer

General Summary

Under general supervision, engineers software solutions based upon client requirements. Generally reports to a Sr. Software Engineer and makes use of commercially-available or custom Computer Aided Software Engineering (CASE) tools as required.

Principal Duties and Responsibilities



1. Engineers software solutions based upon client requirements.
2. Supports a Sr. Software Engineer as required.
3. Uses commercially-available or custom CASE tools as required.
4. Develops technical documentation detailing the project design parameters.
5. May perform other duties as assigned.

Job Specifications

Bachelor's Degree or equivalent and 5 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, three (3) years of general experience is required. With a PhD, 1 year of general experience is required.

51. Systems Administrator

General Summary

Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based.

Principal Duties and Responsibilities

Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

Job Specifications

Bachelor's Degree or equivalent and 2 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's degree no experience is required.

52. Systems Analyst

General Summary

Under general supervision, performs systems analysis of computer and communications/network systems. Performs systems installation of computer operating systems, network, and applications software, and computer/network hardware. Provides hotline support to customers. Has ability to adapt to new situations and environments. Possesses keen troubleshooting skills to assist Sr. Systems Analysts.

Principal Duties and Responsibilities



1. Performs systems analysis of computer and networking systems.
2. Supports a Sr. Systems Analyst, as required.
3. Provides overall integration of all systems peripherals so that they operate correctly within a predefined environment.
4. Provides hotline support to customers.
5. Develops technical documentation detailing the installation procedures.
6. May perform other duties, as assigned.

Job Specifications

Bachelor's Degree or equivalent and 5 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, three (3) years of general experience is acceptable. With a PhD, 1 year of general experience is required.

53. Systems Architect

General Summary

Senior scientist who independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment. Supervises team of Sr. Systems Engineers, Network Engineers, Sr. Network Engineers, and Network Engineers through project completion and is considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking.

Principal Duties and Responsibilities

1. Plans and performs systems and networking engineering research, design development, and other assignments in conformance with system and network design, engineering, and customer specifications.
2. Supervises team of Sr. Systems Engineers, Systems Engineers, Sr. Network Engineers, and Network Engineers.
3. Responsible for highly complex technical/engineering projects.
4. Coordinates the activities of Sr. Systems Engineers, Systems Engineers, Sr. Network Engineers, and Network Engineers assigned to specific system and network engineering projects.
5. Is the lead technical authority on the project.
6. May perform other duties, as assigned.

Job Specifications



Master's Degree or equivalent and 10 years of general experience. A Bachelor's Degree and 9 years of general experience is equivalent to a Master's Degree or a High School Diploma (or equivalent) and 15 years of general experience is considered equivalent to a Master's Degree. With a Doctorate, eight (8) years of general experience is acceptable.

54. Systems Manager

General Summary

Under general supervision, defines and executes systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan.

Principal Duties and Responsibilities

1. Performs systems engineering planning, performance management, capacity planning, testing and validation, benchmarking, information engineering.
2. Development and staffing of a systems engineering management plan.
3. Supports a Sr. Systems Engineer, as required.
4. Analyzes and develops technical documentation detailing the integration and system performance.
5. Coordinates the activities of Systems Engineers and Jr. Systems Engineers assigned to specific systems engineering projects.
6. May perform other duties as assigned.

Job Specifications

Bachelor's Degree or equivalent and 5 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, three (3) years of general experience is required. With a PhD, 1 year of general experience is required.

55. Systems Integration Architect

General Summary

Senior Architect who independently performs a variety of system design and integration tasks which are broad in nature and are concerned with design, implementation and architecting of major systems, systems of systems, integration of systems elements and related support systems. Often supervises a broad team of engineers through project completion.



Principal Duties and Responsibilities

1. Plans and performs systems engineering research, design, development, integration and other assignments in conformance with system design, engineering, and customer specifications.
2. Supervises broad team of systems engineers.
3. Responsible for highly complex technical/engineering projects.
4. Often leads team in technical areas.
5. May perform other duties, as assigned.

Job Specifications

Bachelor's Degree or equivalent and 14 years of general experience. 6 years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, 12 years of general experience is required. With a PhD, 10 year of general experience is required.

56. Systems Integration Specialist

General Summary

Under general supervision, defines and executes integration engineering activities within a project. These activities may consist of concept exploration and assessment, systems integration, systems of systems integration, performance management, technology assessment, testing and validation, and development and staffing of a systems integration plan.

Principal Duties and Responsibilities

1. Performs concept exploration and assessment, systems integration, systems of systems integration, performance management, technology assessment, testing and validation
2. Supports a Sr. System Integration Engineer, as required.
3. Analyzes and develops technical documentation detailing the integration and system performance.
4. May perform other duties as assigned.

Job Specifications

Bachelor's Degree or equivalent and 8 years of general experience. 6 years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, 6 years of general experience is required. With a PhD, 4 year of general experience is required.

57. Systems Operator



General Summary

Monitors and supports computer processing.

Principal Duties and Responsibilities

Coordinates input, output, and file media. Distributes output and controls computer operation which may be mainframe, mini, or client/server based.

Job Specifications

High School Diploma and 2 years of general experience. There is no experience substitution for a High School Diploma, however a G.E.D., other degree equivalency program, or a technical trade school certificate is acceptable. With a Bachelor's degree no experience is required.

58. Technical Writer/Editor

General Summary

Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and other reports and deliverables.

Principal Duties and Responsibilities

Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Job Specifications

Bachelor's Degree or equivalent. Six (6) years of general experience is considered equivalent to a Bachelor's Degree.

59. Telecommunications Technology Project Manager

General Summary

Possesses high-level knowledge of telecommunications networks and/or technologies and integrates this information with knowledge of project management methodologies to organize and direct resources and deliver telecommunications products and services, such as consulting and research, for government applications. Capable of managing the planning, execution, and delivery phases of complex telecommunications projects within the constraints of contract terms and conditions and government procurement regulations.



Principal Duties and Responsibilities

1. Responsible for managing resources, scheduling, and allocation of funding in order to deliver contracted products and services on time,
2. Serves as point of contact for details regarding project progress,
3. Can work with Program Manager, or directly with Contract Officer/Contract Officer's Technical Representative, to identify and address changes in project scope, schedule, and budget,
4. Provides advice to assist with project problem resolution,
5. Is capable of developing proposals for new work and changes to existing work.

Job Specifications

A Bachelor's degree and (6) years Project Management experience is required. A Master's Degree and five (5) years Project management experience with at least 1 year managing government projects is acceptable. With a PhD, 3 year of general experience is required.

60. Applications Systems Analyst

Principal Duties and Responsibilities

Performs requirements management for Immigration & Naturalization Service contract. Build Requirements Library using DOORS tool; assist technically with the facilitation of User Group meetings; develop/validate/review functional and operational requirements documentation; work with development teams to ensure that requirements are properly addresses in system design, ICD, Data Management Plans, and implementation.

Job Specifications

BS in Computer Sciences (or equivalent). At least 5 years experience in systems engineering and systems analysis/requirements analysis. Familiarity with standard systems development methodologies and system lifecycle. Experience with DOORS or JAD session facilitation. Excellent verbal and written communication skills. Desired Skills: Process engineering.

61. Application/Data Management Specialist

Principal Duties and Responsibilities

Engineering applications, databases and systems to integrate and analyze Security Operations Data.



Job Specifications

College Degree or IT Technical Certifications or Equivalent Experience. 3 Years IT Experience; 2 Years IT Security Experience; Demonstrated Technical Writing Skills; Demonstrated Verbal Communication Skills; Demonstrated Analytical Skills; Occasional Travel Broad Knowledge of IT and IT Security Standards, Including U.S. Federal Government Standards; Knowledge of and Experience With Technologies, Products and Procedures Listed Below: Data Modeling (Normalization, Data Relationships, Data Integrity); Process Flow Modeling Database Architecture (MS SQL Server 7.0); Data Manipulation and Management (Structured Query Language); High Availability Cluster Configurations Technologies; Application Architecture Design & Engineering Application Development Tools and Methodologies; X.500 & LDAP Directories; Netware/NDS Windows 2K and NT System Hardening; Web Servers; Software Deployment; Storage Systems; Backup and Recovery; Experience In: Data Modeling (Normalization, Data Relationships, Data Integrity and Flow); Data Manipulation and Management (SQL); Database Administration (MS SQL Server 7.0 on NT); High Availability Cluster; Configurations Technologies; Application Design, Engineering & Development; Developing System Documentation, Design & Engineering Documentation, Deployment Plans, and Operating Procedures; Developing Training Materials for Users, Administrators, and Support Personnel.

Desired Skills:

Security Certifications Such As CISSP, CISA and SANS GNSA U.S. Federal Government Security Clearance.

62. Integration Test Analyst

Principal Duties and Responsibilities

Participate in the analysis and development of the Programs Independent Verification and Validation Test task. Responsibilities include: identify and define system requirements, analyze testability of system requirements and design to their sources and rationale, create test cases, scripts, and procedures to verify all requirements, include schedules and responsibilities. Verify all requirements, designs, multiple unit interfaces, and the system through analysis, simulation, or test. Assist in the execution of the verification in accordance with the system project and integration test plans. Participate in program reviews and provide status information. Report project status to management as appropriate.

Job Specifications

Bachelor's degree from an accredited college or university preferably in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable training certificate from an accredited institution. Excellent people, writing and communications skills. A



minimum of 8 years of intensive and progressive experience in a computer related field. Five years within the last eight calendar years of intensive and progressive experience in performing software testing for complex to highly complex software hardware applications and/or systems.

Desired Skills:

Requirements Analysis tools such as DOORS, System Architect/Process Analyst, Understanding of UNIX, Microsoft NT/2000, , C++/OOD. Knowledge of Grant Management Systems desirable.

63. Computer Intrusion Detection Engineer (Vulnerability Scanning)

Principal Duties and Responsibilities

Participate in a project to design, engineer, test, deploy and operate a network-based Intrusion Detection System (IDS) system; evaluate approaches to implement host-based IDS, and host and network-based Vulnerability Scanning systems; and evaluate approaches to correlate and analyse the data from all of these systems.

Job Specifications

College Degree or IT Technical Certifications or Equivalent Experience. 3 Years IT Experience; 2 Years IT Security Experience; Demonstrated Technical Writing Skills; Demonstrated Verbal Communication Skills; Demonstrated Analytical Skills; Occasional Travel; Broad Knowledge of IT and IT Security Standards, Including U.S. Federal Government Standards. Technical: Knowledge of and Experience With Technologies, Products and Procedures Listed Below: Network and Host-based Intrusion Detection; Network and Host-based Vulnerability Scanning; Virtual Private Networking; Computer Security Incident Response; Penetration Testing; Firewalls; Routers; Netware/NDS; Windows 2K and NT; UNIX (Especially HP-UX, Solaris, Linux and AIX); System Hardening; Telecommunications; Web Servers; Wireless; Software Deployment; Backup and Recovery; Contingency and Disaster Recovery Plans; Protecting Forensic Value of Data; Operational Experience With Networks; Experience In: Component, Integration, and Pre-Production Acceptance Testing and Documentation Generation; Network Architecture Design & Engineering; Network Security Architecture Design & Engineering; Developing System Documentation, Design & Engineering Documentation, Deployment Plans, and Operating Procedures; Developing Training Materials for Users, Administrators, and Support Personnel.

Desired Skills:

Security Certifications Such As CISSP, CISA and SANS GNSA; Knowledge of Application Architecture Design & Engineering; U.S. Federal Government Security Clearance.

64. IT Enterprise Architecture Planning Manager



Principal Duties and Responsibilities

Conducts and supports Enterprise Architecture Planning (EAP) for information systems. Leads the support and assists in executing a consensus-based, participatory process that identifies and documents business area activities, the data that supports those business activities, and the applications used to manage that data. Interprets Government-wide Information Management architectural guidance and standards Supports development of Enterprise Architecture standards, policies and guidelines to ensure appropriate application, implementation, and compatibility with Governmentwide information architectural and technical standards. Provides expert advice in achieving architectural approaches to structuring technology applications in support of critical and important mission business processes. Prepares written and verbal reports and briefings.

Job Specifications

BA or equivalent experience in business or computer science. Expert knowledge of IT analytical and evaluative methods, architecture principles, standards, trends in technology, and industry best practices. Knowledge of Federal information technology (IT) law and directives including the Government Paperwork Elimination Act of 1999 (PL 105-277, October 21, 1998), Government Performance Results Act of 1993 (Section 5501 of Title 15, PL 103-62), Clinger-Cohen Act (Public Law 104-106), and OMB Circular A-130. Minimum of 5-years experience in supporting the management of Federal government programs. Must have the ability to analyze problems logically and objectively, apply sound judgment in assessing possible solutions, meet tight deadlines, and adjust to changing priorities. Ability to develop plans and execute a complex effort involving the application of advanced technological knowledge. Effective written and oral communication skill, and the ability to present technical findings in a clear and concise manner. Proficiency with Microsoft Office suite (Word, Excel, PowerPoint, Access).

Desired Skills:

Experience in applying the Enterprise Architecture Planning methodology in a federal law enforcement or benefits services environment a strong plus. MBA or Masters in Information Systems is also a plus. Proficiency with Microsoft Project a plus. Thorough knowledge of operational programs and business processes and/or a comprehensive knowledge of automation initiatives a strong plus.

65. Network Support Specialist

Principal Duties and Responsibilities

Will work as part of a team providing helpdesk support. Will provide users with workstations, support for MS Outlook, MS Office products and other system applications. Will be responsible for



server backups and maintenance, securing the file server shares, analyzing and isolating desktop and server computer hardware and software problems.

Job Specifications

Associates degree in I.T. related studies or at least three years of relevant experience. 2-4 years experience working in a LAN environment and knowledge of Windows NT/2000 workstation and server is required. Candidate must have experience with Microsoft Exchange 5.5 server. Must also have experience with Cisco routers and catalyst switches.

Desired Skills:

MCSE and Cisco certification is desired.

66. Oracle DBA/Developer

Principal Duties and Responsibilities

Provides expertise in the most current principles and practices of managing database systems and possesses the ability to design, review and develop database applications based upon user requirements. Also possess the ability to maintain a database system for which new applications are being planned and incorporated. , Information specialist provides expertise in compiling, arranging, storing and retrieval of information to facilitate support of a customer, project or program. Responsibilities to include:

- Database administration activities to support development, training, integration, and production databases for several enterprise Oracle 8i databases.
- Development and maintenance of applications and databases in Oracle 8i/9I, Oracle Forms, Oracle Reports, Oracle Discoverer and Oracle Portal.
- Configuration and maintenance of Oracle Application Server (9iAS)
- Developing, maintaining and becoming the subject matter expert on several data models.
- Analysis of data to ensure data integrity and quality.
- Assist team in analyzing data to resolve end-user software support issues.
- Conducting recovery actions.
- Assist team in analyzing data to resolve end-user software support issues.
- Providing extensive ongoing end-user help desk support on suite of proprietary software, installing, configuring and troubleshooting various hardware and software.
- Interfacing with external contractor administrator, network, and development personnel to troubleshoot and implement technical issues and code fixes.
- Interfacing with network administrators to ensure all workstations and servers are configured and performing optimally.



- Interfacing with database administrator(s) to ensure databases and other software is installed, configured, and performing optimally on servers.
- Maintaining library of scripts, software media, licenses, and documentation.
- Maintaining and developing documentation on system administration processes and hw/sw documentation.
- Providing training to end-users and team members on various technical issues or systems.

Job Specifications

An associates degree as a data base manager or information specialist or a vocational or technical school certificate indicating that post secondary school education and training in the information systems field has been completed. A minimum of five years experience in the information systems or data base management career field.; A minimum of two years experience Oracle Forms and Reports development experience.; Outstanding communication and interpersonal skills.

Desired Skills:

Java experience highly desired.; Oracle Certified Developer, Oracle Certified DBA; Demonstrated 2-3 years experience PL/SQL development.; Demonstrated 2-3 years experience Oracle Forms and Reports development.; Experience with the following: SQL Performance Tuning, TOAD, Designer, IFS, Intermedia, LDAP/Internet Directory, HTML, Forte, XML, UNIX; Motivated team player who works independently with minimal supervision.; Superior problem solving skills.; Excellent ability to communicate both in writing and verbally; Ability to work in a dynamic multi-task environment.

67. Process Modeler

Principal Duties and Responsibilities

Support the development of the Immigration and Naturalization Service (INS) Enterprise Logical Data and Process Models using the Oracle Designer/2000 tool. The selected candidate will also provide support in the identification, design, and implementation of the INS Standard Lookup tables in the Oracle DBMS environment for access by various INS application systems. Must be able to analyze data and process requirements pertaining to mission-critical application systems for future incorporation of the data and process objects in the INS Enterprise Model. Will be required to implement Standard Oracle tables within the umbrella of the Database Development Life Cycle beginning with the development of Logical Data Models for such tables and ending with the actual implementation of these tables in the Oracle DBMS. The Enterprise Model Team uses the Oracle Designer/2000 tool is used in all phases of the Database Development Life Cycle. Work in a team environment with Oracle and IDMS Database Administrators while analyzing the data and/or process requirements of the INS Applications.



Job Specifications

B.S. degree in Computer Science, Information Systems, or a related discipline and 5 or more year of database design and development experience using the Database Development Life Cycle methodology. Must have experience on PC Windows, NT environments, and Unix. Data and process Modeling; Oracle Table design and implementation skills; Systems Architecture; Oracle Designer/2000 skills, SQL, PL/SQL.

Desired Skills:
Oracle Forms; XML

68. Security Administrator

Principal Duties and Responsibilities

Administer security systems in a Security Operations Center, both local systems and systems located in the field. Systems may include PKI, SecureID, Virtual private networks, Access Control Management systems.

Job Specifications

College Degree or IT Technical Certifications or Equivalent Experience. Technical: Knowledge of and Experience With Technologies, Products and Procedures Listed Below: Public Key Infrastructure (PKI); SecureID; Windows 2K and NTUNIX (Especially HP-UX, Solaris, Linux and AIX); Novell Netware; System Hardening; Telecommunications; Virtual Private Networking; Computer Security Incident Response; Software Deployment; Backup and Recovery; Operational Experience Administering: Networks; Servers; Security Systems.

Desired Skills:
Security Certifications Such As CISSP, CISA and SANS GNSA; U.S. Federal Government Security Clearance

69. Security Specialist (Cryptographic Modules & Biometrics)

Principal Duties and Responsibilities

Participate in a project to design, engineer, test, deploy and support the operation of a range of cryptographic module (tokens, Boards, etc.) and biometric authentication devices in concert with a PKI.

Job Specifications



College Degree or IT Technical Certifications or Equivalent Experience. General: 3 Years IT Experience; 2 Years IT Security Experience; Demonstrated Technical Writing Skills; Demonstrated Verbal Communication Skills; Demonstrated Analytical Skills; Occasional Travel; Broad Knowledge of IT and IT Security Standards, Including U.S. Federal Government Standards; Technical: Knowledge of and Experience With Technologies, Products and Procedures Listed Below: Public Key Infrastructure (PKI) (Entrust, Others); Cryptographic Module (Tokens, Boards, Accelerators); Biometrics, Netware/NDS; Windows 2K and NT; UNIX (Especially HP-UX, Solaris, Linux and AIX); Physical Security; System Hardening; Telecommunications; Web Servers, Application Servers, Database Servers, Network Servers; Wireless; Access Control Management and Software Deployment; Operational Experience With: Deploying and Supporting Cryptographic Tokens and Boards; Deploying and Supporting Biometric Systems; Experience In: Component, Integration, and Pre-Production Acceptance Testing and Documentation Generation; Security Architecture Design & Engineering; Developing System Documentation, Design & Engineering Documentation, Deployment Plans, and Operating Procedures; Developing Training Materials for Users, Administrators, and Support Personnel.z

Desired Skills:

Security Certifications Such As CISSP, CISA and SANS GNSA; U.S. Federal Government Security Clearance.



70. Senior Information Technology Specialist

Principal Duties and Responsibilities

Works with little management direction, responsible for design and engineering of all facets of Information Technology hardware, software, and protocols. Has high degree of technical expertise of maximizing software applications performance and security on Wide Area Networks (WAN) and Local Area Networks (LAN). Performs the most complex activities for design engineering, configuration, and trouble shooting on physical layer #1 digital transmission facilities, Ethernet switches, routers, servers, and workstation PCs. Reads and interprets circuit diagrams and electrical schematics. Acts as the prime engineer for recommending vendor IT products. Works with personnel at Level 3 expertise to solve and identify solutions for system/network problems at those locations. Will provide technical assistance/guidance to less experienced engineers and technicians.

Job Specifications

Bachelor of Science in Computer Science or Engineering or relevant Business experience required. Usually has a minimum of 8 years of information technology and telecommunications experience. Will have multiple IT certifications and Engineering Degree or equivalent knowledge.

71. Security Event Analysis & Response Specialist

Principal Duties and Responsibilities

Provide consulting services to Application Developers to ensure their implementation of strong security protocols. Assess the security of applications and recommend fixes for any vulnerabilities found.

Job Specifications

College Degree or IT Technical Certifications or Equivalent Experience. General: 3 Years IT Experience; 2 Years IT Security Experience; Demonstrated Technical Writing Skills;; Demonstrated Verbal Communication Skills; Demonstrated Analytical Skills; Occasional Travel; Broad Knowledge of IT and IT Security Standards, Including U.S. Federal Government Standards. Knowledge of and Experience With Technologies, Products and Procedures Listed Below;; Application Architecture Design & Engineering; Application Development Tools and Methodologies;; Security Protocols; Application Security Assessment Tools & Methodologies; Application Acceptance Testing Tools & Methodologies; System Development Life Cycle Methodologies; Public Key Infrastructure (PKI) (Entrust, Others); X.500 & LDAP Directories;; Symmetric and Asymmetric Cryptography; Key Recovery;; Netware/NDS; Windows 2K and NT; UNIX (Especially HP-UX, Solaris, Linux and AIX);



System Hardening; Firewalls; Physical Security; Telecommunications; Web Servers; Virtual Private Networking; Software Deployment; Storage Systems; Backup and Recovery; Experience In;; Application Design, Engineering & Development;; Application Security Assessment; Application Acceptance Test Plan Development and Testing; System Development Life Cycle Methodologies; Developing System Documentation, Design & Engineering Documentation; Deployment Plans, and Operating Procedures; Developing Training Materials for Users, Administrators, and Support Personnel.

Desired Skills:

Security Certifications Such As CISSP, CISA and SANS GNSA; U.S. Federal Government Security Clearance.



4.0 PRICING INFORMATION

TAI PEDRO & ASSOCIATES, PC
PRICING LIST WITH IFF
CONTRACT NO: GS-35F-0798M

Labor Category		at Government Site				
		2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
1	Computer Telephony Integration Architect	\$ 442.03	\$ 457.51	\$ 473.52	\$ 490.09	\$ 507.25
2	Computer Telephony Integration Specialist I	\$ 279.70	\$ 289.49	\$ 299.63	\$ 310.11	\$ 320.97
3	Computer Telephony Integration Specialist II	\$ 334.58	\$ 346.29	\$ 358.41	\$ 370.95	\$ 383.94
4	Computer Telephony Integration Specialist III	\$ 379.60	\$ 392.88	\$ 406.63	\$ 420.87	\$ 435.60
5	Data Warehouse Specialist I	\$ 88.83	\$ 91.94	\$ 95.16	\$ 98.49	\$ 101.94
6	Data Warehouse Specialist II	\$ 99.29	\$ 102.76	\$ 106.36	\$ 110.08	\$ 113.94
7	Data Warehouse Specialist III	\$ 107.70	\$ 111.47	\$ 115.37	\$ 119.41	\$ 123.59
8	Data Warehouse Specialist IV	\$ 147.65	\$ 152.82	\$ 158.17	\$ 163.70	\$ 169.43
9	Data Warehouse Specialist V	\$ 159.46	\$ 165.04	\$ 170.81	\$ 176.79	\$ 182.98
10	Enterprise Consultant	\$ 151.09	\$ 156.38	\$ 161.85	\$ 167.52	\$ 173.38
11	ERP Consultant I	\$ 159.81	\$ 165.40	\$ 171.19	\$ 177.18	\$ 183.38
12	ERP Consultant II	\$ 184.96	\$ 191.44	\$ 198.14	\$ 205.07	\$ 212.25
13	ERP Consultant III	\$ 220.82	\$ 228.54	\$ 236.54	\$ 244.82	\$ 253.39
14	ERP Consultant IV	\$ 272.28	\$ 281.81	\$ 291.67	\$ 301.88	\$ 312.45



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PRICING LIST WITH IFF
CONTRACT NO: GS-35F-0798M

Labor Category		at Government Site				
		2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
15	Hardware/Software Installation Technician	\$ 84.54	\$ 87.49	\$ 90.56	\$ 93.73	\$ 97.01
16	Hardware/Software Specialist	\$ 94.47	\$ 97.78	\$ 101.20	\$ 104.75	\$ 108.41
17	Help Desk Manager	\$ 127.97	\$ 132.45	\$ 137.08	\$ 141.88	\$ 146.85
18	Help Desk Specialist	\$ 94.95	\$ 98.28	\$ 101.71	\$ 105.27	\$ 108.96
19	Computer Information Specialist I	\$ 40.63	\$ 42.05	\$ 43.52	\$ 45.04	\$ 46.62
20	Computer Information Specialist II	\$ 53.86	\$ 55.75	\$ 57.70	\$ 59.72	\$ 61.81
21	Computer Information Specialist III	\$ 71.97	\$ 74.49	\$ 77.10	\$ 79.80	\$ 82.59
22	Computer Information Specialist IV	\$ 82.95	\$ 85.85	\$ 88.86	\$ 91.97	\$ 95.19
23	Computer Information Specialist V	\$ 99.40	\$ 102.88	\$ 106.48	\$ 110.21	\$ 114.07
24	Internet/Intranet Specialist I	\$ 93.73	\$ 97.01	\$ 100.41	\$ 103.92	\$ 107.56
25	Internet/intranet Specialist II	\$ 123.86	\$ 128.19	\$ 132.68	\$ 137.32	\$ 142.13
26	Jr. Programmer Analyst	\$ 100.12	\$ 103.62	\$ 107.25	\$ 111.00	\$ 114.89
27	Jr. Systems Analyst	\$ 97.25	\$ 100.66	\$ 104.18	\$ 107.83	\$ 111.60
28	Network Architect	\$ 495.73	\$ 513.08	\$ 531.04	\$ 549.63	\$ 568.86
29	Network Architecture Specialist I	\$ 327.59	\$ 339.05	\$ 350.92	\$ 363.20	\$ 375.91



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CONTRACT NO: GS-35F-0798M

Labor Category		at Government Site				
		2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
30	Network Architecture Specialist II	\$ 391.77	\$ 405.48	\$ 419.67	\$ 434.36	\$ 449.56
31	Network Architecture Specialist III	\$ 445.63	\$ 461.23	\$ 477.37	\$ 494.08	\$ 511.37
32	Network Engineer	\$ 117.34	\$ 121.45	\$ 125.70	\$ 130.10	\$ 134.65
33	Network Manager I	\$ 261.95	\$ 271.11	\$ 280.60	\$ 290.42	\$ 300.59
34	Network Manager II	\$ 301.00	\$ 311.53	\$ 322.44	\$ 333.72	\$ 345.40
35	Network Manager III	\$ 304.17	\$ 314.82	\$ 325.84	\$ 337.24	\$ 349.04
36	Network Technician	\$ 89.84	\$ 92.99	\$ 96.24	\$ 99.61	\$ 103.10
37	Operations Manager	\$ 149.78	\$ 155.03	\$ 160.45	\$ 166.07	\$ 171.88
38	Program Manager	\$ 180.81	\$ 187.14	\$ 193.69	\$ 200.46	\$ 207.48
39	Programmer Analyst	\$ 121.43	\$ 125.68	\$ 130.08	\$ 134.63	\$ 139.34
40	Sr. Enterprise Consultant	\$ 208.70	\$ 216.01	\$ 223.57	\$ 231.39	\$ 239.49
41	Sr. Network Engineer	\$ 125.77	\$ 130.17	\$ 134.72	\$ 139.44	\$ 144.32
42	Sr. Network Installation Technician	\$ 95.19	\$ 98.52	\$ 101.97	\$ 105.54	\$ 109.23
43	Sr. Program Manager	\$ 173.65	\$ 179.73	\$ 186.02	\$ 192.53	\$ 199.27
44	Sr. Programmer Analyst	\$ 130.19	\$ 134.74	\$ 139.46	\$ 144.34	\$ 149.39
45	Sr. Software Engineer	\$ 116.50	\$ 120.58	\$ 124.80	\$ 129.17	\$ 133.69
46	Sr. Systems Analyst	\$ 125.01	\$ 129.38	\$ 133.91	\$ 138.60	\$ 143.45
47	Sr. System Integration Specialist	\$ 153.59	\$ 158.96	\$ 164.53	\$ 170.29	\$ 176.25
48	Sr. Systems Engineer	\$ 173.65	\$ 179.73	\$ 186.02	\$ 192.53	\$ 199.27
49	Subject Matter Expert	\$ 190.90	\$ 197.58	\$ 204.50	\$ 211.65	\$ 219.06
50	Software Engineer	\$ 99.87	\$ 103.36	\$ 106.98	\$ 110.72	\$ 114.60



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Labor Category		at Government Site				
		2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
51	Systems Administrator	\$ 112.16	\$ 116.09	\$ 120.15	\$ 124.36	\$ 128.71
52	Systems Analyst	\$ 108.27	\$ 112.06	\$ 115.99	\$ 120.05	\$ 124.25
53	Systems Architect	\$ 153.07	\$ 158.43	\$ 163.97	\$ 169.71	\$ 175.65
54	Systems Manager	\$ 112.16	\$ 116.09	\$ 120.15	\$ 124.36	\$ 128.71
55	Systems Integration Architect	\$ 179.95	\$ 186.25	\$ 192.77	\$ 199.52	\$ 206.50
56	Systems Integration Specialist	\$ 179.95	\$ 186.25	\$ 192.77	\$ 199.52	\$ 206.50
57	Systems Operator	\$ 95.53	\$ 98.87	\$ 102.33	\$ 105.91	\$ 109.62
58	Technical Writer/Editor	\$ 82.96	\$ 85.87	\$ 88.87	\$ 91.98	\$ 95.20
59	Telecommunications Technology Project Manager	\$ 387.16	\$ 400.71	\$ 414.74	\$ 429.26	\$ 444.28
60	Applications Systems Analyst	\$ 130.87	\$ 135.46	\$ 140.20	\$ 145.10	\$ 150.18
61	Application/Data Management Specialist	\$ 152.94	\$ 158.30	\$ 163.84	\$ 169.57	\$ 175.50
62	Integration Test Analyst	\$ 130.59	\$ 135.16	\$ 139.90	\$ 144.79	\$ 149.86
63	Computer Intrusion Detection Engineer (Vulnerability Scanning)	\$ 162.26	\$ 167.94	\$ 173.82	\$ 179.90	\$ 186.20
64	IT Enterprise Architecture Planning Manager	\$ 180.96	\$ 187.30	\$ 193.85	\$ 200.64	\$ 207.66
65	Network Support Specialist	\$ 126.16	\$ 130.57	\$ 135.14	\$ 139.87	\$ 144.77
66	Oracle DBA/Developer	\$ 149.94	\$ 155.19	\$ 160.62	\$ 166.24	\$ 172.06



TAI PEDRO & ASSOCIATES, PC
PRICING LIST WITH IFF
CONTRACT NO: GS-35F-0798M

Labor Category		at Government Site				
		2017- 2018	2018- 2019	2019- 2020	2020- 2021	2021- 2022
67	Process Modeler	\$ 118.45	\$ 122.60	\$ 126.89	\$ 131.33	\$ 135.93
68	Security Administrator	\$ 155.13	\$ 160.56	\$ 166.18	\$ 172.00	\$ 178.02
69	Security Specialist (Cryptographic Modules & Biometrics)	\$ 155.13	\$ 160.56	\$ 166.18	\$ 172.00	\$ 178.02
70	Senior Information Technology Specialist	\$ 126.16	\$ 130.57	\$ 135.14	\$ 139.87	\$ 144.77
71	Security Event Analysis & Response Specialist	\$ 149.92	\$ 155.17	\$ 160.60	\$ 166.22	\$ 172.04



5.0 USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

Preamble

Tai Pedro & Associates, P.C. (TPA) provides commercial products and services to the Federal Government. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

Commitment

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in Federal Government contracts. To accelerate potential opportunities please contact **Tai Pedro & Associates, P.C. (TPA), Taiwo Pedro, (202) 545-0135, tai@tai-pedro.com, (202) 545-0136.**



6.0 BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE

[Click here](#) to download the Best Value Blanket Purchase Agreement.

7.0 BASIC GUIDELINES FOR USING "CONTRACTOR TEAM ARRANGEMENTS"

Federal Acquisition Service Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a customer agency requirements.

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

Orders under a Team Arrangement are subject to terms and conditions of the Federal Acquisition Service Contract.

Participation in a Team Arrangement is limited to Federal Acquisition Service 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 Acquisition Service Contractors may individually meet the customer's needs, or -
- Federal Acquisition Service Contractors may individually submit a Schedule "Team Solution" to meet the customer's requirement.
- Customers make a best value selection.

